FREQUENTLY ASKED QUESTIONS

The list of questions below is a quick summary guide for users to get an understanding of Power Smart Partner Express based on the type of questions that have been submitted to BC Hydro. This document is a high level overview and we encourage you to review the User Guide (available at bchydro.com/express) for a more detailed understanding.

If you have any additional questions or require clarity on the information provided below, please contact your Key Account Manager or call 1 866 522 4713.

GENERAL INFORMATION

Q: What is Power Smart Partner Express?
A: Power Smart Partner (PSP) Express is a self-serve online tool for large commercial customers that offer a streamlined application for simple energy conservation projects. The tool allows a more accurate reflection of energy savings by allowing customers to put in actual hours of operations, resulting in a more accurate incentive amount. The tool can be found at bchydro.com/express

Q: How is this different from the standard Power Smart Partner incentive model?
A: Large commercial customers with a Key Account Manager now have a choice when applying for incentives for their energy conservation projects. The original Power Smart Partner program is designed for large complicated re-design energy projects. An example would be redesigning a building lighting system from 2,000 fixtures down to 1,200 fixtures and implementing a comprehensive control system. PSP Express is for simple retrofit energy conservation projects. For example, going from 500 inefficient light fixtures to 500 efficient light fixtures.

Q: Who is eligible to use PSP Express?
A: Commercial facilities with an allocated Key Account Manager would be eligible for PSP Express. Typically, residential and industrial facilities will not be eligible.

As of January 1, 2013, most residential stratas will not be eligible for PSP Express, and must apply for Power Smart incentives for simple retrofits through the Product Incentive Program (PIP). Applications submitted for PSP Express prior to and including December 31, 2012 will continue through PSP Express until project completion. Customers should check with their Key Account Manager or visit bchydro.com/program_eligibility and enter your account number to confirm their program eligibility.

Q: How does Power Smart Partner Express work?
A: There are five simple steps involved with PSP Express:

1. **Contact Information**: Enter contact and incentive recipient information.
2. **Select the Contractor of Choice**: This contractor has to be a Power Smart Alliance member. Go to bchydro.com/alliance for more information.
3. **Project Detail and Incentive Calculation**: Enter your currently installed configuration and the proposed energy efficient configuration. Enter the total incremental project cost to determine your incentive amount.
4. **Submit Application**: When you are satisfied with the information, submit your application. You must wait for an email confirmation and approval before you proceed with the project. The approval will take minutes if your project is within thresholds.
5. **Declaration**: When your project is installed and completed, log back into PSP Express, select your project and complete Step 5, Project Declaration. The incentive cheque will be mailed to the incentive recipient denoted in Step 1.
Q: Who do I call to get more information about PSP Express?
A: Visit our website at bchydro.com/express to find out more about the program. You can also contact your Key Account Manager directly or call toll free at 1 866 522 4713 or 604 522 4713 in the Lower Mainland to speak to a representative.

REGISTRATION

Q: Is there a program manual that I can review to help me with the application process?
A: Yes. There is a downloadable PDF User Guide available on the login page for PSP Express (bchydro.com/express).

Q: How come I could not register with my account number?
A: Please ensure you are using a commercial site account number when registering. Account numbers that will not work include a Master account number, industrial or residential sites.

Q: Am I still eligible if my commercial building is in New Westminster and I have a Key Account Manager?
A: Yes. During registration and project application, you will notice questions that ask if the facility is located in the City of New Westminster.

Q: I used one of my commercial site account numbers when I created my profile. Do I need to create a different profile for every site where I want to implement a project now?
A: No. Your profile is only used for the purpose of logging in and grants you access to your company site information. The program allows you to create and edit multiple applications once you are logged in and add any number of facilities under a project by giving you the option to “Search and Add” other facilities. You can also log back in at any time and view or edit any application you have created under that profile.

APPLICATION

Q: Can I get my Power Smart Alliance member to fill out the application form for me?
A: Yes. Once you have logged in you can generate a PIN number and forward this to your Power Smart Alliance (PSA) member. The PSA member can fill in all the technical information on the project and will inform you when your application is ready to be submitted. Upon your review and acceptance, you will have the ability to submit the application.

INSPECTIONS

Q: Who is It’s On Electric?
A: It’s On Electric and their agents have been selected as the contractor of choice to conduct inspections for Power Smart Partner Express. Although not direct employees of BC Hydro Power Smart, they are representatives of BC Hydro and are expected to abide with BC Hydro core values and protocol. You can identify a It’s On Electric worker by their uniform, and they will also have a letter on BC Hydro letterhead certifying who they are.

Q: How long does the site pre and/or post-inspection process take?
A: After your project has been randomly selected for a pre and/or post-inspection, a representative from It’s On Electric will contact you shortly to arrange for a site inspection.

Please ensure that an individual who is familiar with your Power Smart Partner Express project is available to guide the inspector through your site. This will ensure that the inspector is able to account for everything listed on your application and/or declaration.