

A photograph of a residential street with houses and trees. The houses are multi-story with gabled roofs and porches. The trees are tall and green. The sky is blue with some clouds.

Home Performance Contractor Network for Solar & Battery Sector

September 25, 2025



Housekeeping

- The webinar will be recorded, and a link will be emailed to all registrants.
- There will be a Q&A time after the presentation.
- Questions
 - Anytime: Type your questions or upvote other questions
 - During Q&A time: Raise your hand and wait to be unmuted
- Comments/discussion
 - Use the chat box



Chat ^ Raise Hand Q&A

Land Acknowledgment

The HPSC and BC Hydro recognize and acknowledge with deep appreciation the unique history, languages, and cultures of the 203 First Nations across BC on whose territories we live, work, play and learn.

Learn more about the traditional Indigenous lands where you live and work at [Native-Land.ca](https://www.native-land.ca)

Agenda

- What is happening?
- Introduction to the Home Performance Stakeholder Council (HPSC)
- Home Performance Contractor Network (HPCN)
 - About the HPCN
 - Training and requirements
 - Contractor management
 - Registration tips
- Timing
- FAQs

What is Happening?

What is happening?

- In the past year since BC Hydro introduced rebates, **over 300** companies have installed solar or battery storage systems and helped customers apply for rebates through BC Hydro.
- It has always been the **long-term vision** for BC Hydro to see the implementation of training and accreditation criteria to ensure contractors understand the program, deliver quality installations and properly support customers through the application process.
- **In 2026**, BC Hydro will require that any customer applying for solar/battery rebates will need to use a contractor who is a member of the Home Performance Contractor Network (HPCN).

What we heard from industry

- We have engaged industry through surveys, one on one phone calls and face to face interactions to gather feedback on introducing training requirements.
 - Overall supportive of requirements for contractors
 - Recognize there is a gap in understanding of program requirements
 - Technical training obtained through in-house, manufacturer and other third parties
 - Prefer training to be delivered online vs. multi-day in person sessions
- Outcome: Training requirements and criteria that is focused on BC Hydro's self-generation and rebate programs.

Why HPCN?

- BC Hydro has been working with the Home Performance Stakeholder Council for many years and has introduced HPCN contractor requirements for a number of other rebate programs, including heat pumps, insulation and windows/doors.
- Developing a solar and battery HPCN sector will help:
 - Ensure contractors are aware of and adhering to program requirements
 - Ensure contractors are properly supporting customers with their installations & applications
 - Provide customers with a vetted list of trusted program qualified contractors
 - Build a community of contractors that we can engage with to help shape future program changes

Home Performance Stakeholder Council (HPSC)

OUR FOCUS

Home Performance: the science and practice of building and improving homes based on the *house-as-a-system* concept.

This includes addressing the building envelope, mechanical systems, occupant behaviour, and environmental conditions to make the home as safe, comfortable, efficient, and durable as possible.

OUR ROLE

- ▶ **Non-profit**
- ▶ **Industry facilitator**
- ▶ **Residential retrofits**
- ▶ **British Columbia, Canada**

OUR MISSION

Increase the **supply and demand** of qualified home performance service providers by supporting **market growth, capacity building, and quality workmanship.**

