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YOUR  
**HEAT PUMP**  
UPGRADE ROADMAP



Your comprehensive guide to navigating  
funding and installation for your **home**  
***heat pump upgrade***

## **INTRODUCTION**

Thinking about a home energy efficiency retrofit? Want to make the most of the financial incentives available for this project? Heat pump upgrades can be a smart investment. They can lower your monthly energy costs, reduce your environmental impact, enhance your home comfort year-round, and provide the added benefit of air conditioning! That said, undertaking a retrofit renovation can be daunting. That's why we're here to help you make the best decisions for you and your home. This document is a starting point to create a more sustainable and comfortable living space.



## **GETTING STARTED WITH YOUR RETROFIT PROJECT**

At Paris Service Group, we specialize in heat pumps. Heat pumps significantly enhance your home's energy efficiency and environmental sustainability. However, it's important to view your home as a system and recognize that other factors also improve energy efficiency, such as windows, doors, and insulation. Identifying which components will have the greatest impact on your home is crucial.

## **FINDING A CONTRACTOR**

The Home Performance Contractor Network (HPCN) is your go-to resource for connecting with qualified retrofit contractors in British Columbia. These professionals meet rigorous trade designations and training qualifications and undergo regular reviews and quality assurance assessments to ensure excellence in their work.

**Moreover, many rebate programs require working with HPCN contractors,** highlighting the trustworthiness and credibility associated with this network.

## **RETROFIT PROJECT MANAGEMENT**

For those feeling overwhelmed by managing a retrofit renovation, Retrofit Assist is an invaluable community resource offering free support. Retrofit Assist supports homeowners throughout the entire process. They can connect you with a home energy audit to identify the projects that would benefit your home the most, and they can link you with the right contractors for the job. This can be especially helpful for homeowners making multiple upgrades, from air sealing and insulation to windows, doors, HVAC, and beyond.

## **PROJECT FUNDING – WHAT REBATES ARE AVAILABLE FOR BC CUSTOMERS**

If you have baseboard or electric heat in your home, a heat pump installation can lead to substantial energy bill savings! If you have a gas/propane furnace or a boiler, you're likely eligible for the maximum grant amount. No matter what, adding a heat pump improves your home environment, air quality, and offers air conditioning, making those scorching summer days much more enjoyable

**Below is a list of the rebates and funding currently available to BC customers:**

### **Provincial & Municipal Rebates**

Provincial rebates from BC Hydro, FortisBC, and CleanBC are boosted by municipal rebates from participating cities. These programs are part of the Better Homes & Home Renovation Rebate Program, accessible through the BC Hydro & Fortis websites. Municipal top-ups are applied for through the same portal, eliminating the need for separate applications, and BC Hydro or Fortis processes the rebates.

### **NEW: Income Qualified**

Income-qualified customers can access rebates through the Income Qualified Program. Check out the Better Homes website for more information. This contractor-led program provides high-value rebates directly to the contractors, reducing the cost to the income-qualified homeowner.

**Federal  
Rebates**

The Canada Greener Homes Grant is a federally funded program that is no longer accepting applications. Homeowners who are already participating are encouraged to proceed in a timely manner with their retrofits and will continue to be eligible for funding and support through the Canada Greener Homes portal.

**Energy  
Savings  
Program**

Rebates are available for Indigenous communities. Visit the Better Homes website for more details. Each heat pump project could receive up to \$12,000 in rebates, along with additional rebates for building envelope improvements.

**Financing**

Financing is available for retrofit projects like heat pump installations. The scope often qualifies for full financing, interest-free, amortized over 5 years. If you would otherwise be paying 7% interest or more on the funds required for the project, this financing option could offer significant savings.

