

# Frequently asked questions

## 1. How is the Custom-Lite Program different from the Custom Program?

CleanBC Custom Lite is a simplified version of CleanBC's Custom program. Custom Lite is meant to facilitate smaller GHG reduction opportunities (between 500–1200 tCO<sub>2</sub>e lifetime savings) across the commercial and institutional building sector. Incentives are available for both energy studies and capital equipment replacements that result in GHG reductions from fuel-switching and other electrification measures (such as heat reclaim systems).

## 2. Is this a BC Hydro program?

No, the Program is funded by the Province of British Columbia and Government of Canada. We are utilizing BC Hydro's expertise in serving as the Program Administrator.

## 3. What kind of measures qualify for Custom-Lite Incentives?<sup>1</sup>

Air-to-Water Heat Pump Water Heater

Air-to-Air Rooftop Heat Pump

Sewage Heat Recovery Heat Pump

High-efficiency (>75%) HRV\*

Electric Water Heater\*\*

Air Source VRF

Electrical Cooking Equipment

\*Proposed measures leading to a gas dominant heating system (i.e. Gas heating equipment with greater than 50% share in total building heating energy consumption) should first contact Fortis BC to inquire about eligibility in its gas DSM program.

\*\*Electric boiler only will be accepted if all other more efficient heat pump options are not feasible.

The following measures qualify but are typically found in larger buildings and as such may exceed the GHG criteria thresholds for Custom-Lite.

Heat Recovery Chiller\*

Ground Source Heat Pump

Water-to-Water Heat Pump

Exhaust Air Heat Recovery Heat Pump

Electric Boiler\*\*

Water Source VRF

<sup>1</sup>Projects with Gas Savings only, without incremental electric load should first contact Fortis BC about eligibility in its gas DSM program.

#### 4. What is the Custom-Lite Workbook?

The Custom-Lite Workbook is an Excel Spreadsheet with information on preliminary building and/or equipment information, project cost and GHG estimates, as well as relevant contact and project team information. By completing the Workbook, both customers and program administrators will be able to determine if there is a viable opportunity for Custom-Lite Incentives.

The Workbook is mandatory for all commercial customers wishing to apply for energy study-lite funding and capital incentive funding through CleanBC. The Workbook is a free tool that can be obtained on the CleanBC Better Buildings website.

#### 5. Do I need an energy study to receive Custom-Lite Incentives?

Eligibility for capital incentives can be obtained by submitting a completed Custom-Lite Workbook with either 1) an already completed energy study, 2) substantive engineering documentation, or 3) an approved energy study report. Eligibility is dependent on a review of all documentation by BC Hydro's Conservation and Energy Management (CEM) Engineering. Energy studies provide detailed technical information, quantified energy information, and expected implementation costs, and help determine the most effective energy efficiency measure for implementation. CleanBC offers funding supporting the completion of energy studies. CleanBC will support up to 50% of an energy study cost, up to a maximum of \$2,000. Any remaining balance will be funded by the customer. Energy studies must be completed by a registered member of the BC Hydro Alliance of Energy Professionals .

#### 6. I've completed an energy study prior to applying for Custom-Lite Incentives. Is this study eligible for capital incentive funding?

Yes. An energy study completed prior to a CleanBC application or a study funded from a third-party can be eligible for Custom-Lite capital incentives provided it is approved by BC Hydro. These previous study fees are not eligible for Energy Study funding.

#### 7. What if the consultant I want to work with is not a member of the BC Hydro Alliance of Energy Professionals?

If the consultant/contractor you have chosen to work with is not an approved member of BC Hydro's Alliance of Energy Professionals, the consultant may contact BC Hydro for assistance with gaining membership. After review and consent from BC Hydro, the application may continue moving forward while membership application is being completed.

#### 8. What happens if my project requires an extension?

Incentive projects will be expected to be completed within a 12-month time frame. If an extension is required, the request must be made to your KAM or the Energy Savings Business Help Desk if you do not have a KAM. BC Hydro will assess the request, and if approved, will issue a one-time only extension of 6 months after the original expected project completion date as per the Incentive Agreement.

#### 9. I have applied for additional funding through a third-party organization, will this affect the capital incentive funding I receive?

Yes. The total amount of 3rd Party funding would be subtracted from the original incremental cost applied to the original calculated incentive amount. This updated incremental cost would then be applied and a new Incentive amount would be calculated. For example, if you have a project with a \$25,000 incremental cost, that will produce 1,000 tCO<sub>2</sub>e of lifetime GHG savings, your maximum eligible Custom-Lite capital incentive will be \$12,500 (50% of incremental cost). If you have received \$5,000 from a third-party towards that same project, the Custom-Lite capital incentive would be recalculated to \$10,000 (\$25,000 - \$5,000 = \$20,000 incremental cost).

If you receive funding from CleanBC's gas conservation program administered by FortisBC, that technology will not be eligible for additional funding from this offer.

## 10. If I have received Custom Incentives, am I still eligible for Custom-Lite Incentives??

Not for the same project. If you have already received Custom Incentives, you are not eligible for further Custom-Lite Incentives. If you received Custom Incentive energy study funding but were not eligible for capital incentives due to not meeting the GHG reduction threshold of 1200 tCO<sub>2</sub>e over the lifetime of a measure, you may be eligible for capital incentive funding in Custom-Lite.

## 11. I have not received and signed my Capital Incentive Agreement but have time sensitive purchasing and budget decisions. Can I purchase these materials before finalizing my Incentive Agreement??

Equipment purchased before the finalizing of the Capital Incentive Agreement would be deemed ineligible for Custom-Lite Incentives.

## 12. Will there be sufficient electricity to support my project?

An important consideration when exploring any electrification project is understanding potential building or localized capacity issues in the surrounding area. An electrical service upgrade may be required. This should be identified and explored by the contractor in the workbook and in consultation with BC Hydro.

## 13. Are demonstration projects eligible for Custom-Lite Incentives?

Demonstration projects may be considered if they are innovative technologies that are commercially available but not widely used in BC or for testing emerging technologies that are relatively new to the market. These projects may be considered for Custom-Lite Incentives if they create 'real life' examples of innovation and encourage customers to adopt emerging technologies. Such projects will be approved at the discretion of program administrators.

## 14. How many projects can I receive funding for?

Projects submissions are unlimited however the maximum per project incentive for Custom Lite is \$48,000 and for heat pump rooftop units, the rate will be \$60/tCO<sub>2</sub>e up to a maximum of \$72,000<sup>2</sup>. At a parent company level you are eligible for a maximum of \$750,000 total funding for Custom and Custom Lite Energy Study and Incentive funding which can be spread across multiple projects/properties.

---

<sup>2</sup>Approvals subject to overall program funding availability.

This program is funded by the Province of British Columbia and the Government of Canada.

