



Multi-Unit Residential Building (MURB) Retrofit Program

User guide—CEM Hub

MAY 2026

 **BC Hydro**
Power smart

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1. Overview

1.1 Purpose of the guide

This guide provides an overview of the program application process, including step-by-step instructions for each offer/program component.

This CEM Hub (Conservation & Energy Management Hub) guide has been developed to answer important questions and ensuring participants have access to the support they need.

1.2 Program overview

Helping multi-unit residential buildings improve energy efficiency

The Multi-Unit Residential Building (MURB) Retrofit Program is designed to support building owners and strata councils in improving the electrical energy performance of their buildings. The MURB Retrofit Program is designed to provide a comprehensive suite of offers to achieve energy efficiency and low carbon electrification.

THE MURB RETROFIT PROGRAM INCLUDES THREE KEY OFFERS OR FUNDING STREAMS:

Opportunity Assessment Funding

This offer supports a high-level energy assessment conducted by a qualified consultant. It helps housing providers identify potential electrical energy-saving opportunities across their properties. The Alliance of Energy Professionals can assist in completing these studies.

Feasibility Study Funding

This offer enables a deeper analysis of specific building systems. Consultants assess the technical and financial viability of retrofit projects, providing a foundation for informed decision-making and project planning.

Equipment Upgrade Funding

This offer supports whole-building electrical energy retrofits. Eligible upgrades include heat pumps, windows, water heating systems, and more. Participants can choose from pre-approved measures or propose custom projects. Implementation support is also available to ensure quality execution.

1.3 Conservation & Energy Management Hub

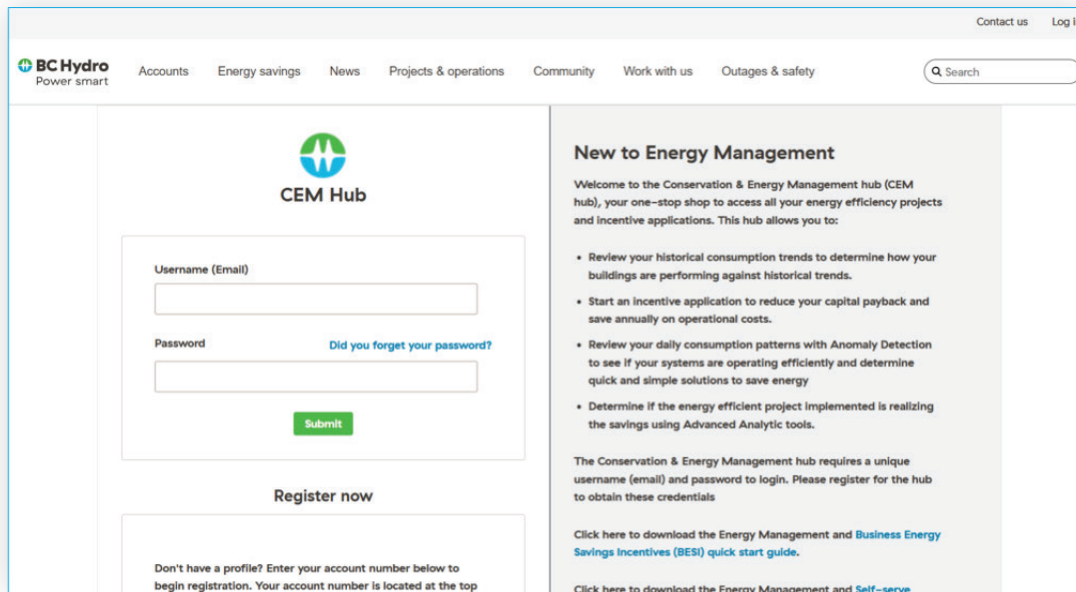
The Conservation & Energy Management Hub (CEM Hub) is BC Hydro's centralized online platform designed to streamline energy efficiency efforts for business customers, contractors, and energy managers. It serves as a one-stop portal for managing energy-saving projects, tracking consumption, and accessing programs & incentive applications.

Key features of the CEM Hub

The CEM Hub supports several BC Hydro programs like the MURB Retrofit Program, Social Housing Energy Savings Program (SH-ESP), and Business Energy Savings Incentives (BESI) etc., making it easier to access program offers and track all related activities in one place. Key features on CEM Hub include:

- **Project & Incentive Management:** Users can initiate and manage applications for energy efficiency incentives, helping reduce capital costs and improve operational savings.

- Consumption Analysis: The hub provides tools to review historical and daily energy consumption patterns, enabling users to identify inefficiencies and optimize building performance.
- Anomaly Detection: This feature helps detect unusual energy usage, allowing for quick diagnostics and corrective actions.
- Advanced Analytics: Users can assess whether implemented energy-saving measures are delivering expected results, using data-driven insights.
- Multi-site Management: Organizations with multiple facilities can group and manage sites flexibly, such as by energy usage or facility type.