## **HOW DO I KNOW IF I AM ELIGIBLE**

**To qualify for the provincial and municipal top-up rebates, customers must:**

- ✓ Be a FortisBC or BC Hydro residential customer
- ✓ Live in a home that is a year-round primary residence, at least 12 months old
- ✓ Live in an eligible home type:
  - » Single family detached dwelling, including legal individually metered secondary suites
  - » Mobile home on permanent foundation
  - » Row/townhouse, duplex
- ✓ Install a product that meets the program requirements (QPL for heat pumps)
- ✓ Install the product according to the best practice installation guides
- ✓ Invoice must include all required information.
- ✓ Meet all additional upgrade requirements as per rebate requirements document
- ✓ Must live in a home that is a year round primary residence
- ✓ New construction must wait 12 months

**At this point, multi-unit residential rebates are in the works and will likely be available later this year or early next year, targeting apartments and stacked townhouses or condominiums.**

# PARIS Energy Savings Program

The Paris Service Group program aims to make heat pumps and energy upgrades more affordable for low- and middle-income households province-wide. Eligible applicants can receive up to \$16,000 to switch to high-efficiency heat pumps if they currently use oil, natural gas, or propane for heating. Additionally, homes needing electrical upgrades can get up to \$5,000 in rebates.

The program also offers up to \$5,000 in rebates for households switching from electric baseboards to heat pumps, supported by BC Hydro's energy-efficiency initiatives. These measures help families save on energy bills and foster cleaner, more resilient communities.

## To qualify for the program, your home must meet the following criteria:

- It must be your year-round primary residence, at least 12 months old.
- For income levels 1 and 2, the property's assessed value must not exceed \$1,230,000 as listed in BC Assessment for the year of program registration. If your home exceeds this value, you may qualify under income level 3.
- You must have a residential utility account with FortisBC, BC Hydro, or a municipal utility.
- Eligible home types include: single-family homes, secondary suites with separate utility meters, permanently fixed mobile homes on foundations with complete plumbing, heating, and utilities, and duplexes, triplexes, row homes, or townhomes with individual utility meters (not under a strata corporation's utility account).

## Requirements for Eligibility

- If you rent your home, you need a landlord consent form.
- You must pay your own energy bills, with utility accounts in your name (resident and/or homeowner).
- Pre-registration and receipt of an eligibility code are mandatory before upgrades.
- Your home's primary heating must be natural gas, propane, oil, electric (including baseboards, radiant systems, or forced-air), or wood/solid fuels.

## Upgrade Requirements

- Each upgrade must be pre-registered and have an eligibility code.
- Rebates are capped at the invoice and paid costs of the upgrade.
- Maximum rebate amounts apply per upgrade type.
- Specific program requirements for each upgrade will be provided.

## Examples of Qualifying Households

- Household with two adults earning less than \$124,358 annually, with a home assessed over \$1,230,000: Qualifies under Income Level 3.
- Household with two adults and two children earning less than \$185,620 annually, with a home assessed over \$1,230,000: Qualifies under Income Level 3.
- Household with two adults and two children earning less than \$114,647 annually, with a home assessed under \$1,230,000: Qualifies under Income Level 2.

# INCOME QUALIFICATION

Income qualifications for rebate coverage depend on the total combined income of all adults residing in your household, as well as the number of individuals living there, including both adults and children. The rebate coverage is determined by household income levels outlined in the following table;

<b>Eligibility for rebates on heat pumps applies to homes that use natural gas, propane, or oil as their primary heating sources</b>			
<b>The total annual income before taxes of all adults living in your household (excluding dependents)</b>			
<b>Number of people in your home (including adults and children)</b>	<b>INCOME LEVEL 1</b>	<b>INCOME LEVEL 2</b>	<b>INCOME LEVEL 3</b>
1 person	\$47,007	\$61,697	\$99,891
2 persons	\$58,522	\$76,810	\$124,358
3 persons	\$71,945	\$94,428	\$152,884
4 persons	\$87,350	\$114,647	\$185,620
5 persons	\$99,072	\$130,032	\$210,528
6 persons	\$111,735	\$146,653	\$237,438
7 or more persons	\$124,402	\$163,277	\$264,353

