

CONSIDERING PURCHASING A HEAT PUMP WEBINAR – October 19th, 2021 Township of Langley, follow up questions.

All details in this follow up are for air source heat pump installation invoices dated on or after October 1, 2021.

What support is available?

CleanBC Better Homes is BC's online hub for homeowners and businesses to access information, rebates and support to reduce energy use and greenhouse gas emissions in new and existing homes and buildings. Support includes:

- Easy to use [rebate search tool](#) for when you are renovating a home or building a new home
- [Single application](#) for CleanBC Better Homes, BC Hydro, FortisBC and local government rebates
- Information and answers to frequently asked questions on energy efficiency upgrades and [accessing rebates](#)
- [Free Energy Coaching Services](#) for homeowners and businesses undertaking renovations, including a phone and email hotline staffed by energy coaching specialists
- Search tool to find registered EnerGuide Rating System [energy advisors](#) for residential renovations and new construction
- [Contractor directories](#) to find registered contractors in your area

If you have more questions or would like to access the most up to date information on what rebates are available in your area please visit betterhomesbc.ca or contact an Energy Coach to get started by emailing ask@betterhomesbc.ca or call 1-844-881-9790.

What rebates are available?

[CleanBC Better Homes and Home Renovation Rebate Program](#) – this program provides rebates for upgrades such as insulation, heat pumps, windows and doors, and more. I encourage you to go through all the information on this page, and to review the [Program Requirements](#) and [Additional Terms and Conditions](#) to ensure you are eligible for the program. Keep in mind, all upgrades must be completed by a contractor with a valid BC business license.

Heat Pump Rebates*

- [Mini-Split Heat Pump](#) – up to \$6,000 + [municipal top-ups](#) (when switching from fossil fuel –while funds last) + up to \$500 with the [Heat Pump Group Purchase Rebate](#)
- [Central Heat Pump](#) – up to \$6,000 + [municipal top-ups](#) (when switching from fossil fuel –while funds last) + up to \$500 with the [Heat Pump Group Purchase Rebate](#)
- [Dual-Fuel Central Heat Pump Rebate](#) – \$3,000 + [municipal top-ups](#) (when switching from fossil fuel –while funds last) + up to \$500 with the [Heat Pump Group Purchase Rebate](#)
- [Combination Space and Water Heat Pump](#) – up to \$4,300 + [municipal top-ups](#) (when switching from fossil fuel –while funds last) + up to \$500 with the [Heat Pump Group Purchase Rebate](#)
- [Hydronic Heat Pump](#) – \$3,000 [municipal top-ups](#) (when switching from fossil fuel –while funds last) + up to \$500 with the [Heat Pump Group Purchase Rebate](#)
- [Electrical Service Upgrade](#) – \$500 + [municipal top-ups](#) (when switching from fossil fuel –while funds last)

CONSIDERING PURCHASING A HEAT PUMP –WEBINAR Q&A FOLLOW UP.
OCTOBER 19, 2021.



- [Electric Heat Pump Water Heater](#) – \$1,000 [municipal top-ups](#) (when switching from fossil fuel – while funds last)
- [CleanBC Better Homes Low-Interest Financing Program](#) – receive a loan of \$1,000 - \$40,000 for installing an eligible heat pump
- [Heat Pump Group Purchase Rebate \(GPR\)](#) – receive an additional up to \$500 when switching from fossil fuel to a heat pump. The GPR rewards groups of homeowners working together to reduce greenhouse gas emissions by switching from an oil. Natural gas, or propane heating system to an air source heat pump. The GPR ranges from \$200 per home, for a group of 2 homes up to a maximum of \$500 for a group of 20 to 30 homes. To register for the GPR, visit www.betterhomesbc.ca/gpr-register.

*Rebate amounts vary depending on your location, primary space heating system prior to upgrade, and electricity provider. Review the summary pages for more detailed information.