2. How to create an account

2.1 How to register and log in

Go to bchydro.com/cemhub.

1. Under the “Register now” section, enter the BC Hydro OR City of New Westminster account number for the site to be registered (enter the “Account Number” with no spaces or dashes). Enter the member account number only. Consolidated account numbers are not supported.
2. Click the “Start registration” button. A red message box will appear – click on the “To register click here” link at the bottom of the box.
3. Complete the registration information. At the bottom, enter an email to use as the login, then create a password.
4. Once completed, you’ll be logged in to the CEM Hub and taken to your “Company dashboard”.

2.2 How to start a MURB application

1. In the “Company dashboards”, you’ll be able to view the companies/organizations associated with your account.
2. Click on the company name you want to start an application for and advance to the next screen.

- Under “Strategic actions” section, scroll down to the bottom of the screen to “Multi-Unit Residential Building Offers” and click on the arrow to move to the next page. This will take you to the “MURB Retrofit Program offers” page.

The screenshot shows the City of Vancouver user dashboard. At the top, there are navigation links for 'Company dashboards', 'Profile', and 'FAQs & resources'. Below this, the user's profile is displayed, including 'My Profile' and 'Log out of Hub' buttons. The main section is titled 'Strategic actions' and contains several menu items: 'View project status', 'View proposal status', 'Start a project / view sites', 'Manage or start an SEM assessment', 'View activity history', 'Multi-unit residential building offers', and 'Social Housing Energy Savings Program'. The 'Multi-unit residential building offers' item is highlighted with a red circle and a dotted line pointing to step 3.

- Once in the “Multi-Unit Residential Building Offers” page, you’ll be able see the available offers. Click on the “down arrow” next to the offer name to see more.

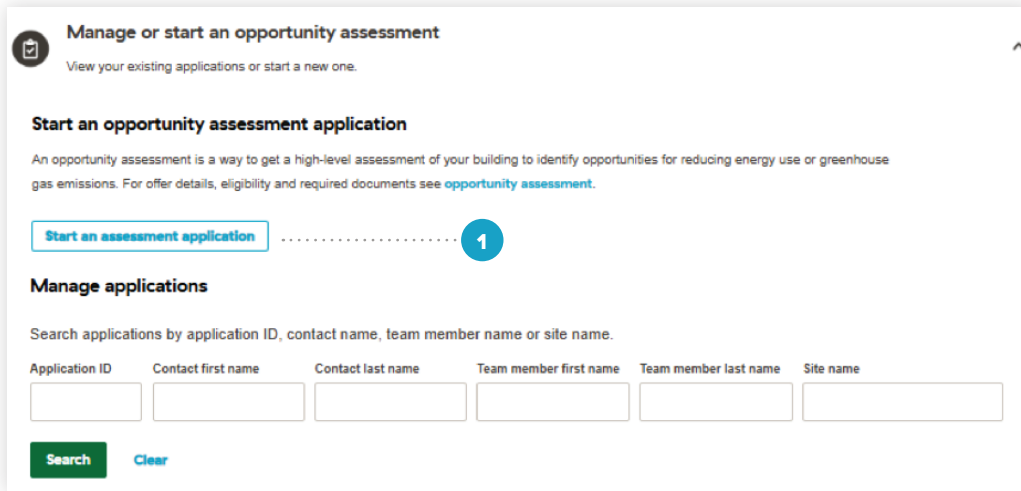
The screenshot shows the 'Multi-unit residential building offers' page. At the top, there is a 'Back to strategic actions' link. Below this, the page title 'Multi-unit residential building offers' is displayed, followed by a sub-header: 'If you represent a multi-unit residential building strata, market rental, or equity co-op, you can apply for the offers below.' There are three offer cards, each with a red circle and a dotted line pointing to step 4:

- Manage or start an assessment**: View your existing applications or start a new one.
- Manage or start a feasibility study**: View your existing applications or start a new one.
- Manage or start a rebate application**: View your existing applications or start a new one.

