



Natural Resources Canada (<http://www.nrcan.gc.ca/home>)

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## Program Details

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## Energy Conservation Assistance Program

### Objectives and Description:

The Energy Conservation Assistance Program is an income qualified program for residential account holders. The program is offered in partnership with FortisBC and Pacific Northern Gas. Upgrades can include energy efficient LED light bulbs, water efficient showerheads, faucet aerators, and draftproofing. Some homes may also qualify for an ENERGY STAR® fridge replacement, high efficiency gas furnace replacement, or insulation. An energy coach will work with you to review energy use inside the home, and provide personalized energy saving advice.

### Type of Program:

- Advice
- Awareness/Information
- Energy Star
- Financial Incentive

### Sectors:

- Residential

**Date of Update:** 31-01-2022

### For more information contact:

**BC Hydro - Residential Customers**

(800) 224-9376

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Web address: <http://www.bchydro.com/powersmart/residential/savings-and-rebates/savings-based-on-income.html> (<http://www.bchydro.com/powersmart/residential/savings-and-rebates/savings-based-on-income.html>)

# Free energy saving kit



## Available for low- and moderate-income households

If you live in an [income-qualified household](#), you can get a free energy saving kit to help you save energy and make your home more comfortable all year.

Each kit includes simple, energy-saving products that you can install yourself. With this kit, you can seal up the drafts around your home, save on lighting costs, and reduce your home's water use too.

[Apply now](#)

## What's in the kit?

- Four LED light bulbs
- Weather stripping to reduce drafts around windows and doors
- High-efficiency showerheads
- Water-saving tap aerators
- Foam outlet gaskets
- LED night light
- Fridge and freezer thermometer
- [Step-by-step instruction guide](#) (PDF, 3.4 MB) to help you install each product

You can customize your kit when you apply based on the specific needs of your home.

## How to apply

1. Check our [income qualification chart](#) to make sure that you're eligible.
2. [Apply for the free kit online](#). It takes less than five minutes to apply.
  - Please have your BC Hydro or City of New Westminster utility account number ready. If you prefer, you can call us at 1 800 224 9376 to order the kit over the phone.
3. After you apply, you'll receive your energy saving kit within three to six weeks.

There are no fees or shipping costs.

## Eligibility

### View the income qualification chart

Your household income must not exceed the amounts listed below. Income is based on the previous year and includes the combined income of all household members aged 18 and older.

NUMBER OF PEOPLE IN HOUSEHOLD (INCLUDING CHILDREN)	MAXIMUM HOUSEHOLD INCOME BEFORE TAX
1 person	\$48,900

## FREE PROGRAMS BASED ON INCOME

[Free portable air conditioners](#)

**Free energy saving kit**

[Free product installation and energy coaching](#)

[Free upgrades for non-profit housing and Indigenous communities](#)

[ਗੁਰਮਾ ਦੀ ਬਚਤ ਵਾਲੀ ਮੁਫਤ ਕਿੱਟ](#)

[免費節能套件](#)

[免費節能套件](#)

### See also

- [Tips to save energy at home](#)
- [Energy saving kit product installation instruction guide](#)  
[PDF, 3.0 MB]

## Ready to apply?

If you have your documents ready, apply now.

[Apply now](#) →

2 people	\$60,900
3 people	\$74,800
4 people	\$90,800
5 people	\$103,000
6 people	\$116,100
7 or more people	\$129,300

## Renters



Do you rent your home? You can still apply for the kit if the BC Hydro or City of New Westminster utility account is in your name.

## If you've ordered a kit in the past



As long as your income still qualifies, you'll be eligible to order a new kit if you move to a new home or if it's been at least five years since you received your previous kit.

## Resources

### Product installation and tips

The kit includes a printed installation guide. To learn more, you can also check out our online product guides and how-to videos:

- [How to seal drafts with weather stripping](#)
- [How to apply insulating window film](#)
- [How to install energy-efficient showerheads and tap aerators](#)

### Program in partnership with



## Related programs

### [Energy Conservation Assistance Program \(ECAP\)](#)

With this program, an energy coach visits your home to install energy-efficient products for you and gives you personalized advice to save energy – all for free. Available to low- and moderate-income households.

