Home Renovation Rebate Program

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Home Renovation Rebates

Our program offers rebates to customers living in BC who are installing insulation, heat pumps or heat pump hot water heaters.

My focus today will be on heat pumps available to customers living in single family detached dwellings, including legal individually metered secondary suites, mobile homes on permanent foundation and row/townhouse, or duplex.

Come chat with me throughout the day about any other BC Hydro rebates.

Overview

Rebate amounts for the Home Renovation Rebate program are based on the % of conditioned space in the home that is served by the ducted or ductless heat pump. Customers can qualify for a **whole home** or **partial home** heating rebate.

UPGRADE	REBATE
Whole home heating Heat pump must meet **100%** of the home's heating requirements at –5°C.	**$4,000**
Partial home heating Heat pump must meet **50% or more** of the home's heating requirements.	**$1,500**

Whole Home Heating Rebate
Requirements

- The contractor must complete a heat load calculation using CSA F280-12 verified software at the home's design temperature and complete the heat load calculation summary form.

- At a minimum, the heat pump installed must be sized to meet **100%** of the home's heating requirements to maintain an indoor temperature of 22°C for the whole home at an outdoor temperature of **–5°C** or colder, **without the use of electric auxiliary heat.**

Whole Home Heating Rebate
Requirements

- If the home's local design temperature conditions are colder than –5°C, the heat pump together with supplemental electric resistance (if required) must be sized with sufficient capacity to maintain a minimum indoor temperature of 22ºC at local design temperature conditions (e.g. –23°C in Kamloops).

- Must provide primary heating to serve the majority of finished living spaces on each floor as part of the total conditioned space of the home (i.e. sufficient heat distribution).

Whole Home Heating Rebate
Requirements

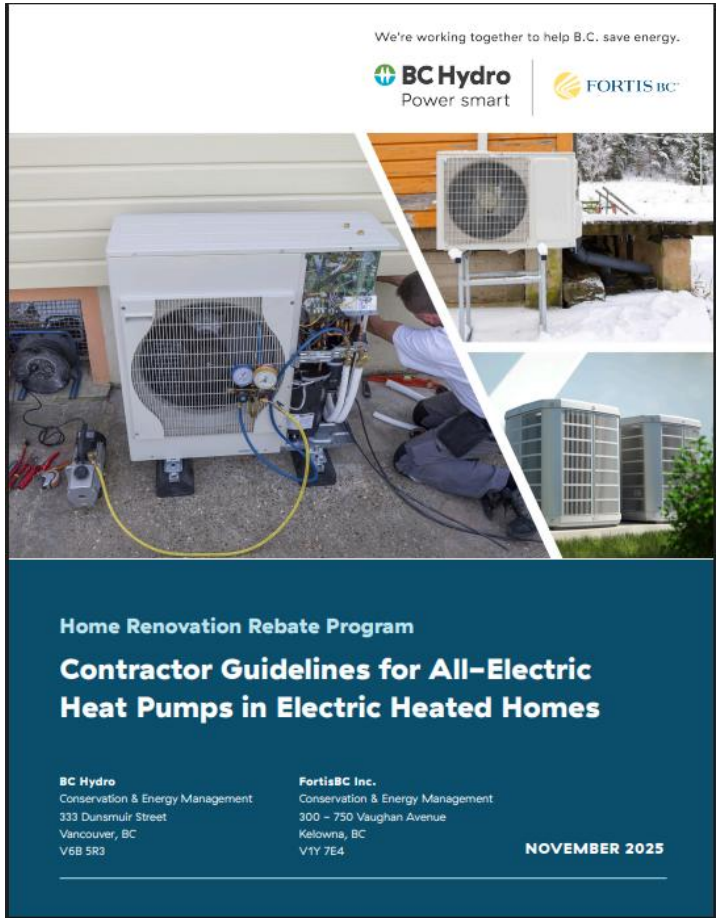
- The heat pump must be cold climate rated
  - As per Northeast Energy Efficiency Partnerships (NEEP)
  - Noted on the rebate eligible heat pump list (QPL)

- The heat pump must have a minimum 12,000 BTU (British Thermal Unit) rated capacity at 8°C /47°F.

- If used, the supplemental heating system cannot use natural gas, oil, or propane.

- Homes over 1,200 sqft. must install a multi-split or central system.