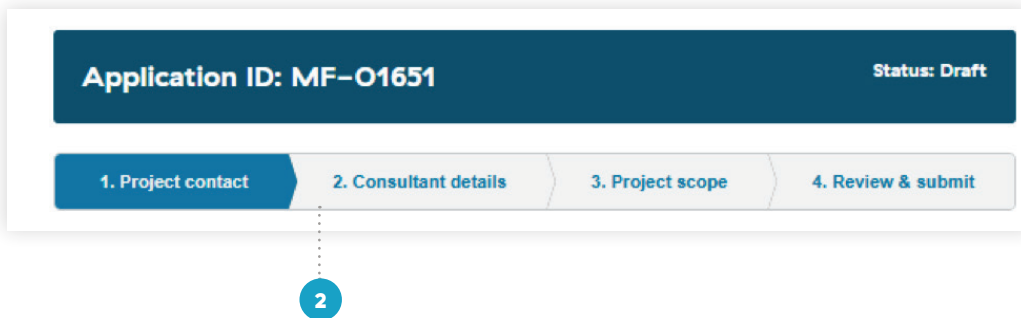
3. Starting a new application

3.1 Apply for an Opportunity Assessment

1. Click on “Start an assessment application”.




2. The application has the following 4 steps: Project Contact(s), Consultant Details, Project scope, and Review & submit.
3. You can Click “Save draft” at any stage in the applications to store the information you’ve entered so far and return to complete your application later, if needed.



1. PROJECT CONTACT

- 1. This section will be prepopulated with the contact information that is linked to the CEMHUB account.
 - a. You can change or delete the contact information of the prepopulated information by clicking “Edit” or “Delete”
 - b. You can add an additional contact, by clicking “Add contact”.
- 2. Select your building ownership type.
- 3. Move to the next section by clicking “Next”.

Multi-unit residential building assessment

 CITY OF VANCOUVER

Application ID: MF-O1863 Status: Draft

1. Project contact 2. Consultant details 3. Project scope 4. Review & submit

Project contacts

You can add the contact information for people who are involved in planning your project, such as strata or board members. Default project contacts will receive emails when there’s an update on your application.

Fields marked with * are required.

*** Contacts**

The list below shows the current contacts attached to this project. You can add more contacts by selecting Add contact. Please make sure that the contact information is correct.

FIRST NAME	LAST NAME	EMAIL ADDRESS	BUSINESS PHONE	CELL	DEFAULT CONTACT		
John	Smith	Johnsmith@telus.net	(222) 222-2222	(111) 111-1111	Yes	Edit	Delete

..... 1b

*** Ownership type** 2

Strata

Market rental

Equity co-op

..... 3

2. CONSULTANT DETAILS

1. Click on “Add a consultant(s)”, a pop-up window will come up.
2. Fill in the consultant’s information, then click “Add”.
3. Click “Next”.

Multi-unit residential building assessment

CITY OF VANCOUVER

Application ID: MF-01863 **Status: Draft**

1. Project contact | **2. Consultant details** | 3. Project scope | 4. Review & submit

Consultant details

Please provide contact information for the consultant(s) hired for the project.

*** Consultant information**
Select **Add consultant** to add consultants to this list. You need to provide at least one, but if there are multiple consultants involved in your project, please add all.

COMPANY NAME	FULL NAME	EMAIL ADDRESS	BUSINESS PHONE
No consultant added			

Add consultant(s) 1

Back **Next** 3

Add or edit a consultant

Fields marked with * are required. 2

*** Company name**
Start typing a name... v

*** Consultant's full name**

*** Business phone number**


*** Email address**

Add **Cancel**

3. PROJECT SCOPE

1. Review the site information linked to the account, if the site is correct, click “Add this site” or
2. “Add a new site”, you’ll see a pop-up window.
 - a. Enter the site’s account number and click “search and add”.
 - b. Confirm the site address is correct, then click “Add site”.
3. Add the estimated cost for the assessment and the expected completion date.
4. Click “Next”

Multi-unit residential building assessment

 CITY OF VANCOUVER

Application ID: MF-O1863 Status: Draft

1. Project contact 2. Consultant details **3. Project scope** 4. Review & submit

Project scope

Fields marked with * are required.

*** Site**

Add the site (i.e. facility) that’s being assessed for your project. You can add multiple sites if needed.

Account number 001181130021 **Add this site** **1**

300 W GEORGIA ST , VANCOUVER
V6B 6B4

ACCOUNT NUMBER	SITE ADDRESS
There is no site available	

Add new site **2**

Add project site

Add your project’s site address below via the utility account number.

Fields marked with * are required.

*** Project site**

Search for sites via other account number(s) below. If the preferred site isn’t linked to your account number, you can contact the business help desk (1 866 522 4713) to get it linked.

Account number lookup ?

Don’t enter consolidated account numbers here. Please enter the member account number.

Account number is not valid.

This is a City of New Westminster account

Search and add **2a**

Add site **Cancel** **2b**

Assessment cost

Enter the total estimated assessment cost as indicated by your consultant. **Do not include tax.**

* Estimated assessment cost (excluding tax)

\$.00 3

Expected completion date

An assessment is complete once the consultant has provided you with the results and the final invoice. To qualify for funding, the assessment needs to be completed and declared within six months of applying.