## Corporate Information

## Customer resources

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# Free product installation and energy coaching

## Energy Conservation Assistance Program



### Notice

We don't require customers to provide banking details or advanced payments for our energy efficiency or rebate programs. If an individual contacts you claiming to be from BC Hydro, CleanBC, or any other energy efficiency program and requests your personal banking information or an advanced payment, please decline and notify us at 1 800 BC HYDRO (1 800 224 9376).

## Improve your home's comfort and save energy

If you live in an [income-qualified household](#) you could be eligible for free upgrades to help improve the comfort and efficiency of your home with our Energy Conservation Assistance Program.

[Apply now](#)

## Products and upgrades available

The products and upgrades you'll receive depend on the housing type and individual characteristics of each home. They may include:

- LED light bulbs and night light
- High-efficiency showerheads
- Faucet aerators
- Door weather stripping
- Insulating wrap for hot water pipes
- Clothes drying rack
- Carbon monoxide detectors
- ENERGY STAR® fridge replacement

## How it works

1. Check our [income qualification table](#) to make sure that you're eligible.
2. Apply for the program. Once you're approved, an energy coach will contact you to schedule a visit to your home.
3. During the visit, the energy coach will install energy-saving products throughout your home, all for free. Some homes may get a new refrigerator and/or air conditioner. Note: If you live in an apartment or condo, you're only eligible to apply for the air conditioner offer.
4. They'll also provide an overview of the products installed and personalized advice and tips to save energy.

### FREE PROGRAMS BASED ON INCOME

[Free portable air conditioners](#)

[Free energy saving kit](#)

**Free product installation and energy coaching**

[Free upgrades for non-profit housing and Indigenous communities](#)

[ਗੁਰਜਾ ਦੀ ਬਚਤ ਵਾਲੀ ਮੁਫਤ ਕਿੱਟ](#)

[免費節能套件](#)

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### See also

- [Tips to save energy at home](#)
- [Save with home renovation rebates](#)

## Ready to apply?

If you have your documents ready, apply now.

[Apply now](#) →

## Already applied?

[Check your status](#) →

# Eligibility

## View the income qualification chart



Your household income must not exceed the amounts listed below. Income is based on the previous year and includes the combined income of all household members aged 18 and older.

NUMBER OF PEOPLE IN HOUSEHOLD (INCLUDING CHILDREN)	MAXIMUM HOUSEHOLD INCOME BEFORE TAX
1 person	\$39,700
2 people	\$49,500
3 people	\$60,800
4 people	\$73,800
5 people	\$83,700
6 people	\$94,400
7 or more people	\$105,100

## Eligible housing types



- Single-family detached home
- Townhome
- Rowhome
- Duplex
- Manufactured home / mobile home

Live in an apartment or condo and meet the income qualification? You can apply [for a free energy saving kit](#).

## Renters



Do you rent your home? You can still apply for this program if the BC Hydro or City of New Westminster utility account is in your name.

Have your landlord complete a [landlord consent form](#) [PDF, 159 KB] and submit the form along with the rest of your application.

# How to apply

[Apply for the program online](#) or by mailing a [paper application](#) [PDF, 245 KB].

With your application, you'll need to provide proof of income for each member of your household aged 18 or older.

## How to apply outside of BC Hydro's service area

Customers of FortisBC Electric and residents of Grand Forks, Summerland, Penticton, and Nelson can [apply here](#) [PDF, 949 KB].

## Accepted proof of income documents



# Resources

## Have questions?

If you live in a single-family detached home, townhome, duplex, apartment, or condo:

- If you've qualified for an upgrade, contact our program partner *Ecofitt, a CLEAResult company* at 1 833 455 9029.

If you live in a manufactured/mobile home

- Contact our program partner *Ecofitt, a CLEAResult company* at 1 833 455 9029.

For all other inquiries, please give our team a call at 1 800 224 9376.

Please note, to help us evaluate this program you may receive a call from our program partner, *Ecolighthen*.

## Safety for in-home visits

We're continuing to take steps to protect the health and safety of you and our contractors, including:

- A COVID-19 pre-screening survey before the home visit.
- Sanitizing areas in the home where products are installed.
- Wearing masks and maintaining distance whenever possible.