- Income Level 3 provides rebates specifically for homes that are transitioning from natural gas, propane, or oil space heating to heat pumps.
- The Paris Service Group Savings Program offers rebates for heat pumps in homes heated with electricity or wood, along with various incentives for energy efficiency and ventilation. These benefits are exclusively accessible to participants in Income Levels 1 and 2

# WHAT'S NEXT

## 1. Site Review & Consult

The site review and consultation process involves a conversation with you in your home. The goal is to understand your needs and wants and develop a collaborative relationship to meet your goals

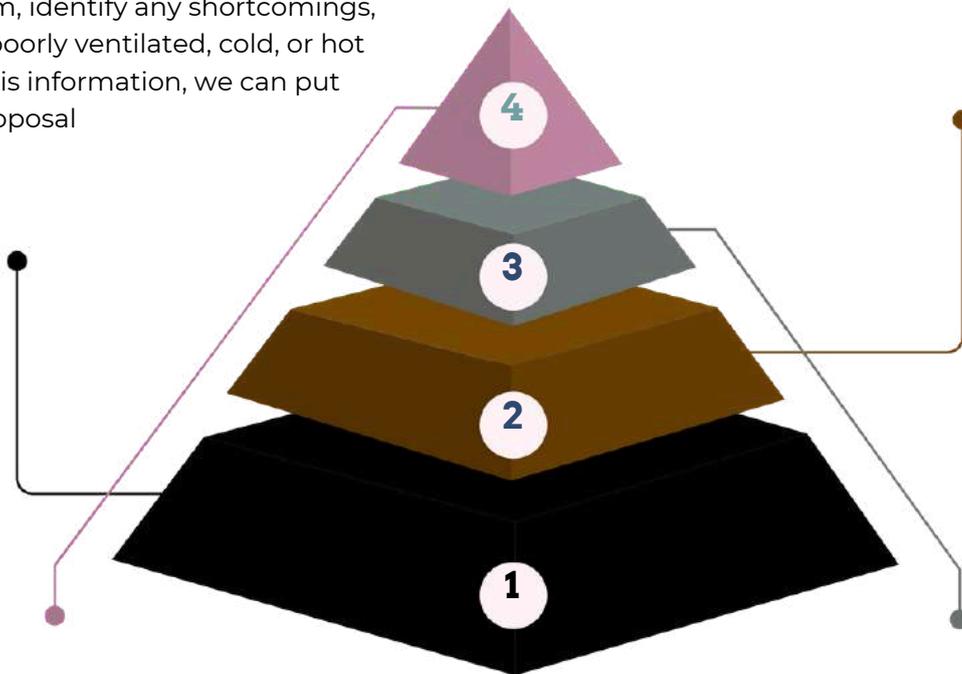
**Step one** is to learn about your priorities, desired outcomes, timelines, budget, and long-term plans for your home

**Step two** is a site assessment to review your current system, identify any shortcomings, and address poorly ventilated, cold, or hot areas. With this information, we can put together a proposal

## 2. Proposal

The proposal is where we compile all the information from our conversations and site assessments and present a first draft of a plan.

We then work with you to iterate the plan until it is just right in every way, ensuring you are confident and excited to move forward.



## 4. Protect

This is where we protect your investment. When we install a system, we don't just walk away. We employ cutting-edge technology in our maintenance program to review system performance.

This allows us to perform true predictive maintenance, ensuring your system continues to operate at peak efficiency and preventing costly breakdowns. The end result is that your heat pump will last longer, increasing the payback on your investment.