* Expected completion date

yyyy-mm-dd 3

..... 4

4. REVIEW & SUBMIT

- ✓ Review the application and add the payment information.

1. Project contact 2. Consultant details 3. Project scope **4. Review & submit**

Review and submit

To make edits, select the relevant step listed above. You may need to re-enter some information depending on the edits.

Fields and documents marked with * are required.

Project contacts

FIRST NAME	LAST NAME	EMAIL ADDRESS	BUSINESS PHONE	CELL	DEFAULT CONTACT
Brenda	Scott	brenda.scott@bchydro.com	888-522-4713	888-522-4713	Yes

Ownership type
Strata

Consultant information

COMPANY NAME	FULL NAME	EMAIL ADDRESS	BUSINESS PHONE
TEST	TEST	TEST@TEST.COM	(555) 555-5555

Project scope

ACCOUNT NUMBER	SITE ADDRESS
000013377947	YARD - HELMER RD , MERRITT V1K 1B8

Assessment cost
\$5,000.00

Expected assessment date
2026-03-06

*** Who should we send the payment to?**

Customer

Consultant

If your consultant is to be paid, please check with them which payment method they prefer.

*** Preferred payment method**

Cheque


Electronic Funds Transfer (EFT) ?

[Back](#) [Submit application](#) [Cancel](#) [Save draft](#)

5. CONFIRMATION

- ✓ You will get an “Application received” message with your application ID and a confirmation email will be sent to the email provided.

Multi-unit residential building assessment



Application received

Once your assessment application is approved, we'll send you a funding agreement.

Application ID:
MF-01863

A confirmation email has been sent to:
qatestmurb6@qa.com

[Back to dashboard](#)

3.2 Apply for a Feasibility Study

1. Click on “Start a study application” button.

[Back to strategic actions](#)

Multi-unit residential building offers

If you represent a multi-unit residential building strata, market rental, or equity co-op, you can apply for the offers below.

Manage or start an assessment

View your existing applications or start a new one.

Manage or start a feasibility study

View your existing applications or start a new one.

Apply for a feasibility study

A feasibility study is an in-depth analysis of a specific system at your multi-unit residential building. It will study the options and costs for upgrading and replacing the system so you can decide what to move forward with. For offer details, eligibility and required documents, see [feasibility studies](#).