OUR WORK



Industry
Engagement



Contractor
Resources



Advocacy



Contractor
Network

HPSC Governance



AKUA SCHATZ
BOARD MEMBER
SMALLWORKS



ANDY COCKBURN
BOARD MEMBER
NAIMA



RYAN COLEMAN
BOARD CHAIR
ECOLIGHTEN



DON GULEVICH
BOARD MEMBER
COASTAL HEAT PUMPS



DAVID LEWIS
BOARD MEMBER
ALPINE INSULATION



TANYA RATZLAFF
EXECUTIVE DIRECTOR
HPSC



CHRISTINE GUSTAFSON
BOARD ADVISOR
HARBOURGREENE CONSULTING



PETER SUNDBERG
BOARD ADVISOR
FRESCO BUILDING EFFICIENCY



JOVAN CHEEMA
BOARD ADVISOR
PAST MANAGING DIRECTOR

FUNDING COMMITTEE

INDUSTRY ADVISORY COMMITTEE



SECTOR COUNCILS



VACANT
SENIOR MANAGER OF OPERATIONS



BRAIDEY STURGEON
MANAGER OF INDUSTRY ENGAGEMENT



PUBALI SHOMEBASU
PROGRAM MANAGER



TATIANNA CULLEN
COORDINATOR



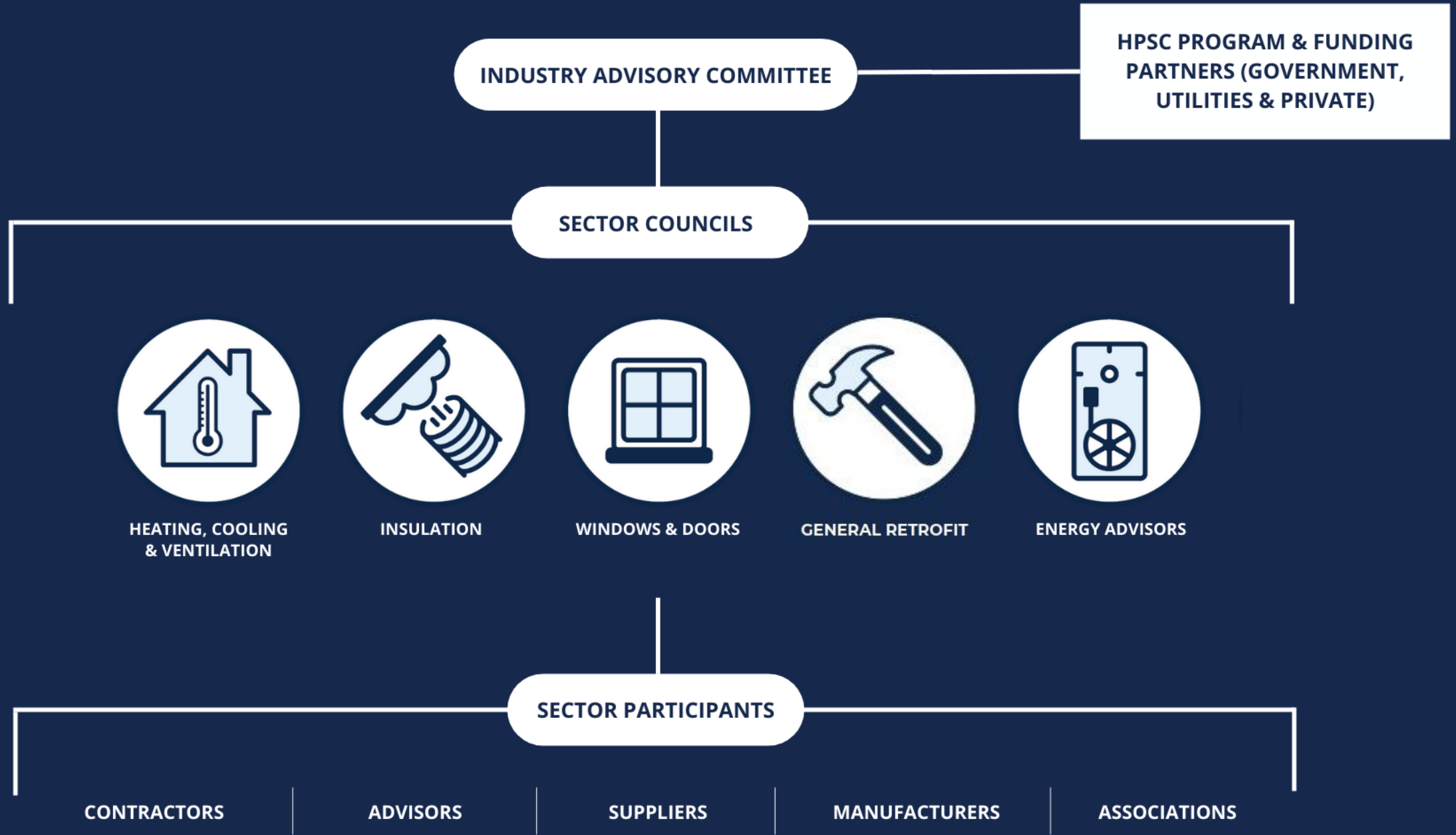
HELENA ARNOLD
COORDINATOR



LEIGH MCKAY
COORDINATOR



VACANT
REGIONAL INDUSTRY LIAISON



Home Performance Contractor Network (HPCN)

