

LiveSmart BC: Efficiency Incentive Program Terms and Conditions



The LiveSmart BC: Efficiency Incentive Program is a partnership between BC Hydro, FortisBC*, and the Province of BC (collectively, the “Program Partners”). The LiveSmart BC: Efficiency Incentive Program incentives are funded by BC Hydro and FortisBC. Subsidies for home energy assessments are funded by the Province of BC (all heating types) and BC Hydro (electric heat only). There are specific requirements that must be met in order to be eligible for assessment subsidy and incentives.

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We’re working together to help BC save energy.



Not all requirements are detailed in this document.

Read this document thoroughly and also consult the “LiveSmart BC Notes for Contractors and Participants” available at livesmartbc.ca/rebates. Ensure that your contractor understands this information before purchasing or installing any equipment or undertaking any eligible improvements.

For complete details on the LiveSmart BC: Efficiency Incentive Program incentives, talk to your Certified Energy Advisor. Incentives and rebates provided in connection with the LiveSmart BC: Efficiency Incentive Program are subject to revision, and will be paid in accordance with the terms and conditions in place at the time of a homeowner’s post-retrofit energy assessment. Payment of incentives is subject to the availability of funds.

The Program Partners reserve the right without any liability to refuse applications to the LiveSmart BC: Efficiency Incentive Program that the Program Partners determine, in their sole discretion, are incomplete, inaccurate or otherwise do not meet applicable program requirements.

Printed copies of this document may not be current. For current terms and conditions visit livesmartbc.ca/rebates.

Overview and Process

In order to participate in the LiveSmart BC: Efficiency Incentive Program, program participants will need to:

- Contact a local service organization and have a Certified Energy Advisor who is licenced by Natural Resources Canada perform a detailed, on-site pre-retrofit energy assessment. If the property has been recently evaluated, a new pre-retrofit evaluation may not be required (see the Eligibility section of this document for more details).
- Complete eligible retrofits or upgrades before March 31, 2014 (remember to keep receipts).
- Complete a post-retrofit energy assessment with a Certified Energy Advisor by March 31, 2014. Receipts must be presented to the Certified Energy Advisor to verify eligibility.

General Terms and Conditions

1. **Homeowner Responsibility:** To ensure incentive eligibility, program participants are solely responsible for researching program criteria, choosing eligible products, keeping receipts and meeting program deadlines. This document does not detail all program requirements. Important program information is contained in the Note to Contractors and Participants document available at livesmartbc.ca/rebates. For additional program information including who to contact for specific questions, visit the program website at livesmartbc.ca/rebates or call **1 866 430 8765**.
2. **Service Organizations and Certified Energy Advisors:** Certified Energy Advisors and service organizations are licenced by Natural Resources Canada. To find a Certified Energy Advisor near you, visit National Resources Canada’s list of licenced service organizations. Each service organization sets its own prices for pre- and post-retrofit energy assessments with the following stipulation. Service organizations are required to charge participants no more than \$175 for pre-retrofit assessments that are eligible for the Provincial assessment subsidy, but may be entitled to recoup travel related costs (see item 20). None of the Program Partners are responsible in any circumstances whatsoever for the actions or omissions of any service organizations or Certified Energy Advisors engaged by program participants in connection with the LiveSmart BC: Efficiency Incentive Program. Quality assurance for this service is provided by Natural Resources Canada.
3. **Access, Documentation, and Verification:** The Certified Energy Advisor will need access to every room in the applicable

house, including without limitation, the attic and any crawl spaces. A Certified Energy Advisor is required to document and take pictures of the participant's home and installed equipment during both the pre- and post-retrofit energy assessments. Homeowners must retain copies of all documentation to be eligible for incentives and must keep these receipts for at least three years. Receipts, invoices and product technical documents must be available for the Certified Energy Advisor on the date of the participant's post-retrofit energy assessment, together with photos of work that is difficult to verify, such as insulation of walls or cathedral ceilings. The Program Partners are entitled to verify information provided through both the pre-and post-retrofit energy assessments, by contacting the Certified Energy Advisor, the installation contractor, or by other reasonable means, before issuing any rebate or incentive.

