Contractor FAQ
Home Renovation Rebate Changes

Effective May 1, 2025

Applications

Will the existing rebates for customers switching from an electric heating system to an all-electric heat pump still be available?

No, the rebates based on heat pump type (central, mini-split or multi-split) will no longer be available beginning May 1, 2025.

Are there new rebates and requirements for customers switching from other heating types?

No, these new rebates and requirements are only for customers switching from an electric heating system to an all-electric heat pump. All other rebates and requirements remain the same.

What are the cut off dates for customers to apply for the rebates that are discontinuing?

Customers who installed and were invoiced on or before April 30, 2025 can apply for rebates that are discontinuing. Applications must be submitted by October 31, 2025.

Customers who have a quote/estimate, but have not yet installed or been invoiced may still apply for rebates that are discontinuing as long as they meet the following conditions:

- Proof of quote/estimate must be dated before April 30, 2025 and submitted with their application.
- Installation of the heat pump must be completed by July 31, 2025.
- Rebate applications must be submitted by October 31, 2025.

When would a customer qualify for the partial home heating rebate and not the whole home heating rebate?

A customer would qualify for the partial home heating rebate under any the following conditions:

- The heat pump does not provide primary heating to serve **80% or more** of the home's conditioned space. The heat pump must serve **50% or more** of the home's conditioned space and provide heat to a main living area to qualify for the partial home heating rebate.
- The contractor did not complete an F280-12 compliant load calculation using verified software or the customer did not submit the compliant heat load calculation documentation with their rebate application.
- The heat pump is unable to meet the home's heating requirements down to -5C without supplemental heating.
- The contractor installed a heat pump that meets program performance requirements (e.g. HSPF/HPSF2 rating) but is not listed in the NEEP Cold Climate Air Source Heat Pump database.

The customer must meet all other requirements for the partial home heating rebate.

My customer installed an all-electric heat pump before May 1, 2025, and it meets all of the new requirements for the whole home rebate. They have not submitted their application for the rebate. Are they eligible for the higher rebate of $4,000?

Only installations and invoices dated on or after May 1, 2025 are eligible for the new rebate amounts.

My customer installed an all-electric central ducted heat pump before May 1, 2025, but it does not meet the new requirements. What rebate are they eligible for?

Only installations and invoices dated on or after May 1, 2025 are eligible for the new rebate amounts. As this ducted central system was installed and invoiced before May 1, 2025 the customer is eligible for the previous rebate amounts, as long as all requirements are met.

My customer installed a ductless heat pump before May 1, 2025, but it does not meet the new requirements. What rebate are they eligible for?

Only installations and invoices dated on or after May 1, 2025 are eligible for the new rebate amounts. As this ductless heating system was installed and invoiced before May 1, 2025, the customer is eligible for the previous rebate amounts, as long as all requirements are met.

My customer installed an all-electric heat pump that heats 80% or more of the home, but it's not a NEEP cold climate rated heat pump. What rebate is my customer eligible for?

All requirements must be met in order to be eligible for the $4,000 Whole Home rebate. If all the requirements are not met, the customer will only be eligible for the Partial Home heating rebate of $1,500.

Are the new rebates available for FortisBC electric customers?

Yes, the new rebates will be available for FortisBC electric customers.

Do these new requirements apply to FortisBC electric customers?

Yes, the new requirements apply to FortisBC electric customers.

Do these new requirements apply to customers applying for the CleanBC Energy Savings program?

No, these new requirements do not apply to the CleanBC Energy Savings program. For details on the CleanBC Energy Savings Program, please visit betterhomesbc.ca/energy-savings-program/.

Heat load calculations

Why are you making it mandatory to complete heat load calculations?
These updates are being implemented to help ensure homeowners are installing the most energy efficient heat pumps and that the systems being installed are properly sized for their homes. As a Home Performance Contractor Network member, you have already taken courses from TECA or HRAI that cover how to complete heat load calculations. If you would like to access additional training, please visit TECA or HRAI for more information.

Why are F280-12 verified software tools only accepted?