About the HPCN

- An **upskilling** initiative for home performance professionals in British Columbia.
- Contractors and Energy Advisors complete specified business **accreditation** and **training** qualifications to join a database of qualified professionals.
- Members are advertised in a **public search tool** and are subject to ongoing review and quality assurance checks.



Eligibility

The HPCN is open to retrofit* professionals in British Columbia that offer services for the following sectors:



SOLAR & BATTERY



WINDOWS & DOORS



**HEATING, COOLING
& VENTILATION**



INSULATION



GENERAL RETROFIT



ENERGY ADVISORS

*The Solar & Battery sector is also open to new construction

*Companies must directly employ their installers/advisors for the relevant sector(s).
Membership in the HPCN does not cover sub-contractors.*

Why Join the HPCN?

- Requirement for Solar & Battery rebates from BC Hydro (early 2026)
- Use of the HPCN logo
- Business information displayed in a search tool and promoted across BC
- Invitations to exclusive networking, engagement, and training opportunities

Find a registered contractor near you

What **type** of efficiency upgrade are you planning?

All Types ▾

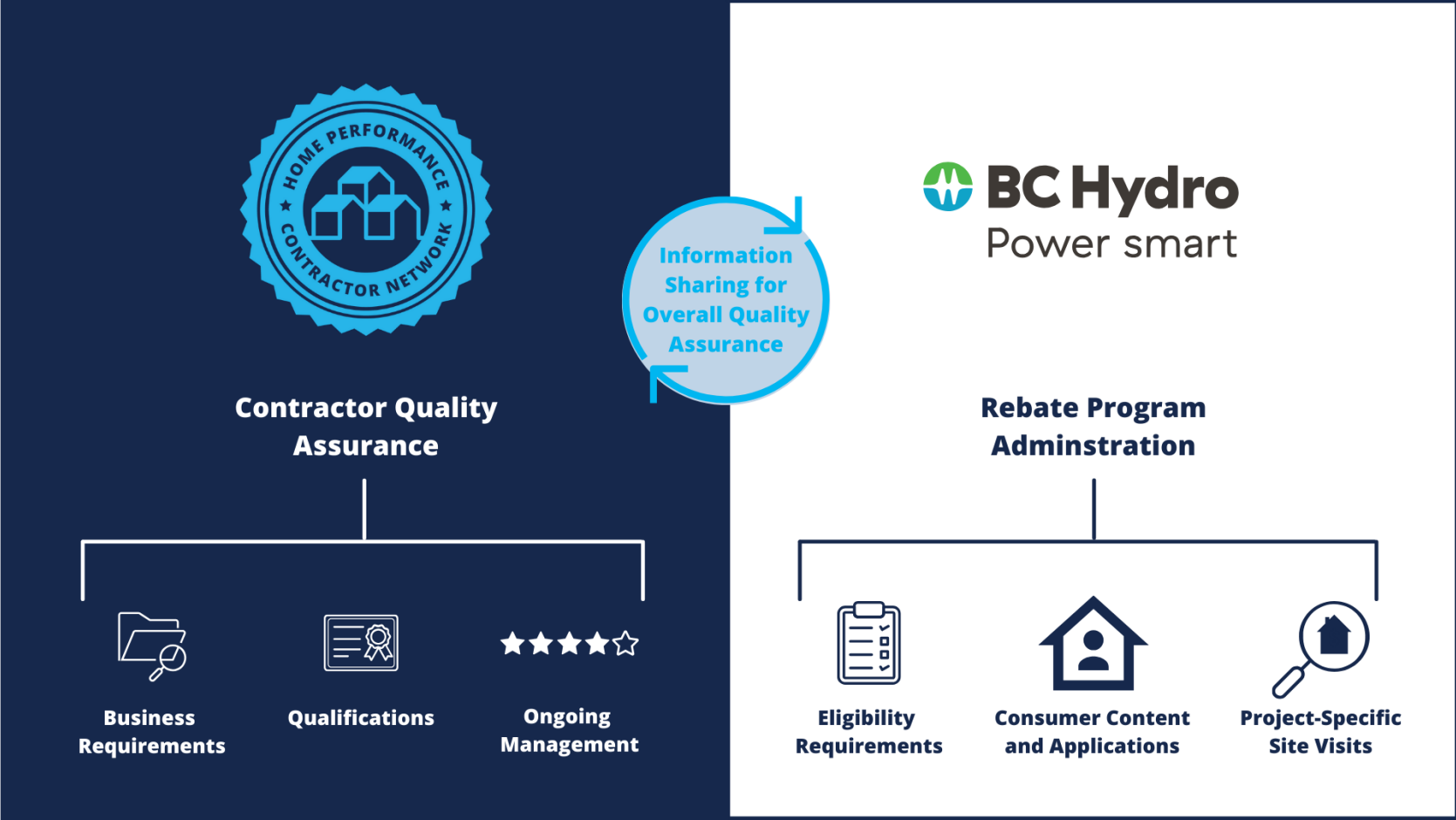
Where is the home **located**?