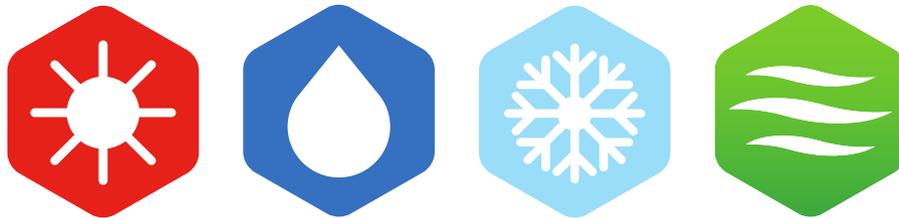
## 3. Installation

The installation phase is where we physically install the equipment. In some cases, we remove and properly dispose of the old system.

This process typically takes several days, and we are very respectful of your home and schedule. By the end of the installation phase, your system will be fully operational, allowing you to start seeing energy savings and enjoying a cozy home.

## **WRAPPING UP THE PROJECT**

Wrapping up the projects that have received funding may be subject to a post-installation site visit to ensure the installation adheres to best practices and meets homeowner satisfaction. Inspections focus on proper home management, including ventilation and ductwork, to ensure consistent heat distribution and prevent potential issues such as mold. If installation issues are identified during the site visit, the rebate program representative will contact the contractor to address and resolve them promptly.



## **RESOURCES & LINKS**

**BC hydro Home Renovation  
Rebate & Clean BC better homes  
rebate application**

[www.app.bchydro.com](http://www.app.bchydro.com)

**CleanBC Better Homes  
Low-Interest Financing Program**

[www.betterhomesbc.ca](http://www.betterhomesbc.ca)

**Canada Greener Homes Grant**

<https://naturalresources.ca>

**CleanBC Energy Savings  
Program**

[www.betterhomesbc.ca](http://www.betterhomesbc.ca)

**Retrofit Assist**

[www.retrofitassist.ca](http://www.retrofitassist.ca)

**Home Performance Contractor  
Network**

[www.homeperformance.ca](http://www.homeperformance.ca)

## NEXT STEPS

We're excited for you and what a better heating and cooling system can do for your home comfort. Many of our clients feel like they were living in a sauna during the summer, but now they're sleeping soundly. Health-conscious individuals swear by their heat pumps for helping with allergies and improving air quality. Plus, for anyone who just wants to feel cozy all year round, a heat pump can make a world of difference. If you want to continue the conversation, we invite you to book a site review and consult. We're here to guide you through the decision-making process and offer tailored advice based on your specific needs.

Looking forward to connecting with you

[Click here to book your site review and consult.](#)



**DISCLAIMER** This document serves as general information and does not guarantee any specific results or funding. Each program mentioned herein has its own criteria and availability. It is essential to review the specifics of these programs individually. While every effort has been made to ensure the accuracy and reliability of the content presented, it should not be construed as professional advice tailored to your specific circumstances. Given the uniqueness of every project and situation, we strongly recommend consulting with a qualified professional or contacting our team directly to discuss your specific needs and requirements. By accessing and using the information in this document, you agree that Paris Service Group and its affiliates are not liable for any damages or losses that may arise from the use of the information provided herein.

For personalized guidance and assistance with your mechanical contracting needs, please don't hesitate to reach out to our experienced team.

# **NEW DUAL FUEL REBATE!!**

## **(Furnace with Heat Pump)**

**SCAN QR CODE  
FOR FULL  
PROGRAM  
DETAILS AND  
ELIGIBILITY  
REQUIREMENTS**



**LEARN MORE!**

<b>Upgrade</b>	<b>Rebate</b>	<b>Requirements</b>
Dual fuel system	<b>\$10,000</b>	<ul style="list-style-type: none"><li>• SEER <math>\geq</math> 16; HSPF (Region IV) <math>\geq</math> 10.00 or SEER2 <math>\geq</math> 15.20; HSPF2 (Region IV) <math>\geq</math> 8.50</li><li>• Variable speed compressor not required</li><li>• Minimum capacity of 12,000 BTU (1 ton)</li></ul>

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*Paris*  
SERVICE GROUP

CALL US TODAY

**778-743-3553**

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