

# CleanBC Better Homes Energy Savings Program Condo and Apartment Rebate

## Rebate Eligibility Requirements

Effective date: For invoices dated on or after July 6, 2026

### GENERAL ELIGIBILITY REQUIREMENTS:

- Participant must reside in an income qualified household, in accordance with the income qualification criteria in the table below. Eligibility is based on the number of people living in the household including adults and children and total annual household income, which includes the combined income of all members of the household over the age of 18 (excluding dependants).

Number of people living in the home (including adults and children)	Combined pre-tax annual income of all adults in the home (excluding dependants)	
	Income Level 1 (ESPCA1)	Income Level 2 (ESPCA2)
1	\$51,100	\$63,900
2	\$63,600	\$79,500
3	\$78,200	\$97,700
4	\$94,900	\$118,600
5	\$107,600	\$134,500
6	\$121,400	\$151,700
7 or more	\$135,100	\$168,900

- Income verification documentation must be submitted for each member of the household that is over the age of 18 (excluding dependants). Documentation must be dated within 12 months of the program pre-registration date. Accepted income verification documentation includes:
  - Notice of Assessment (NOA) or Proof of Income Statement from the Canada Revenue Agency (CRA). To get your NOA or Proof of Income Statement, please contact the CRA at 1-800-959-8281. Ensure that all information on the NOA or Proof of Income Statement is redacted except for your name, effective date, and line 15000. If you have a pension split amount, please include the page of the NOAs for both parties that are pension-splitting.
  - Verification of income or disability assistance, e.g. a printed copy of your Confirmation of Assistance if you're registered for My Self Serve.
  - A Shelter Aid for Elderly Renters (SAFER) cheque stub, acknowledgement letter or benefit change letter from BC Housing.
  - A Rental Assistance Program acknowledgment letter or benefit change letter from BC Housing.
  - Guaranteed Income Supplement (GIS) notice.
  - Proof of participation or eligibility in BC Hydro and FortisBC's Energy Conservation Assistance Program (ECAP), including eligibility confirmation letters or emails, approval letters or emails or other ECAP documentation that demonstrates proof of participation or eligibility.
  - An [Endorsement Form](#) completed by a professional or organization with knowledge of a participant's financial situation, where they can attest to their income meeting the program criteria.





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- b. CleanBC Better Homes Energy Savings Program Condo and Apartment Rebate;
  - c. BC Hydro Multi-Unit Residential Building Offer;
  - d. CleanBC Social Housing Incentives Program; or
  - e. Social Housing Energy Savings Program.
13. Rebates cannot exceed the cost on the invoice and the paid cost of the upgrade. Rebates may be combined with other sources of funding, but combined rebates cannot exceed the cost on the invoice or paid cost of the upgrade. Upgrade costs covered by warranty are not eligible for rebates. Financing or leasing agreement must result in full ownership (a copy of the agreement may be requested).
14. Rebates can only be claimed once per upgrade, up to the maximum rebate amount.
15. Utility accounts must be in the name of the resident and/or homeowner; utility accounts in the name of a strata corporation or landlord are not eligible.
- a. Proof of utility account i.e., invoice, bill or statement is required to be submitted at time of pre-registration.
16. If you currently rent your home, the registered property owner must complete the [Landlord Consent Form](#) and return it to the participant to submit during pre-registration.
- a. Landlords and/or property owners are only eligible to participate in the program with up to ten eligible homes that they either rent or have as a primary residence.
17. If the eligible home is in a strata condominium or equity co-op building, the strata corporation or equity co-op authority for the property must complete the [Strata Corporation or Equity Co-op Consent Form](#) and return it to the participant to submit during pre-registration.

**Note:** Additional [Participant Terms and Conditions](#) and [Contractor Terms and Conditions](#) apply.

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### AIR SOURCE HEAT PUMP (CONVERT FROM ELECTRIC)