Enter municipality or regional district

Submit



HPCN and Rebate Programs



HPCN Participation



1

Application

- Business information
- Code of Conduct
- Reference Checks



2

Qualifications

- Rebate program training plus provide proof of industry training



Company

3

Business Documentation & Agreement

- Submit: municipal/regional business licenses, proof of warrantee, updated insurance, and WorkSafeBC clearance letter
- Sign network agreement




Company & Employees



4

Membership & Ongoing Management

- Displayed on the public search tool and eligible for rebates
- Access to network logo
- Ongoing management

HPCN Participation

REGISTRATION STEP		 APPROXIMATE TIME REQUIRED
1 Submit Application	Apply online*	10 min
2 Provide References	Two customer references and one supplier reference	Up to 15 business days for review
3 Sign Code of Conduct	Read and agree to responsible business practices	2 min
4 Complete Qualifications	1) Course: BC Hydro Solar & Battery Rebate Training	1
	2) Upload training certificate (example: NABCEP, Manufacturer, CSA Solar Systems, etc.) or declare in-house training	N/A

REGISTRATION STEP		 APPROXIMATE TIME REQUIRED
5 Upload Business Documents	1) Business Licenses: For each operating community or inter-municipal licences	0.5 - 3 Hours Time Varies Depending on Document Needs
	2) Warrantee: Proof that you offer a one-year labour warrantee	
	3) Insurance: A copy of your insurance policy showing \$5M general liability insurance and listing the HPSC as an additional insured	
	4) WorkSafeBC: Clearance letter	
6 Sign Network Agreement	Read, sign, and upload network agreement	15 min
Membership Opens 		
7 Annual Rebate Training Refresher	Review Course: BC Hydro Solar & Battery Rebate Training	1

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Expectations for HPCN Members

- Ethical business practices
- Fair pricing & organized documentation
- Excellent customer service
- Commitment to home performance and energy efficiency
 - All work will be performed by an HPCN-qualified person employed by the company
- Follow HPCN logo use guidelines

Contractor Management

- Determine if there are quality assurance concerns with HPCN members
- Identify appropriate corrective or disciplinary action required by the member
- Pause, suspend, or dismiss non-compliant companies
- The HPSC does NOT get involved in project remediation