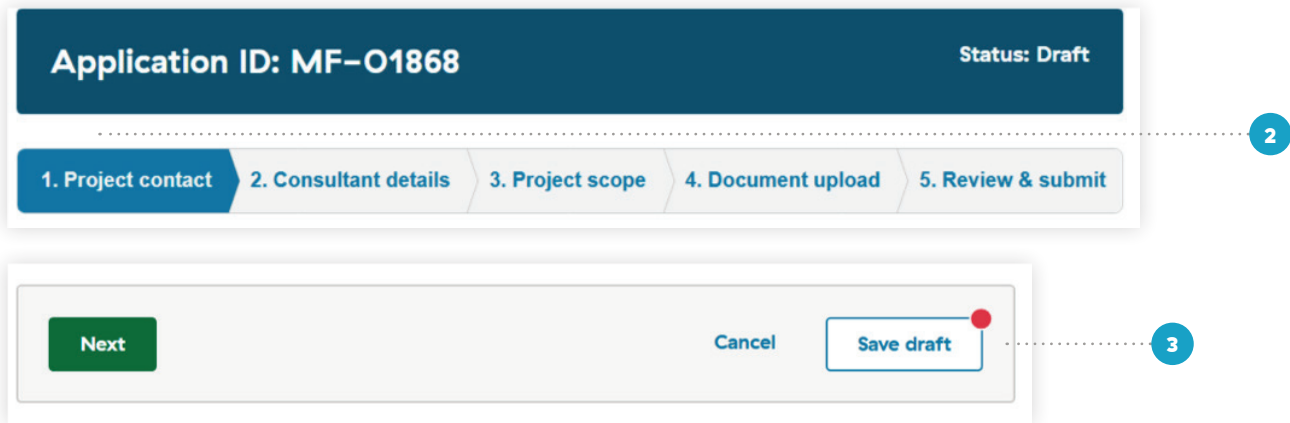
[Start a study application](#) 1

Manage applications

Manage or start a rebate application

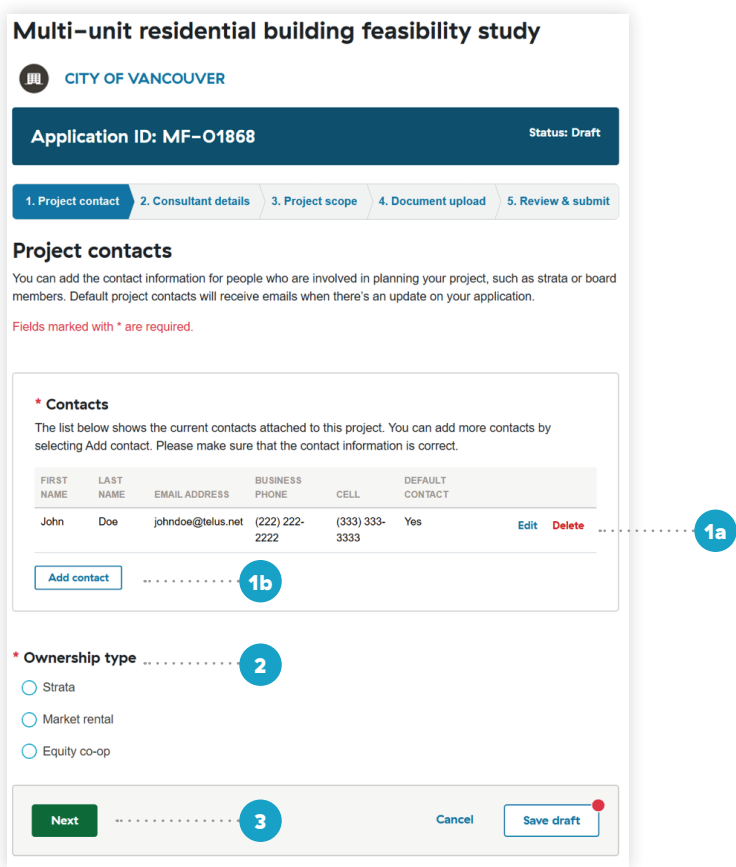
View your existing applications or start a new one.

2. Complete all 5 steps of the application which include the Project Contact(s), Consultant Details, Project scope, Document upload, and Review & submit.
3. Click “Save draft” at any stage in the applications to store the information you’ve entered so far and return to complete your application later, if needed.



1. PROJECT CONTACT

1. This section will be prepopulated with the contact information that is linked to the CEMHUB account.
 - a. You can change or delete the contact information of the prepopulated information by clicking “Edit” or “Delete”
 - b. You can add an additional contact, by clicking “Add contact”.
2. Select your building ownership type.
3. Move to the next section by clicking “Next”.



2. CONSULTANT DETAILS

1. Click on “Add a consultant(s)”, a pop-up window will come up.
2. Fill in the consultant’s information, then click “Add”.
3. Click “Next”.

Multi-unit residential building feasibility study



Application ID: MF-O1868

Status: Draft

- 1. Project contact
- 2. Consultant details
- 3. Project scope
- 4. Document upload
- 5. Review & submit

Consultant details

Please provide contact information for the consultant(s) hired for the project.

* Consultant information

Select **Add consultant** to add consultants to this list. You need to provide at least one, but if there are multiple consultants involved in your project, please add all.

COMPANY NAME	FULL NAME	EMAIL ADDRESS	BUSINESS PHONE
--------------	-----------	---------------	----------------

No consultant added

Add consultant(s)

1

Back

Next

3

Add or edit a consultant

Fields marked with * are required.

* Company name

Start typing a name...

* Consultant's full name

* Business phone number

* Email address

Add

Cancel

2

3. PROJECT SCOPE

1. Review the site information linked to the account, if the site appears automatically and is correct, click “Add this site” or:
 - a. “Add a new site”, you’ll see a pop-up window.
 - b. Enter the site’s account number and click “search and add”.
2. Confirm the site address is correct.
3. Select the “End Use” of the energy conservation measure that will be studied.

Multi-unit residential building feasibility study

CITY OF VANCOUVER

Application ID: MF-11394 **Status: Draft**

1. Project contact 2. Consultant details 3. Project scope 4. Document upload 5. Review & submit

Project scope

Fields marked with * are required.

*** Site and end uses**
Add the site (i.e. facility) that’s being studied, and the end uses of the energy upgrades you’re studying for that site. You can add multiple sites if needed.

Account number 001181130021 [Add this site](#)
300 W GEORGIA ST , VANCOUVER 1
V6B 6B4

ACCOUNT NUMBER	SITE ADDRESS	END USES
There is no site available		

[Add new site](#) 1a

Add project site

Add your project’s site address below via the utility account number. Then, add the end uses.

Fields marked with * are required.

*** Project site**
Search for sites via other account number(s) below. If the preferred site isn’t linked to your account number, you can contact the business help desk (1 866 522 4713) to get it linked.