## Program in partnership with



## Related programs

### [Energy saving kit](#)

Get a free kit of energy-saving products delivered to your door. Install them yourself to help save on your electricity costs. Available to low- and moderate-income households, including apartments and condos.

## Corporate Information

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## Customer resources

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# Free upgrades for non-profit housing and Indigenous communities

Part of the Energy Conservation Assistance Program



## Improve the efficiency and comfort of your housing units

Help your tenants and members save on their energy costs and improve the comfort of their homes year 'round. Non-profit housing providers and Indigenous communities can get free, energy-saving upgrades for their housing units.

Apply now

## Products and upgrades available

The free, energy-saving products and upgrades you can get depend on the housing type and the characteristics of each home.

### Portable AC offer

If you're a resident in a non-profit home, you can [apply online](#) for our free portable AC offer.

### For apartments and condos

Apartments and condominiums may receive the following products and upgrades:

- LED light bulbs
- High-efficiency showerheads
- Faucet aerators
- Door weather stripping
- ENERGY STAR® fridge replacement

### For all other housing types

Single-family detached homes, townhomes, rowhomes, duplexes and manufactured/mobile homes may receive the following products and upgrades:

- LED light bulbs
- High-efficiency showerheads
- Faucet aerators
- Door weather stripping
- ENERGY STAR® fridge replacement

## How it works

### FREE PROGRAMS BASED ON INCOME

[Free portable air conditioners](#)

[Free energy saving kit](#)

[Free product installation and energy coaching](#)

### Free upgrades for non-profit housing and Indigenous communities

[ਗੁਰਜਾ ਦੀ ਬਚਤ ਵਾਲੀ ਮੁਫਤ ਕਿੱਟ](#)

[免費節能套件](#)

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1. Contact our program partner *It's On Electric* to submit your application.
2. Energy coaches will visit your housing complex or community to install energy-saving products within each eligible unit at no cost. Some tenants and members may qualify for a new refrigerator, gas furnace, and/or insulation.
3. The energy coaches also provide each tenant and member with advice and tips to save energy.
4. You'll receive a report of what was installed in each unit.

## How to apply

To check if you're eligible and apply for this program, please call our program partner *It's On Electric* at 1 855 560 3227.

## Resources

### Have questions?

If you have questions about your application, contact our program partner *It's On Electric* at 1 855 560 3227.

If you have other inquiries, you can [email us](#).

### Safety for in-home visits

We're continuing to take precautions to protect the health and safety of you and our contractors, including:

- A COVID-19 pre-screening survey before the home visit.
- Sanitizing areas in the home where products are installed.
- Wearing masks and maintaining distance whenever possible

### Program in partnership with



## Related programs

### [Social housing retrofit support program](#)

Non-profit, multi-unit residential buildings can access funding and support to implement energy efficiency upgrades in common areas.

### [Indigenous communities conservation program](#)

Indigenous communities can get training, free products, and rebates to make home energy efficiency upgrades in their community.

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## Corporate Information

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## Customer resources

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# Free portable air conditioners



### Program updates

As of September 9, 2024, you can only apply for a free portable air conditioner (AC) if you have a recommendation letter from your regional health authority's Home Care Program. To apply, please follow the instructions below.

If you applied before September 9, we're continuing to process applications and install units. If you didn't submit your supporting documentation, please do so as soon as possible.

## Available for individuals referred by regional health authority programs

If you've received a recommendation letter from your regional health authority's Home Care Program you may be eligible for a free portable air conditioner (AC).

### About the offer

This offer includes:

- 1. **One portable AC unit:** Portable units are on wheels and are installed by connecting a flexible duct hose through an open window. They're plugged into a standard wall electrical outlet.
- 2. **A one-time installation:** You're responsible for ongoing maintenance, take-down and reinstallation.

There are no fees or shipping costs.

A portable AC unit is ideal for small, closed-in areas, like a bedroom. It can help create a safe cooling space during extreme heat events during the day and at night. For more information on how to prepare for heat events, see guidance from the [B.C. Centre for Disease Control](#).