What We Monitor

Business Information

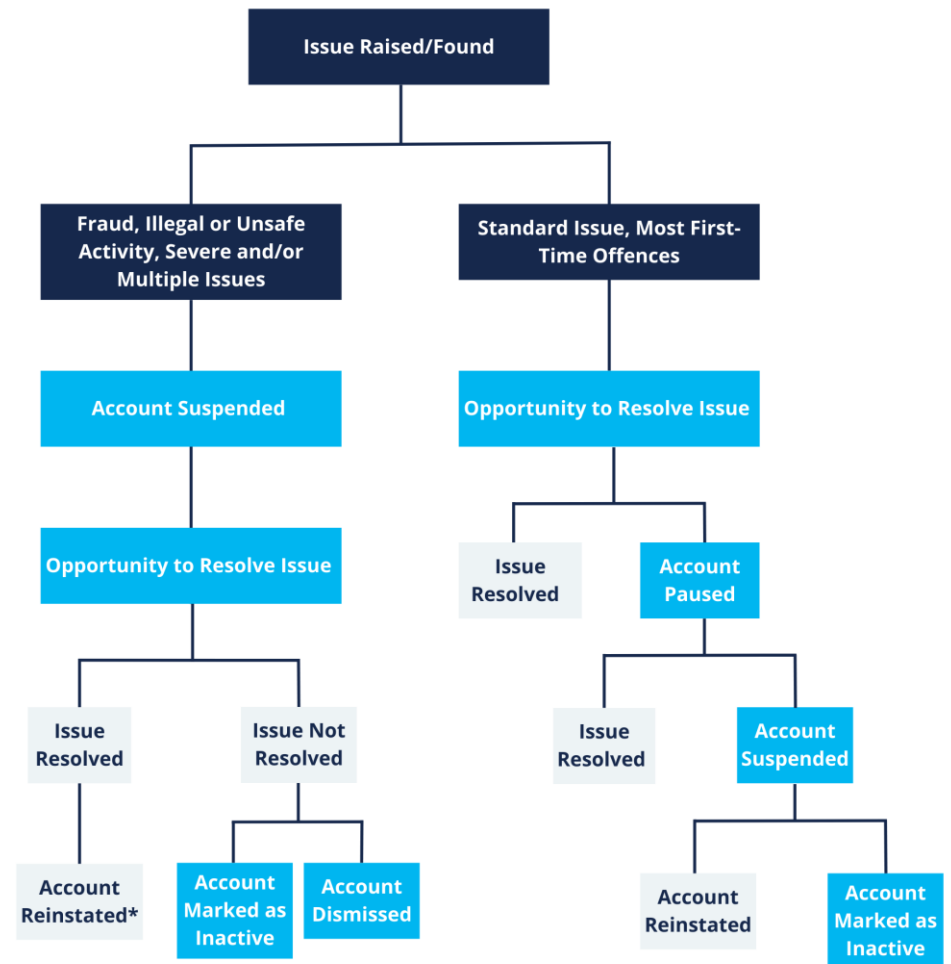
- Up-to-date business documents e.g. Worksafe BC, business licenses, insurance
- Contact information remains accurate
- Appropriate use of HPCN logo and rebate eligibility language on website and marketing materials

Training & Code of Conduct Compliance

- Installations completed in alignment with HPCN training
- Installations are completed by HPCN-trained employee(s)
- HPCN-trained installers remain at company (or are replaced)
- Code of Conduct compliance

Contractor Management

- Homeowner complaints
 - Customers can submit feedback on their experience with an HPCN member by completing a form at homeperformance.ca/find-a-contractor
- Manual checks
 - HPSC staff conduct audits on HPCN members
- Information sharing with BC Hydro



*After suspension period is complete

Registration Tips

- Read the instructions for reference checks carefully, providing the incorrect type and/or quantity of references will lead to delays.
- Ensure that your team is familiar with the Code of Conduct. All staff are expected to abide by it.
- At least **one lead installer and designer per crew** must complete the training.
- The HPCN Portal has all the instructions you need to complete your registration. Read it carefully. Contact us if you have outstanding questions.

Timing

Timing

- **October 7, 2025**
 - Solar + Battery HPCN Sector opens and contractors can start their applications by visiting <https://homeperformance.ca/HPCN>
 - An email will be sent to all contractors with the link to start your application.
- **February 1, 2026**
 - Deadline for completion of HPCN training and accreditation requirements. It will now be a requirement for customers to use an HPCN member.