Account number lookup ?
Don’t enter consolidated account numbers here. Please enter the member account number.

This is a City of New Westminster account

[Search and add](#) 1b

*** End use(s)**
Select the end uses of the upgrades planned for this site. Select all that apply.

- Heating, ventilation and air conditioning (HVAC)**
Central and distributed heat pumps, make-up air, HVAC controls
- Domestic hot water**
Heat pump water heaters, CO2 heat pumps
- Envelope**
Windows, insulation
- Lighting**
LED lighting, lighting controls

[Add site](#) [Cancel](#) 4

4. Click “Add site”.
5. Add the estimated cost for the assessment and the expected completion date.
6. Click “Next”.

Study cost

Enter the total estimated study costs as indicated by your consultant. **Do not include tax.**

*** Estimated study cost (excluding tax)**

5

Expected completion date

A study is complete once the consultant has provided you with the results and the final invoice. To qualify for funding, the study needs to be completed and declared within six months of applying.

*** Expected completion date**

Back

Next

6

Cancel

Save draft

4. DOCUMENT UPLOAD

- ✓ Upload the required documents in the correct format.
- ✓ Click “Next”.

Multi-unit residential building feasibility study



Application ID: MF-11394

Status: Draft

1. Project contact
2. Consultant details
3. Project scope
4. Document upload
5. Review & submit

Document upload

Depending on your project, we'll need different documents from you to review your application.

Fields and documents marked with * are required.

Document upload

Please upload the following documentation. If your project includes multiple sites, please upload the reports, workbooks, and invoices for each.

*** Study proposal (.xls, .xlsx format)**

Provided by your consultant, a proposal for your feasibility study including the scope and associated cost.

Accepted file types: .jpg, .jpeg, .png, .bmp, .doc, .docx, .xls, .xlsx, .txt, and .pdf. PDFs must be version 7 or later.

Accepted file sizes: The maximum file size is 8 MB.

Upload file

Select files

FILE NAME

DOCUMENT TYPE

No files added

Back

Next

Cancel

Save draft

5. REVIEW AND SUBMIT

- ✓ Review the and confirm the application information is correct.
- ✓ Add the payment information.
- ✓ Submit the application.

Application ID: MF-01651 Status: Draft

1. Project contact 2. Consultant details 3. Project scope 4. Review & submit

Review and submit

To make edits, select the relevant step listed above. You may need to re-enter some information depending on the edits.

Fields and documents marked with * are required.

*** Who should we send the payment to?**

Customer

Consultant

*** Preferred payment method**

Cheque

Electronic Funds Transfer (EFT) ?

[Back](#) [Submit application](#) [Cancel](#) [Save draft](#)

6. CONFIRMATION

- ✓ You will get an “Application received” message with your application ID and a confirmation email will be sent to the email provided.

Multi-unit residential building feasibility study



Application received

Once your feasibility study application is approved, we'll send you a funding agreement.

Application ID:
MF-11394

A confirmation email has been sent to:
qatestmurb6@qa.com

3.3 Apply for Rebates

- ✔ If you are starting a new application, click on the “Start a rebate application” or “Start a custom project application” button. You’ll be taken to the “Rebate application” page. This page will display your company/organization along with the Application ID and the application status.

[Back to strategic actions](#)

Multi-unit residential building offers

If you represent a multi-unit residential building strata, market rental, or equity co-op, you can apply for the offers below.

- Manage or start an assessment** ▼
View your existing applications or start a new one.
- Manage or start a feasibility study** ▼
View your existing applications or start a new one.
- Manage or start a rebate application** ▲
View your existing applications or start a new one.
 - Start a rebate application**

Rebates for multi-unit residential buildings are for straightforward equipment additions or replacements without significant redesign.

Custom projects for multi-unit residential buildings are more complex. A pre-requisite is a report from an engineer outlining the energy impacts and costs, which is typically a feasibility study.

For offer details, eligibility and required documents, see [rebates for equipment upgrades](#).

Start a rebate application **Start a custom project application**
 - Manage applications**

- ✔ Submit your application by providing the information required in all 5 steps of the application which include the following:

1. CUSTOMER CONTACT

1. This section will be prepopulated with the contact information that is linked to the CEMHUB account.
 - a. You can change or delete the contact information of the prepopulated information by clicking “Edit” or “Delete”.
 - b. You can add an additional contact, by clicking “Add contact”.
2. Select your building ownership type.
3. Move to the next section by clicking “Next”.

Multi-unit residential building rebate application



Application ID: MF-11396

Status: Draft

1. Project contact 2. Contractor details 3. Project scope 4. Document upload 5. Review & submit

Project contacts

You can add the contact information for people who are involved in planning your project, such as strata or board members. Default project contacts will receive emails when there's an update on your application.