[Canada Greener Homes Grant](#)- this [federal program](#) offers up to \$5,600 in rebates for homeowners completing energy efficient upgrades on their home, including insulation, air sealing, windows, heating systems, solar panel systems, and resiliency measures. The completion of an [EnerGuide Home Evaluation](#) before and after upgrades is required to be eligible. You can access rebates from both the Greener Homes program and the CleanBC Better Homes and Home Renovation Rebate Program, however eligibility requirements and application steps differ. Carefully read the Greener Homes [eligibility page](#) to confirm your home is eligible and the [eligible retrofits page](#) to learn about efficiency requirements and available grants for each retrofit.

Frequently Asked Questions

Can you use the EnerGuide Home Evaluation towards the Canada Greener Homes Grant?

The EnerGuide home evaluation completed by an energy advisor can be used towards both programs. If you are interested in the grants available through the federal [Greener Homes Program](#), you **must** register through the Canada Greener Homes program portal and have an energy evaluation prior to having a heat pump installed. However, you **do not require** an EnerGuide home evaluation to access individual CleanBC rebates, including the heat pump rebate.

You can receive an up to \$600 rebate from the federal [Canada Greener Homes Program](#) for completing both the pre- and post-upgrade EnerGuide home evaluations and at least one eligible, recommended upgrade. You can also receive a [\\$200 pre-upgrade rebate](#) for completing a pre-upgrade EnerGuide home evaluation and a [\\$100 post-upgrade rebate](#) for completing a post-upgrade EnerGuide home evaluation from CleanBC.

Webinar Questions

Does BC Hydro offer consultation to help us understand (beyond general reference information) what our specific costs might be to operate a heat pump?

BC Hydro does not offer homeowner consultations on what the costs might be to operate a heat pump. This service is also not available from other organizations in BC.

It can be challenging for any organization to identify the specific costs to operate a heat pump (or other type of heating system) for a given home. The operating costs for a heating system will be dependent on:

- The overall efficiency of the heating system selected (there is a range of efficiencies of heat pumps systems)
- The overall efficiency of the home, including the levels of insulation (in the homes attic, walls, basement) air tightness, efficiency of windows, etc.
- The operation of the heating system (preferred daytime and night time system)
- Whether or not there is a secondary heating system used in the whole home or part of the home.

If a homeowner is interested in getting more information to determine how much it will cost to heat their home with a heat pump and what other upgrades in a home could be undertaken to reduce this cost – we would suggest that the homeowner consider hiring a registered energy advisor to provide an EnerGuide home evaluation. The EnerGuide home evaluation will include a full assessment of the home, identify all the upgrade opportunities, provide a breakdown of how much energy your home uses for space heating currently (prior to heat pump upgrade) as well as estimate after if you install a heat pump. Similar to any contractor, we recommend calling at least 3 energy advisors for quotes on the evaluation. Use the [Program Qualified Energy Advisor Search Tool](#) to find an energy advisor in your area.

If I want to install a multi-split [heat pump] in my home but the outdoor unit is far away from one of the [indoor] units, does that work?

Heat pumps can work for most types of residential homes, regardless of size and configuration. For advice in regards to the sizing and placement of the heat pump indoor and outdoor units, we recommend contacting a contractor that specializes in installing heat pumps, as they will be able to determine the correct size and placement of your heat pump units after assessing the size, efficiency and layout of your home. Check out our [tips for hiring a contractor](#) and [Program Register Contractor List](#) for assistance with choosing a heat pump contractor.

The number of indoor and/or outdoor units does not affect your CleanBC rebate total, as long as at least one indoor unit serves a main living area (e.g. family room, living room, or open-concept kitchen-living room). Regardless of the number of outdoor and/or indoor heads, you can only access one space heating rebate per home (see page 2, section 7 of [Program Requirements](#)).

Eligibility for the [Canada Greener Homes Grant](#) may differ, please refer to your energy advisor or the federal program administration to confirm.

There is a \$3,000 rebate from CleanBC and a \$3,000 rebate from BC Hydro, what about FortisBC? Do they also give you a top up when getting off fossil fuel?

The CleanBC Better Homes and Home Renovation Rebate Programs are administered by the Province of British Columbia, BC Hydro, and FortisBC.