Whole Home Heating Rebate
Requirements



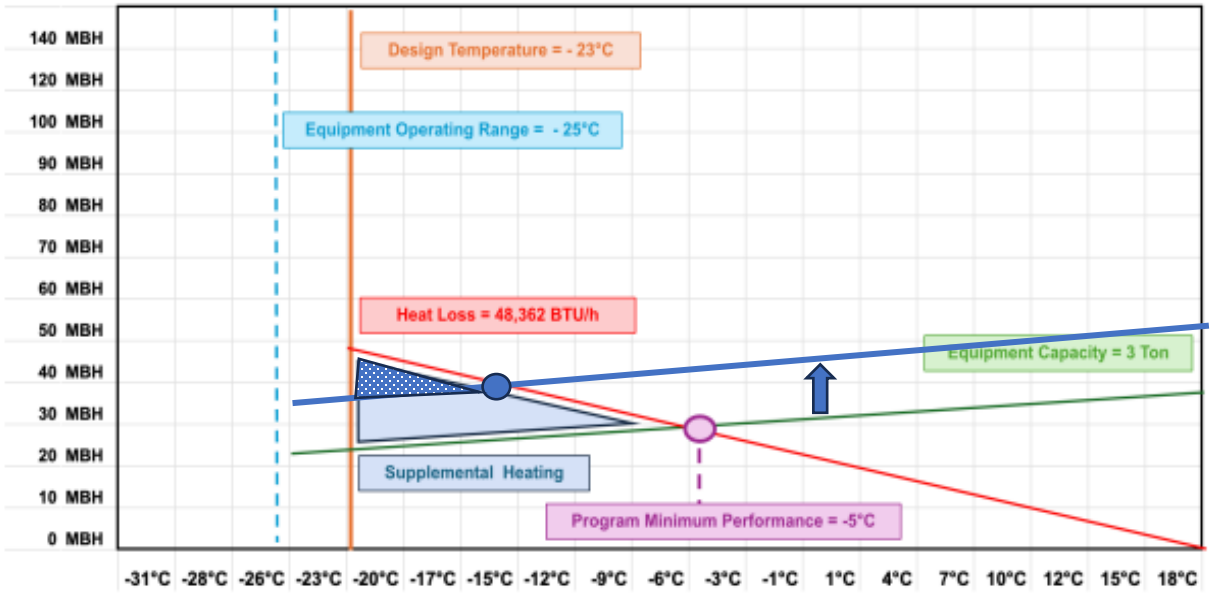
- You can find many examples of how to properly size equipment to meet program requirements and design temperatures in the contractor guidelines found at **bchydro.com/contractors**

Whole Home Heating Rebate
Requirements

Kamloops (Climate Zone 5)

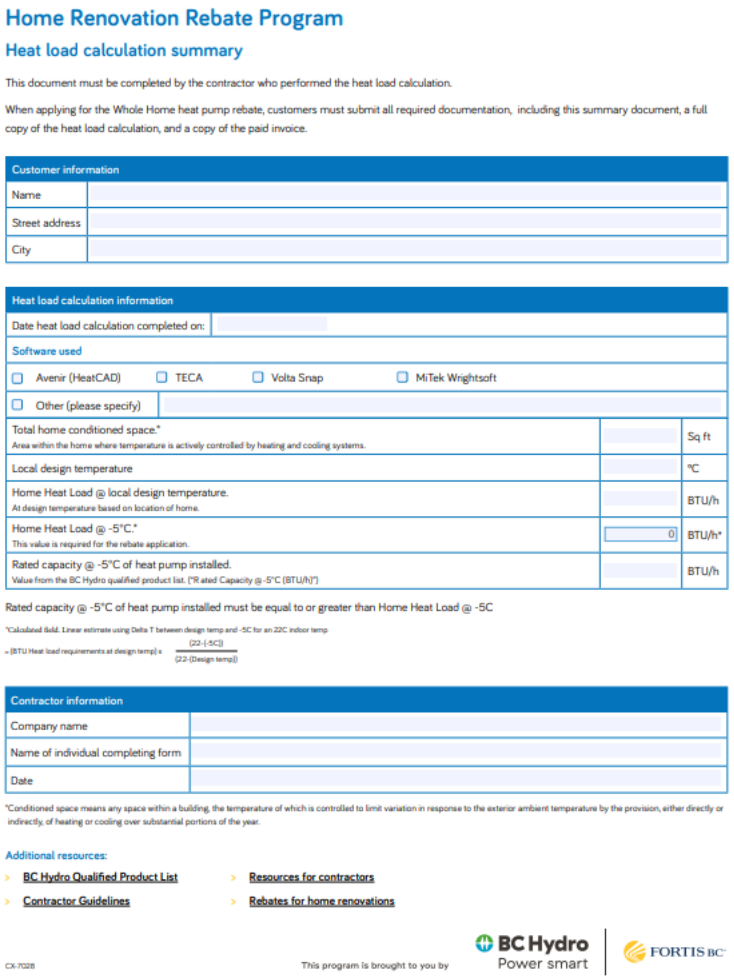
MINIMUM PROGRAM REQUIREMENTS

- Heat pump achieves ~50% of capacity at design temperature.
- ~7kW (or 23,884 BTU/h) of supplemental heating required.