Fields marked with * are required.

* Contacts

The list below shows the current contacts attached to this project. You can add more contacts by selecting Add contact. Please make sure that the contact information is correct.

FIRST NAME	LAST NAME	EMAIL ADDRESS	BUSINESS PHONE	CELL	DEFAULT CONTACT	
City of Vancouver	tester	qatestmurb6@qa.com	111-111-1111	222-222-2222	Yes	Edit Delete

[Add contact](#)

* Ownership type

- Strata
- Market rental
- Equity co-op

[Next](#)

[Cancel](#)

[Save draft](#)

2. CONTRACTOR DETAILS

1. Provide contractor information by completing the “Contractor details” information section.
2. Click on “Add contractor(s)” and add all relevant details.
3. Click “Next” to continue, or;
4. Click “Save draft” to save your edits.

Multi-unit residential building rebate application

CITY OF VANCOUVER

Application ID: MF-11396 **Status: Draft**

1. Project contact 2. **Contractor details** 3. Project scope 4. Document upload 5. Review & submit

Contractor details 1

Please provide contact information for the contractor(s) hired for the project.

*** Contractor information**

Select **Add contractor** to add contractors to this list. You need to provide at least one, but if there are multiple contractors involved in your project, please add all.

COMPANY NAME	FULL NAME	EMAIL ADDRESS	BUSINESS PHONE
No contractor added			

Add contractor(s) 2

Back **Next** 3 **Cancel** **Save draft** 4

3. PROJECT SCOPE

1. Review if the site address is correct.
2. If the site is incorrect, click “remove site” to delete the site from the application.
3. Click on “Add a new site” to add the correct site.
4. Click on “Add end use(s)” and fill in the required information.

Multi-unit residential building rebate application



Application ID: MF-11396

Status: Draft

- 1. Project contact
- 2. Contractor details
- 3. Project scope
- 4. Document upload
- 5. Review & submit

Project scope

Fields marked with * are required.

*** Site and end uses**
Add the site (i.e. facility) where the upgrades are being made, and the end uses of the energy-related upgrades you're planning for that site. You can add multiple sites if needed.

Account number 001181130021 **Remove this site** 2
300 W GEORGIA ST , VANCOUVER
V6B 6B4 1

ACCOUNT NUMBER	SITE ADDRESS	END USES	
001181130021	300 W GEORGIA ST , VANCOUVER V6B 6B4	No end use added	Add end use(s) 4 Remove site

[Add new site](#) 3

Add or edit end use(s) [X]

Fields marked with * are required. 4

*** Select project site**

Account number 001181130021
300 W GEORGIA ST , VANCOUVER
V6B 6B4

*** End use(s)**
Select the end uses of the upgrades planned for this site. Select all that apply.

- Heating, ventilation and air conditioning (HVAC)
Central and distributed heat pumps, make-up air, HVAC controls
- Domestic hot water
Heat pump water heaters, CO2 heat pumps
- Envelope
Windows, insulation
- Lighting
LED lighting, lighting controls

[Save](#) [Cancel](#)

5. Complete the remaining information in the section:

- a. "Estimated project cost".
- b. "Expected completion date".

- Then click “Next” to advance to the next section.
- Click “Save draft” to save your edits.

Estimated project cost **5a**

Enter the total estimated project costs including equipment and installation as provided by your contractor. **Do not include tax.**

* Estimated cost

\$ 12,000 .00

Expected completion date **5b**

A project is complete once all equipment has been installed and invoices paid. To qualify for rebates, the project needs to be completed and declared within 12 months of applying.

* Expected completion date

2026-03-07

Back
Next **6**
Cancel
Save draft **7**

4. DOCUMENT UPLOAD

- Indicate if you have a feasibility study associated with your project.
- Upload the required documents in the required format. Click “Select files”.
- Then click “Next” to advance to the next section.
- Click “Save draft” to save your edits.

Multi-unit residential building rebate application

CITY OF VANCOUVER

Application ID: MF-11396 Status: Draft

1. Project contact
2. Contractor details
3. Project scope
4. Document upload
5. Review & submit

Document upload

Depending on your project, we'll need different documents from you to review your application.

Fields and documents marked with * are required.

Has a feasibility study been completed for this project within the past two years?

A [feasibility study](#) is an in-depth analysis of a specific system at your multi-unit building performed by electrical or mechanical consultants.

Yes
 No **1**

Document upload

Please upload the following documentation. If your project includes multiple sites, please upload the reports, workbooks, and invoices for each.