#### Rebate requirements:

1. Electric to heat pump upgrades are only eligible for participants who are registered and approved as Income Level 1 or 2 in the **CleanBC Better Homes Energy Savings Program Condo and Apartment Rebate**.
2. Maximum one primary space heating system rebate per home, regardless of the number of systems installed.
3. The home must primarily be heated by electricity (a primary heating system must have the capacity to heat a minimum of 50% of the home for the entire heating season to 21°C).
4. The new heat pump must:
  - a. replace an existing hard-wired electric heating system (e.g. electric baseboards, radiant ceilings, radiant floors).
  - b. serve a main living area (e.g. family room, living room or open-concept kitchen-living room).
  - c. provide 100% of the heat load requirements for the area served by the heat pump, down to -5°C design temperature.
    - i. the existing hard-wired electric heating system must be decommissioned (disconnected).
    - ii. If supplemental heating is required to maintain an indoor air temperature greater than 22°C in all living spaces at the outside winter design temperature, the existing hard-wired electric heating system may be retained as a supplemental heating system.
  - d. have an AHRI certified reference number that references all components of the heat pump.
  - e. be listed as a qualifying system on the [Qualified Heat Pump Product List](#).
5. Emergency replacement of a broken heat pump system is not eligible.
6. Replacing, adding to an existing heat pump or adding a secondary heat pump to a home with an existing heat pump is not eligible.
7. All upgrades must be purchased, supplied and installed by a Registered Contractor who is approved to install heat pumps for the CleanBC Better Homes Energy Savings Program Condo and Apartment Rebate. Self-installations are not eligible.
8. All upgrades must be completed in accordance with applicable by-laws by the Authority Having Jurisdiction (AHJ), by the municipality or Technical Safety BC.

Upgrade	Requirements	Rebate Maximum	
		Income Level 1	Income Level 2
Ductless mini-split heat pump	<ol style="list-style-type: none"> <li>1. SEER ≥ 16.0, HSPF ≥ 10.0 (Region IV) <b>or</b> SEER2 ≥ 15.2, HSPF2 ≥ 8.5 (Region IV)</li> <li>2. Variable speed compressor</li> </ol>	Up to a maximum of \$5,000 per home	Up to a maximum of \$4,000 per home
Ductless multi-split heat pump	<ol style="list-style-type: none"> <li>1. SEER ≥ 16.0, HSPF ≥ 10.0 (Region IV) <b>or</b> SEER2 ≥ 15.2, HSPF2 ≥ 8.5 (Region IV)</li> <li>2. Variable speed compressor</li> </ol>	Maximum one primary space heating system rebate per home	Maximum one primary space heating system rebate per home

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		regardless of the number of systems installed	regardless of the number of systems installed
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### Additional Installation Design and Capacity Details and Requirements:

1. Ductless heads may be used in unobstructed zones that don't have ducting and have heating and cooling loads that correspond to the ductless head's operating range.
2. Zones with obstructed air flow and heating and cooling loads outside of a ductless head's operating range, must be serviced by ducting.
3. At the outside winter design temperature, required heating facilities shall be capable of maintaining an indoor air temperature of not less than 22°C in all living spaces, and 18°C in ancillary spaces.

### Supporting documentation:

1. Invoice ([see sample invoice for requirements](#)), which must show the itemized CleanBC rebate and deduct the CleanBC rebate from the total amount owed by the participant. The rebate must be accurately calculated in accordance with the participant's income level and the Rebate Eligibility Requirements.

### Deadlines:

1. The rebate application and supporting documentation must be submitted by the Registered Contractor within six (6) months of the invoice date.

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### HEAT PUMP WATER HEATER

#### Rebate requirements:

1. The existing water heater being replaced must be electric and the home’s primary water heater.
2. Maximum one heat pump water heater rebate per home.
3. Eligible systems are listed as Tier 2 or higher on NEEA’s [Advanced Water Heater Specification Qualified Products List for Heat Pump Water Heaters](#).
4. The new all-in one heat pump water heater must:
  - a. Replace an existing hard-wired electric resistance hot water heater.
  - b. Have electric back-up or supplemental electric heating, if applicable.
  - c. Be installed with appropriate venting as not to create unwanted cold spots.
5. Emergency replacement of broken electric heat pump water heater or existing electric heat pump water heater is not eligible. All upgrades must be installed by a Registered Contractor who is approved to install heat pumps for the CleanBC Better Homes Energy Savings Program Condo and Apartment Rebate. Self-installations are not eligible.
6. All upgrades must be completed in accordance with applicable by-laws by the Authority Having Jurisdiction (AHJ), by the municipality or Technical Safety BC.

Upgrade	Requirements	Rebate Maximum	
		Income Level 1	Income Level 2
Heat pump water heater (convert from electric)	Must be listed as Tier 2 or higher on NEEA’s Advanced Water Heater Specification Qualified Products List for Heat Pump Water Heaters	Up to a maximum of \$3,500 per home  Maximum one primary water heating system rebate per home regardless of the number of systems installed	Up to a maximum of \$2,800 per home  Maximum one primary water heating system rebate per home, regardless of the number of systems installed

#### Supporting documentation:

1. Invoice ([see sample invoice for requirements](#)), which must show the itemized CleanBC rebate and deduct the CleanBC rebate from the total amount owed by the participant. The rebate must be accurately calculated in accordance with the participant’s income level and the Rebate Eligibility Requirements.

#### Deadlines:

1. The rebate application and supporting documentation must be submitted by the Registered Contractor within six (6) months of the invoice date.

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