In the event of upgrading a fossil fuel heating system to an all-electric heat pump, the base rebate of \$3,000 is funded by the Province, and the \$3,000 all-electric top up is funded by BC Hydro. FortisBC does not offer top-ups as they only fund rebates for homes that are primarily heated with natural gas. Please

note that homes in the FortisBC Electricity territory who switch from fossil fuel to a heat pump do not qualify for the BC Hydro \$3,000 top up. See page one of this document for a list of other rebates that may be applicable – for example the Group Heat Pump Rebate Offer.

Can you keep a gas fireplace – what happens if you heat with a gas fireplace?

The provincial [CleanBC Better Homes and Home Renovation Rebate Program](#) does not consider a gas fireplace as a primary heating system (see page 2, section 4a of the [Program Requirements](#)), and therefore you are not required to remove or decommission the gas fireplace when installing a heat pump.

If a natural gas fireplace is your only heat source, you are not eligible to receive heat pump rebates, as well as other energy efficiency upgrade rebates through the provincial program. If you have other supplementary heating systems in your home and want help determining your homes primary heating system, we suggest contacting an Energy Coach directly at 1-844-881-9790. Check out these useful FAQs below:

- [What do the CleanBC Better Homes and Home Renovation Rebate Programs define as my Primary Heating System?](#)
- [What is the Minimum Electricity Consumption Requirement?](#)
- [What happens if I don't meet the Minimum Electricity Consumption Requirement?](#)

Does the CleanBC Better Homes website include municipal rebates?

The CleanBC Better Homes website does have a list of CleanBC [municipal top-ups](#), however, the Township of Langley has it's own program that is separate from CleanBC called the [Green Building Rebate Program](#). By successfully renovating an energy efficient home, you may be eligible for a building permit rebate of up to \$750 when you reduce your homes annual energy consumption. Check out the links below for more information on the Township of Langley's Green Building Renovation Rebates:

- <https://www.tol.ca/at-your-service/engineering-building-development/building/green-buildings/green-buildings-builders/>
- <https://webfiles.tol.ca/CommDev/GBRP%20Flyers%20-%20Renovations.pdf>

General efficiency comparison between heat pumps and other heating systems?

Heat pumps have efficiency ratings between 300% and 400% (for every 1 unit of energy consumed, 3-4 units of heat are transferred to the home). See comparisons of other heating systems below:

- Electric baseboards and electric furnaces are 100% efficient.
- A natural gas boiler may be 60-99% efficient.
- An older mid-efficiency gas furnace may be 70-80% efficient.
- A high-efficiency gas furnace would be a maximum of 99% efficient.
- An oil furnace may be 50-83% efficient.

Are heat pumps noisy? What noise does it make during different cycles of the system?

Each heat pump system has a different sound rating, this noise is created by the fans and compressors. The type of heat pump, as well as the individual model, will affect the level of noise that the heat pump will produce. Like different models of dishwashers, some heat pumps are noisier than others. Newer systems are much quieter than older systems as well.

It is generally recommended to look for variable speed motors, as they tend to run more smoothly than single- or two-stage motors and thus generate less sound. Additionally, regular maintenance will play a role in the sound produced. Well maintained equipment will operate more efficiently than equipment that has not been maintained.

If noise is a concern, ask your contractor for a quieter system and ask for the technical specification sheet. This sheet will show you the sound rating of both the indoor and the outdoor units. To learn more about heat pump noise and to see sound comparisons, check out our FAQ on heat pumps and noise here: <https://betterhomesbc.ca/products/are-heat-pumps-loud/>

How is the rebate paid out? How long does it take to receive the payment?

Processing of CleanBC applications may take up to 90 days from the date that all required documents are received. When you submit an online application for you will be provided with a tracking number and confirmation that your application has been received. The status of your rebate application can be tracked using the [online application tracker](#).

At the time of application, you will be asked how you would like to receive your rebate payment, payments can be issued either in the form of:

- Cheque (BC Hydro and FortisBC)
- Credit on bill (BC Hydro and FortisBC)
- E-transfer (BC Hydro)