4. **Incentive Amounts and Payment:** For full details on current incentive amounts, visit livesmartbc.ca/rebates. Incentives and rebates are subject to revision, and will be paid in accordance with the terms and conditions in place at the time of the homeowner's post-retrofit energy assessment. Payment of incentives is subject to the availability of funds.
5. **Product Liability, Performance, and Workmanship:** None of the Program Partners, through the LiveSmart BC: Efficiency Incentive Program or otherwise, endorse any specific product, retailer or contractor and none of the Program Partners accept any liability in the selection of materials, products, performance or workmanship.
6. **Health and Safety:** All upgrades or renovations must meet local codes and by-laws. Before undertaking upgrades or renovations, participants must find out about the appropriate products and installation techniques to ensure that their home's structure, indoor air quality, and safety are not compromised.
7. **Final Post-Retrofit Energy Assessment:** A post-retrofit energy assessment must be completed after the installation of eligible improvements. The deadline for the post-retrofit energy assessment is March 31, 2014. Book energy assessments as early as possible. It may be increasingly difficult to find available appointments as the program nears its end date. As the program's financial authority ends on that date, extensions or exceptions are not possible.
8. **Eligibility for Other Utility Program Incentives:** Incentives provided through the LiveSmart BC: Efficiency Incentive Program are funded by FortisBC (electric or gas) and BC Hydro. Some measures undertaken by program participants may be eligible for incentives outside of the LiveSmart BC: Efficiency Incentive Program funded by other utility programs. Incentives for any particular measure may only be claimed once, either through the LiveSmart BC: Efficiency Incentive Program or through other programs funded by BC Hydro and/or FortisBC. Homeowners who have received an incentive directly from BC Hydro or FortisBC in respect of the same measures will have their LiveSmart BC: Efficiency Incentive Program incentive amount reduced by the amount received from BC Hydro or FortisBC.
9. **Program Changes:** The Program Partners reserve the right to revise the LiveSmart BC: Efficiency Incentive Program terms and conditions from time to time without any advance notice, including any incentive amounts and eligibility requirements in effect at the time of the post-retrofit energy assessment.

Eligibility

10. **New Entrants:** New program participants must complete a pre-retrofit energy assessment and a post-retrofit energy assessment by March 31, 2014. A new entrant is defined as an owner of an eligible property who has not previously received LiveSmart BC assessment subsidies or incentives for their current property.
11. **Program Re-Entry:** Subject to the conditions specified immediately below in subparagraphs 11(a),(b) and (c), participants who have recently completed either a pre-retrofit energy assessment or a post-retrofit energy assessment at an eligible

property between April 1, 2012 and March 31, 2013, may be eligible to re-enter the program and receive incentives for additional home energy upgrades installed at the existing property by March 31, 2014. If eligible, program re-entrants will receive incentives according to the terms and conditions in place at the time of the final post-retrofit energy assessment.

Program re-entrants are not eligible for energy assessment subsidies and are required to pay the full cost of any required assessment/re-assessment fees.

Conditions for Program Re-entry for Previous Program Participants:

- (a) Participants who completed a post-retrofit energy assessment between April 1, 2012 and March 31, 2013 can re-enter the program and use that post-retrofit energy assessment in lieu of completing a new pre-retrofit energy assessment. A new post-retrofit energy assessment is required between April 1, 2013 and March 31, 2014. These participants must e-mail EfficiencyIncentives@gov.bc.ca and request a registration number before they begin upgrades.
- (b) Participants who completed an initial pre-retrofit energy assessment between April 1, 2012 and March 31, 2013 and did not complete a post-retrofit energy assessment by March 31, 2013 can re-enter the program and use their pre-retrofit energy assessment in lieu of completing a new pre-retrofit energy assessment. A post-retrofit energy assessment is required by March 31, 2014. These participants must e-mail EfficiencyIncentives@gov.bc.ca and request a registration number before they begin upgrades.
- (c) Previous program participants who do not qualify for re-entry under the terms of sub-paragraphs 11(a) and 11(b) above may also re-enter the current program if a new pre-retrofit energy assessment is completed by December 31, 2013 and a new post-retrofit energy assessment is completed by March 31, 2014. Program re-entrants are not eligible for energy assessment subsidies and are required to pay the full cost of any required assessment/re-assessment fees.

- 12. **Availability:** This offer is available to homeowners of eligible properties in the Province of BC. Additional limitations apply.
- 13. **Heating Type and Utility Service Requirements:** Eligible properties must be heated primarily with electricity, natural gas, or propane supplied by either BC Hydro or FortisBC. Electrically heated customers served by local municipal utilities within the service territories of BC Hydro or FortisBC (electric) are also eligible. Homes primarily heated by wood, oil, or other fuels at the time of the baseline or pre-retrofit energy assessment are not eligible. Homes heated primarily by natural gas or propane that is not supplied by FortisBC are not eligible.
- 14. **Primary Heating Type:** For the purposes of incentive eligibility, heating type is determined by the Certified Energy Advisor at the time of the pre-retrofit energy assessment as per the definitions and protocols set by Natural Resources Canada.
- 15. **Ownership:** The applicant must be the registered owner of the property.
- 16. **Eligible Property Types:** Eligible homes include single family dwellings, row homes and mobile homes on a permanent foundation. The home must be “habitable” twelve months of the year. This includes having functional heating systems, electrical, and plumbing. Walls including drywall and insulation, and windows, must be intact and the home should be in such a state that the Certified Energy Advisor can depressurize the building. For additional details on eligible homes, visit <http://oee.nrcan.gc.ca/residential/personal/retrofit/1750#ehp4>.
- 17. **New Construction and Renovation/Additions:** New construction is not eligible. Renovations that are part of an addition made to a property following the pre-retrofit evaluation are not eligible for a retrofit incentive and may reduce the incentive amount for the improvements done on the existing portion of the house. Consult your Certified Energy Advisor

for more details.