CSA F280-12 is what is referenced in the BC Building Code Section 9.33.5 for sizing heating and air conditioning appliances and equipment:

- *The required capacity of heating and cooling appliances located in a dwelling unit and serving only that dwelling unit, shall be determined in accordance with CSA F280, "Determining the Required Capacity of Residential Space Heating and Cooling Appliances," except that the design temperatures shall conform to Subsection 9.33.3.*

Are we allowed to use non F280-12 verified tools to complete the heat load calculations?

Until October 31, 2025, we will accept heat load calculations based on Air Conditioning Contractors of America (ACCA) Manual J, CSA F280-90, and CSA F280-12 methodologies.

As of November 1, 2025, all heat load calculations submitted with rebate applications must be in accordance with CSA F280-12.

Can a customer or a contractor use an Energy Advisor to complete the heat load calculations?

Yes, an Energy Advisor can complete the heat load calculation, however it must be signed off by the contractor completing the heat pump installation and must be completed using the approved software tools.

How is conditioned space defined in a home?

The area inside the home where temperature is controlled is called a conditioned space. For the Home Renovation Rebate program, this is an area, room, or space that is heated or cooled by any equipment or appliance. This would include the main living spaces, bedrooms, bathrooms, and other areas of the home. An attached garage, crawlspace, and attic space would not be considered conditioned space.

What classifies as main living areas in a home?

A main living area is a portion of the home that is a larger space that is most often used by occupants such as the family room, living room, or open-concept kitchen-living room.

What is the capacity balance point for the heat pump?

The capacity balance point (also known as thermal balance point) for a heat pump is determined by plotting the home's heat load using CSA F280-12 against the heat pump's heating capacity as determined by manufacturer performance curve. The capacity balance point is the outdoor temperature at which the heat pump reaches its heating capacity. When the outdoor temperature goes below the capacity balance point, a home will need supplementary heating because the heat pump by itself won't be able to keep up with the home's heating requirements.

Cold climate heat pumps

Why are you making it mandatory for Cold Climate heat pumps to be installed?

In the last year, more than 90% of the heat pump rebate applications show that customers are installing heat pumps that meet these specifications already. This indicates that the market is ready for the change and ensures that homeowners are installing the most energy efficient models in their home.

How do I check whether a heat pump meets the Cold Climate specifications?

All heat pumps must have an AHRI certified reference number that references all components of the heat pump system, and must be designated as Cold Climate Air Source Heat Pump (ccASHP) as per Northeast Energy Efficiency Partnerships (NEEP). Only heat pumps listed on the qualified product list and AHRI certified are eligible.

New columns have been added to the qualifying product list to indicate whether a product meets Cold Climate specifications and rebate requirements.

If you think a product is missing from the qualifying products list, please email alliance@bchydro.com with the product documentation.

What is the Northeast Energy Efficiency Partnerships Cold Climate Air Source Heat Pump designation?

The Northeast Energy Efficiency Partnerships (NEEP) is a non-profit that works to accelerate energy efficiency, electrification, and grid flexibility in the building sector. The NEEP Cold Climate Air Source Heat Pump specification and product listing was designed to identify air source heat pumps that are best suited to heat efficiently in cold climates.

The NEEP product listing and database allows users to search, sort, and filter for cold climate heat pumps by brand, model, product type, and ducting configuration. An advanced search provides helpful resources including heat pump equipment performance curves and capacities at different outdoor temperatures. These functions assist with equipment sizing and selection to optimize performance. For program purposes, only heat pumps listed in the NEEP Cold Climate Air Source Heat Pump product list will be eligible for rebates.

- Website: Northeast Energy Efficiency Partnerships
- NEEP Performance Specification: Cold Climate Air Source Heat Pump Specification V4.0
- NEEP Database: Cold Climate Air Source Heat Pump Heat Pump List

Additional Information

To learn more about the new rebates and requirements, please sign up for the industry webinar being held on Tuesday, March 11, 2025, from 11am to 12:30pm.

Additional questions can be directed to the program partners:

BC Hydro
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FortisBC
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