Whole Home Heating Rebate

Requirements



Home Renovation Rebate Program

Heat load calculation summary

This document must be completed by the contractor who performed the heat load calculation.

When applying for the Whole Home heat pump rebate, customers must submit all required documentation, including this summary document, a full copy of the heat load calculation, and a copy of the paid invoice.

Customer information	
Name	
Street address	
City	

Heat load calculation information		
Date heat load calculation completed on:		
Software used		
☐ Avenir (HeatCAD) ☐ TECA ☐ Volta Snap ☐ MiTek Wrightsoft		
☐ Other (please specify)		
Total home conditioned space.* Area within the home where temperature is actively controlled by heating and cooling systems.		Sq ft
Local design temperature		°C
Home Heat Load @ local design temperature. At design temperature based on location of home.		BTU/h
Home Heat Load @ -5°C.* This value is required for the rebate application.	0	BTU/h*
Rated capacity @ -5°C of heat pump installed. Value from the BC Hydro qualified product list. (*Rated Capacity @ -5°C (BTU/h)*)		BTU/h

Rated capacity @ -5°C of heat pump installed must be equal to or greater than Home Heat Load @ -5C

*Calculated field. Linear estimate using Delta T between design temp and -5C for an 22C indoor temp

= (BTU Heat load requirements at design temp) x (22-(-5C)) / (22-(Design temp))

Contractor information	
Company name	
Name of individual completing form	
Date	

*Conditioned space means any space within a building, the temperature of which is controlled to limit variation in response to the exterior ambient temperature by the provision, either directly or indirectly, of heating or cooling over substantial portions of the year.

Additional resources:

- BC Hydro Qualified Product List
- Contractor Guidelines
- Resources for contractors
- Rebates for home renovations

CX-7028

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- The heat load summary form that must be filled out can be found at **bchydro.com/contractors**
- Enter in the BTU's required at design temperature – taken from the HLC you completed.
- The form will automatically complete the home BTU requirement at –5°C.
- Rated capacity of heat pump at –5°C will be found in the QPL. This number must at minimum meet the home BTU requirement at –5°C.

Whole Home Heating Rebate
Requirements

- Example: At design temp of –7°C, heat load requirements are 33,000 BTUs. Form automatically calculated that 30,724 BTUs required at –5°C. Contractor installed 31,000 BTU heat pump which meets program requirements. But 2,000 BTUs of supplemental heat still required to meet the home's full heat load requirements at the design temp.

Heat load calculation information		
Date heat load calculation completed on:	April 29, 2026	
Software used		
☐ Avenir (HeatCAD) ☑ TECA ☐ Volta Snap ☐ MiTek Wrightsoft		
☐ Other (please specify)		
Total home conditioned space.* Area within the home where temperature is actively controlled by heating and cooling systems.	2,500	Sq ft
Local design temperature	-7	°C
Home Heat Load @ local design temperature. At design temperature based on location of home.	33,000	BTU/h
Home Heat Load @ -5°C.* This value is required for the rebate application.	30,724	BTU/h*
Rated capacity @ -5°C of heat pump installed. Value from the BC Hydro qualified product list. ("R ated Capacity @-5°C (BTU/h)")	31,000	BTU/h

Home Reno Rebate

Requirements

- Must meet all requirements to qualify for the whole home rebate of $4,000. If not all requirements are met, customers may only qualify for the **Partial home heating rebate** of $1,500

- For the **Partial home heating rebate**, Cold climate rated heat pumps and CSA F280-12 heat load calculations are recommended but not required.

- Heat load calculations must be in accordance with CSA F280-12 methodology only

- Energy advisors may complete the heat load calculation, however it must be signed off by the contractor completing the heat pump installation.

Installation Best Practices
Heat Pumps and Insulation

- It is a program requirement that heat pumps and insulation are being installed following the best practice guides which was developed in partnership by industry experts.