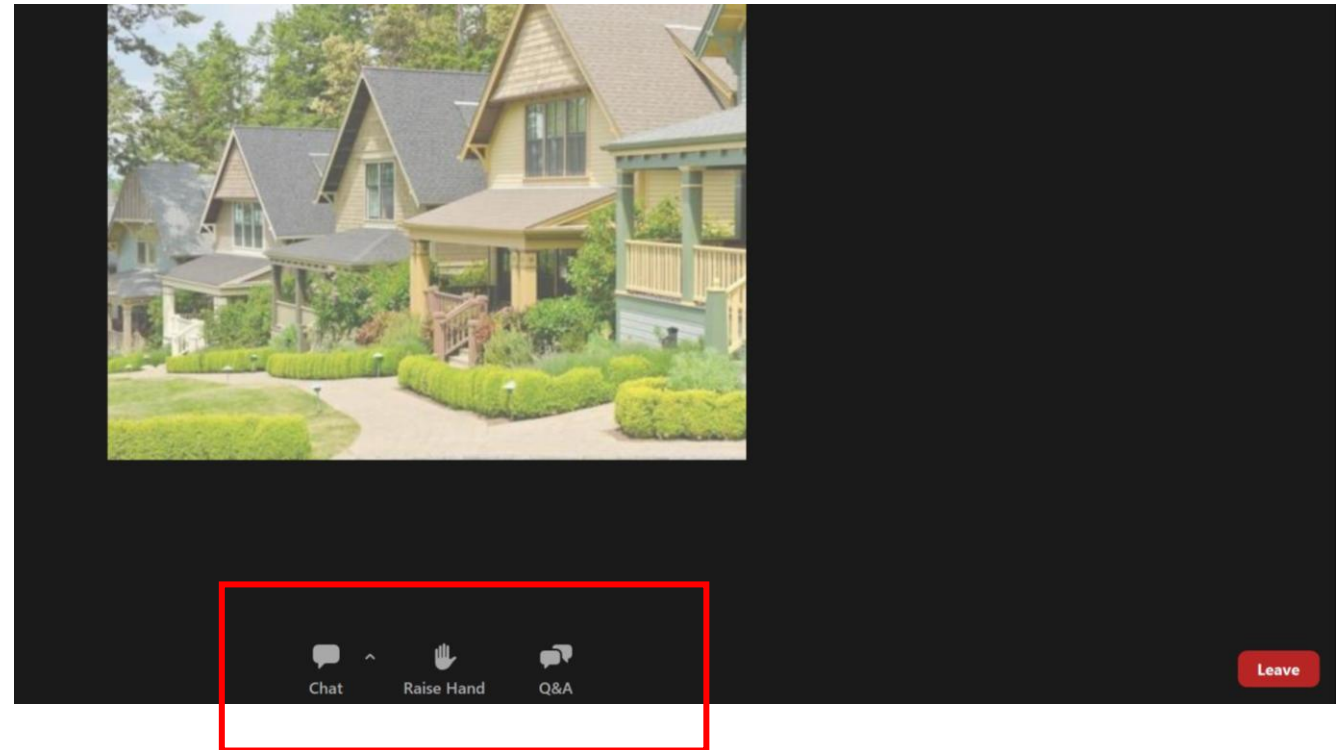
Additional info

- BC Hydro will be informing customers of the new HPCN contractor requirement in early 2026.
- **Only new rebate applications submitted after February 1, 2026 will require a customer to use an HPCN member. Any applications submitted before February 1, 2026 do not require the use of an HPCN member.**
- All contractors are required to become HPCN members and take the training regardless of years of experience and past work with BC Hydro.

Q&A

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- Questions
 - Type your questions or upvote other questions
 - Raise your hand and wait to be unmuted
- Comments/discussion
 - Use the chat box



Thank You

Questions about the HPCN

homeperformance.ca/HPCN

info@homeperformance.ca

604-755-3469 ext 0

Questions about the BC
Hydro Rebates

bchydro.com/solarrebates

alliance@bchydro.com



HPSC

HOME PERFORMANCE
STAKEHOLDER COUNCIL