- * **Rebate workbook (.xls, .xlsx format)**
Completed by your contractor, includes your project's measures, costs, energy savings, and more.
- * **Study report (.pdf format)**
The final feasibility study report from your consultant outlining the options and costs for the specific system you're planning to upgrade.
- Energy calculation (.xls, .xlsx format)**
The custom energy and/or lighting calculations to determine the energy savings for your project. For lighting projects, provide a lighting calculator per site. For mechanical projects, provide a custom calculation per site.
- Products specification sheets (.pdf format)**
A copy of the manufacturer's specification sheet(s) for the equipment you plan to install.

Accepted file types: .jpg, .jpeg, .png, .bmp, .doc, .docx, .xls, .xlsx, .txt, and .pdf. PDFs must be version 7 or later.
Accepted file sizes: The maximum file size is 8 MB.

Upload file **2**

Select files


FILE NAME	DOCUMENT TYPE
No files added	

Back
Next **3**
Cancel
Save draft **4**

5. REVIEW AND SUBMIT YOUR APPLICATION

1. In the “Review and submit” page, carefully review the information.
2. Select the method of payment. Payment information is required to submit the application.
3. Click “Save draft” to save your edits.
4. Click “Submit application” when you’re ready.

Multi-unit residential building rebate application

 CITY OF VANCOUVER

Application ID: MF-11396 Status: Draft

1. Project contact | 2. Contractor details | 3. Project scope | 4. Document upload | 5. Review & submit

Review and submit

To make edits, select the relevant step listed above. You may need to re-enter some information depending on the edits.

Fields and documents marked with * are required. 1

Project contacts

FIRST NAME	LAST NAME	EMAIL ADDRESS	BUSINESS PHONE	CELL	DEFAULT CONTACT
City of Vancouver	tester	qatestmurb6@qa.com	111-111-1111	222-222-2222	Yes

Ownership type
Strata

Contractor information

COMPANY NAME	FULL NAME	EMAIL ADDRESS	BUSINESS PHONE
ABC Solutions	Jim Smith	Jim@ABC.com	(333) 333-3333

Project scope

ACCOUNT NUMBER	SITE ADDRESS	END USES
001181130021	300 W GEORGIA ST., VANCOUVER V6B 6B4	Lighting

Estimated project cost
\$12,000.00

Expected completion date
2026-03-07

Document upload

Did you complete a feasibility study?
Yes

FILE NAME	DOCUMENT TYPE	UPLOADED BY
Workbook.xlsx	Rebate workbook	Customer
Document1.docx	Study report	Customer

* Preferred payment method 2

Cheque

Interac e-Transfer

Electronic Funds Transfer (EFT) 3

4

- ✓ Once you have submitted, you will get an “Application received” message with your application ID and a note mentioning a confirmation email has been sent to the email provided.

4. Managing an existing application




4.1 Managing an existing application

- ✔ Draft applications for Opportunity Assessments, Feasibility Studies, and Rebates can be viewed and updated from Multi-unit residential building offers. Please note that applications that have already been submitted cannot be edited in CEMhub.

[Back to strategic actions](#)

Multi-unit residential building offers

If you represent a multi-unit residential building strata, market rental, or equity co-op, you can apply for the offers below.

-  **Manage or start an assessment** ▼
View your existing applications or start a new one.
-  **Manage or start a feasibility study** ▼
View your existing applications or start a new one.
-  **Manage or start a rebate application** ▼
View your existing applications or start a new one.

- ✔ View your draft application under the “Manage applications” section.

Manage or start a rebate application

View your existing applications or start a new one.

Start a rebate application


Rebates for multi-unit residential buildings are for straightforward equipment additions or replacements without significant redesign.

Custom projects for multi-unit residential buildings are more complex. A pre-requisite is a report from an engineer outlining the energy impacts and costs, which is typically a feasibility study.

For offer details, eligibility and required documents, see [rebates for equipment upgrades](#).

[Start a rebate application](#) [Start a custom project application](#)

Manage applications

APPLICATION ID ▼	FILE NUMBER ▼	STATUS ▼	SITE ADDRESS ▼	SUBMITTED ▼	ACCOUNT NUMBER ▼	COMPLETION DATE ▼	ACTION ?
MF-00247	Edit	Draft					 <ul style="list-style-type: none">Update applicationDeclare completionWithdraw

- ✔ Once you have identified your draft application, click “edit” and proceed with filling up all the necessary information as outlined in the “STARTING A NEW APPLICATION” section above.

5. Support

1. If you need any technical support to complete the application, please reach out at multinunitoffers@bchydro.com.
2. For further information on the Multi-Unit Residential Building (MURB) Retrofit program, please utilize the resources below:
 - [Program Participants Guide](#)
 - [FAQs](#)
 - bchydro.com/murbretrofits