- Contractors must review the guides prior to installing any rebate eligible products for customers.

- The best practice guides can be found at **bchydro.com/contractors**

Installation site visits

- A site visit may be conducted before a customer's application is processed.

- Site visits check to ensure:
  - The installation was done according to the best practice guidelines
  - The equipment installed meets program requirements
  - The equipment installed matches what is shown on the invoice
  - The customer was provided with all documentation required
  - The customer was provided instructions on how to operate the heat pump.

- Customers will be contacted directly by a program representative to arrange an appointment for the site visit. Contractors do not need to be present during the site visit.

Installation issues

- Contractors will be contacted directly by a program representative if the site visit has uncovered installation best practice issues.

- Contractors are given 30 days to remediate the issue and provide picture proof of completion.

- Any issues not resolved will result in a declined application and reporting of the contractor to the Home Performance Stakeholder Council.

Most common issues

Incorrect Design Temperature / Improper Sizing

Program requires sizing to −5°C; installations not sized to regional design temperature only with no back-up heat, resulting in undersized systems for primary heating load.

Refrigerant Line-Set Deficiencies

Line-sets not properly insulated upon installation — the single most common remediation-required deficiency

ODU Placement & Support

Outdoor unit not levelled or properly secured; clearance requirements not met

R-Value / Square Footage Adjustments

Insulation applications submitted with incorrect R-values or inaccurate square footage measurements — leading revision-required category

Eligibility & Category Errors

Applications submitted in the wrong category, garage insulation submitted as eligible, and new-addition windows submitted as replacements.

Major Renovation / Building Permit

New construction or major-renovation work submitted as retrofit — the single largest failure driver

Contractor support

All resources for contractors can be found at **bchydro.com/contractors** or you can contact any of the following rebate providers:

BC Hydro

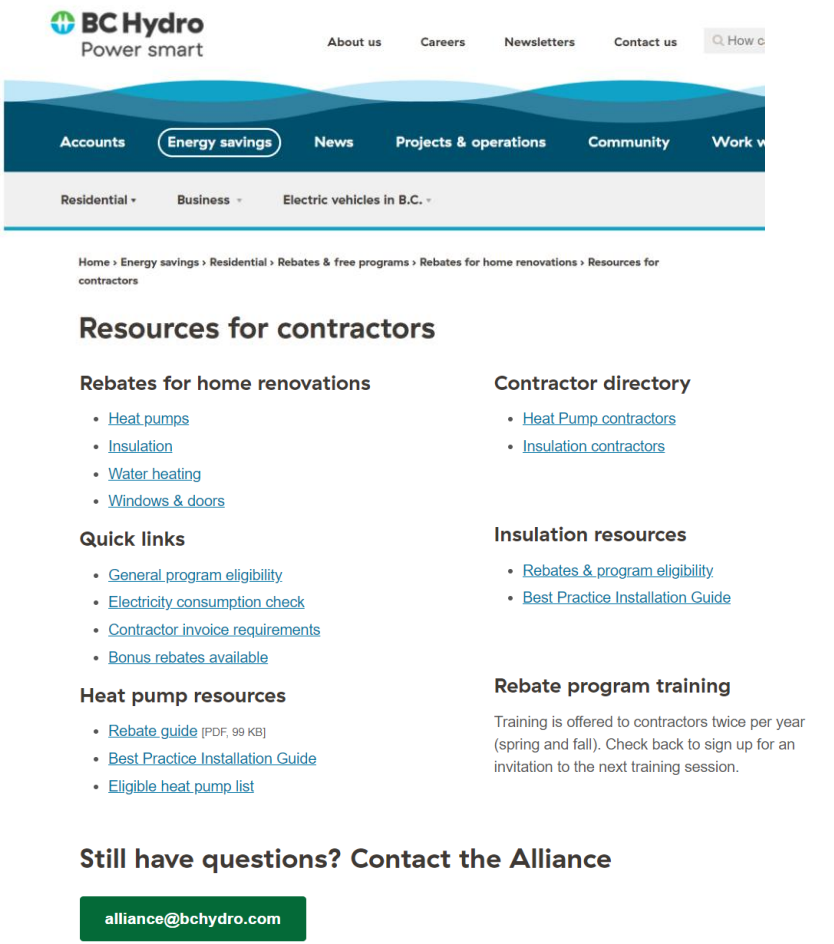
alliance@bchydro.com

bchydro.com/homerebates

FortisBC

qualityinstalls@fortisbc.com

fortisbc.com/homerebates



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