

Eligibility

I have already accessed incentives from either the LiveSmart BC or ecoENERGY programs. Am I eligible for incentives through this new program?

No. In order to provide as many British Columbians as possible access to limited government funds the current incentives are only available to participants who have not previously accessed incentives through either the LiveSmart BC or ecoENERGY programs.

I have already had an initial (pre-retrofit) assessment but have never accessed incentives from either the LiveSmart BC or ecoENERGY programs. Am I eligible for incentives through this new program?

Yes, however you must have a new baseline energy efficiency assessment after April 1, 2011. Only upgrades undertaken after this new baseline assessment will be eligible for incentives.

Am I eligible to access the new LiveSmart BC incentives more than once for the same property?

No. Eligible participants can only participate in the new LiveSmart BC program once for each property they own.

Can I access LiveSmart BC incentives for upgrades to a rental property or a property that is not my primary residence?

Yes. As long as you meet other eligibility requirements, you can access incentives for these types of properties.

I participated in the LiveSmart BC: Efficiency Incentive program and the federal ecoENERGY Retrofit – Homes program in a previous home. I now own a new home. Am I eligible for incentives under this program?

Yes. The first step to becoming eligible for incentives in your new home is to have a home energy assessment by a Certified Energy Advisor. To find a Certified Energy Advisor in your area click [here](#).

A previous owner of my home participated in the LiveSmart BC: Efficiency Incentive program and/or the federal ecoENERGY Retrofit – Homes program. Am I eligible for incentives under this program?

Yes. The first step to becoming eligible for incentives in your new home is to have a home energy assessment by a Certified Energy Advisor. To find a Certified Energy Advisor in your area click [here](#).

About the program and how to participate

How do I apply for LiveSmart BC?

Your Certified Energy Advisor will handle all the paperwork in applying for provincial incentives after the post-retrofit energy assessment.

Is there a provincial maximum for energy efficiency?

No, there is no provincial maximum. You will receive provincial incentives for all eligible upgrades made to your home.

Are the incentives based on how much I spend for upgrades?

No. The amount you receive is based on the individual upgrades completed. A specific incentive amount will be calculated for each qualifying upgrade so the rebate is based on the total qualifying upgrades completed.

Must the new equipment I am installing be more efficient than the original equipment to qualify for incentives?

Yes.

Will I be taxed on the efficiency incentives I receive for my upgrades?

No.

How long will it take me to receive my incentive cheque?

Generally you can expect to receive your incentive cheque within three months of your follow-up assessment. However, due to adjustments that are required to the cheque processing system in order to process incentives under the updated program, the program will not begin processing incentives until after August 1, 2011. Participants that have a follow-up evaluation before August 1, 2011 can expect to receive their incentive within three months of August 1, 2011.

When does the incentive program end?

The program currently has funding until March 31, 2013.

Can I participate in the LiveSmart BC program more than once?

You are only eligible to participate in the program **one time for each property you own**. Only participants starting the program on or after April 1, 2011 are eligible for the current incentives.

Getting the work done

How do I know what type of new energy efficient products I should be putting into my house?

Your Certified Energy Advisor will help determine the improvements that are most cost effective for your home.

How do I know what it will cost me to make efficiency improvements? For example, how much will it cost to replace my windows or buy a new furnace?

You are encouraged to research energy efficiency products by talking to retailers, your contractor and the Certified Energy Advisor who does your home energy assessment. Before having work done to your home, you are advised to obtain three quotes from contractors.

Can I do the work myself and receive a grant?

Yes, but you must have an energy assessment done by a Certified Energy Advisor both before and after you make the improvements. Homeowners are responsible for ensuring that they obtain all necessary permits and meet all municipal and provincial requirements.

Do I have to make my energy efficiency improvements right after my initial (pre-retrofit) assessment?

No. However, in order to access incentives from this program you must complete your eligible improvements and your post-retrofit assessment within 18 months of your initial assessment or by March 31, 2013 **whichever comes first**.

I've already started my improvements. Can I still have an energy assessment done?

It depends. The assessment requires a "blower door" test. This requires the building envelope to be intact. Holes in the exterior walls will prevent the test from being done. You can contact a Certified Energy Advisor to determine whether an assessment can be done.

Building type eligibility

Does it matter how old my house is?

Yes it does. While there is no restriction as to the age of an existing house, new homes are not eligible to participate. Houses built before 1985 will benefit the most as they have the most potential for energy improvements.

Are mobile homes eligible for the incentive program?

Yes. Mobile homes are eligible.

I live in an apartment/condo complex. Am I eligible for incentives?

Multi-unit residential buildings are not eligible for the LiveSmart BC: Efficiency Incentive Program.

I am building a new house. Am I eligible for incentives and assessments under this new program?

No. The Efficiency Incentive Program only targets existing housing. However, BC Hydro and FortisBC have incentive programs for new housing.

The energy assessment

Why do I have to have an assessment to be eligible for incentives? What benefits will the assessment provide?

The home energy assessment:

- provides independent third-party energy efficiency advice for existing homes;
- handles the paperwork to ensure eligibility for incentives from the Province and Utility Partners;
- provides you with an energy efficiency rating label of your home that can increase the home's resale potential by providing evidence of "invisible" energy improvements in existing homes;
- provides the home's estimated energy consumption, energy efficiency recommendations and the estimated reductions in energy use should each recommendation be implemented; and
- allows you to make informed decisions on improving the efficiency of your home over the short- and long-term.

How long does it take to have an energy assessment completed?

The initial (pre-retrofit) energy assessment will take approximately two hours to complete. The follow-up (post-retrofit) energy assessment will take approximately one hour.

How much does an energy assessment cost? Is this cost reimbursed?

The total cost for an initial (pre-retrofit) energy assessment is up to \$325.00 plus taxes and travel in some areas. The LiveSmart BC Incentive Program covers \$150.00 of the cost directly to the assessment providers, so the cost to the homeowner is no more than \$175.00 plus taxes and travel in some areas. Assessment providers are contractually bound to charge homeowners no more than \$175 (plus taxes and travel in some areas) for the initial energy assessment.

The follow-up (post-retrofit) assessment also costs about \$150.00. The price of this assessment is set by the assessment providers and may vary. This cost is covered by the homeowner. It is recommended that homeowners request a quote for the follow-up assessment, including travel, at the time of the initial assessment.

What quality assurance procedures are in place for Certified Energy Advisors?

Natural Resources Canada reviews customer surveys and files and conducts on-site reviews of Certified Energy Advisors.

Will I need to provide personal information? What privacy guidelines are in place?

Your personal information will be needed to process your grant application. Your personal information is protected under the provincial *Freedom of Information and Protection of Privacy Act* and under the federal *Privacy Act*. To coordinate incentives offered by LiveSmart BC and our utility partners, personal information will, if applicable, be shared with your utility provider to determine grant eligibility offerings provided by BC Hydro and FortisBC. Utility Providers are also required to protect your personal information.

Incentive Cheques for the previous LiveSmart BC: Efficiency Incentive programs

I have completed my follow-up assessment under the previous LiveSmart BC: Efficiency Incentive program. When can I expect to receive my incentive cheque?

You can expect to receive your incentive cheque within 3 months of your follow-up assessment. If it has been more than three months since your follow-up assessment and you have not received your incentive, our call center can investigate the status: 1-866-430-8765.