18. **Used Equipment:** Measures must be new and not previously installed in another home or building. Specific requirements apply for each technology (see Technologies and Incentives).

Technologies and Incentives

19. **Incentives Per Upgrade:** Participants can only receive one incentive per eligible upgrade unless otherwise specified in the terms and conditions of the LiveSmart BC: Efficiency Incentive Program.
20. **Assessment Subsidies:** An assessment subsidy of \$150 towards the cost of the pre-retrofit assessment is available for new program entrants (as defined in item 10) who have not previously completed a pre-retrofit assessment at the eligible property. The value of the subsidy is automatically deducted from the cost of the pre-retrofit assessment billed to the participant by the Certified Energy Advisor.
21. **Insulation (General):** Insulation products must meet the applicable Canadian thermal insulation standards. "System values" or values of materials not tested to Canadian thermal insulation standards cannot be used for determining the amount of insulation added. Only Canadian thermal resistivity values are accepted.
22. **Insulation Row Homes:** Exterior wall and foundation insulation incentives provided for row homes will be pro-rated as follows: 50% of applicable incentive for center units and 75% of applicable incentive for end units.
23. **Attic Insulation:** 100% coverage is required upon completion. Incentives are pro-rated based on the coverage before the upgrade. When more than one attic type is present, all applicable attic insulation incentives are pro-rated based on the total area that is insulated. 100% coverage upon completion must still be achieved in applicable areas to receive the qualifying pro-rated incentive.
24. **Basement Insulation:** When both a basement and crawl space are present, all applicable incentives are pro-rated based on the total wall area that is insulated.
25. **Other Insulation (Basement Header, Crawl Space Wall, Floor Above Crawl Space, Exposed Floor):** 100% coverage is required upon completion. Incentives are pro-rated based on coverage before the upgrade. Applicants can only qualify for either crawl space wall or floor above crawl space (but not both). Eligibility for exposed floor incentives requires 150 sq. ft. minimum.
26. **Bathroom Fans:** To qualify for an incentive, bathroom fans must be ducted to the outside of the home.
27. **ENERGY STAR® Equipment:** The ENERGY STAR name and symbol are administered and promoted in Canada by Natural Resources Canada and are registered in Canada by the U.S. Environmental Protection Agency. In order to qualify for an incentive, the unit that is installed must be ENERGY STAR qualified for Canada. Check the model numbers on the Natural Resource Canada's website to see if it meets the criteria for Canada: <http://oee.nrcan.gc.ca/>.

Program Incentives Until March 31, 2014

Measure	Detail	Rebate
Air Tightness	Perform Air Sealing of the Home to Achieve	
	• Base Target + 25%	\$400
	• Base Target + 15%	\$250
Mechanical Ventilation	Install or Replace ENERGY STAR® Bathroom Fan	\$25
Attic Insulation	Upgrade to achieve a minimum of R50	
	• Starting from R12 or less	\$600
	• Starting from R13 to R25	\$300
	• Starting from R26 to R35	\$100
Cathedral or Flat Roof Insulation	No existing insulation. Upgrade to a minimum of R14	\$600
	Existing R1 to R12. Upgrade to a minimum of R28.	\$600
	Existing R13 – R35 . Upgrade to a minimum of R50	\$200
Exterior Wall Insulation	Achieve a minimum of R12+ by adding at least R9 to...	
	• 100% of building	\$1200
	• 80% of building	\$1000
	• 60% of building	\$700
	Achieve a minimum of R12+ by adding at least R3.8 to...	
	• 100% of building	\$750
	• 80% of building	\$600
• 60% of building	\$450	
Basement Insulation	Add at least R23 to...	
	• 100% of surface area	\$1000
	• 80% of surface area	\$800
	• 60% of surface area	\$600
	Add at least R10 to...	
	• 100% of surface area	\$500
	• 80% of surface area	\$400
• 60% of surface area	\$300	
Basement Header	Add at least R-20	\$100
Crawl Space Wall	Add at least R-23	\$800
	Add at least R-10	\$400
Floor Above Crawl Space	Add at least R-24	\$450
Exposed Floor	Add at least R-20 (150 sq. ft. minimum)	\$175

For more information on the LiveSmart BC: Efficiency Incentive Program visit livesmartbc.ca/rebates.
Alternatively, email EfficiencyIncentives@gov.bc.ca or call 1 866 430 8765.