### How to apply

- 1. Review the [eligibility criteria](#) below to make sure you qualify. You must have a recommendation letter from your regional health authority's Home Care Program. Please note this is not a doctor's note and can only be obtained from Home Care programs throughout the province.
- 2. Once you have the recommendation letter, [request the free air conditioner application](#).
- 3. If you rent your home, you'll need to get your landlord's consent. Complete the [landlord consent form](#) (PDF, 1.7 MB).
- 4. Submit your application by following the instructions on the application form.
- 5. After we receive your application, our team will reach out to you within a few weeks to let you know if you're approved.\*
- 6. Approved applications will then be forwarded to our contractors. Our contractor will contact you within **one to two weeks** to schedule a visit to your home. Installations typically occur **within four weeks** of submitting your application.

\* Please note that AC units are available on a first come, first served basis, subject to funding. The AC units are not intended for resale and are only for use in the primary residences of eligible customers.

### FREE PROGRAMS BASED ON INCOME

#### Free portable air conditioners

[Free air conditioner recommendation letter screening tool](#)

[Free energy saving kit](#)

[Free product installation and energy coaching](#)

[Free upgrades for non-profit housing and Indigenous communities](#)

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[免費節能套件](#)

[免費節能套件](#)

Already applied?

[Check your status](#) →

Do you rent your home? You can still apply for this program.

If you have a BC Hydro or City of New Westminster utility account in your name, follow the instructions above to apply. Connect with your landlord to get permission and complete the [landlord consent form](#) [PDF, 1.7 MB], which you'll need to submit with your application.

If you rent your home and don't have your own BC Hydro account, please give us a call at 1 800 224 9376 so we can help with your application. Have your signed [landlord consent form](#) [PDF, 1.7 MB], and a recommendation letter from your regional health authority's Home Care Program before calling.

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## How to apply outside of BC Hydro's service area



Customers of FortisBC Electric and residents of Grand Forks, Summerland, Penticton, and Nelson can [apply here](#).

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## Eligibility

The free portable air conditioner is available to people who have received a recommendation letter from their regional health authority's Home Care Program. This is the only document we can accept.

Other documents such as a letter from your family physician or any other medical documents are not acceptable.

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## Am I eligible if I have an AC unit in my home already?



No, you're not eligible if you have a functioning AC unit in your home. If you have a unit that's completely non-functioning, you may be eligible for a new one. Your old unit will be removed and recycled properly.

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## Eligible housing types



- Single-family detached home
- Townhome
- Apartment or condo
- Rowhome
- Duplex
- Manufactured home / mobile home

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## Did you apply before September 9, 2024?

### Manage your application

- [Check your application status online](#). You'll need your application ID.
- If you didn't submit your supporting documentation, [submit it online](#) as soon as possible. You'll need your application ID.

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## Eligibility for applicants prior to September 9, 2024



Eligibility criteria for this program changed on September 9, 2024. If you applied before then, we'll review your application according to this eligibility criteria.

The portable AC offer is available to:

1. Households who meet the [income qualification](#) of our Energy Conservation Assistance Program, or,
2. People who have received a recommendation letter from their regional health authority's Home Care Program.  
If you've received a recommendation letter you don't need to include proof of income in your application.

In addition, if you own your home, the home must have a total value equal to or less than \$1,230,000 in the [BC Assessment](#) listing for the current year. This requirement doesn't apply to renters, people with a recommendation letter from their regional health authority, or to homes in Indigenous communities. If your home doesn't have an assessed value in the BC Assessment database, or if you have other exceptional circumstances relating to this criteria, please email us at [ecap\\_esk@bchydro.com](mailto:ecap_esk@bchydro.com) and we'll review on a case-by-case basis.

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## Income qualification for applicants prior to September 9, 2024



Eligibility criteria for this program changed on September 9, 2024. If you applied before then based on an income qualification, we'll review your application according to the table below.

Your household income must not exceed the amounts listed below. Income is based on the previous year and includes the combined income of all household members aged 18 and older.

NUMBER OF PEOPLE IN HOUSEHOLD (INCLUDING CHILDREN)	MAXIMUM HOUSEHOLD INCOME BEFORE TAX
1 person	\$39,700
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6 people	\$94,400
7 or more people	\$105,100

Program in partnership with



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With this program, an energy coach visits your home to install energy-efficient products for you and gives you personalized advice to save energy – all for free. Available to low- and moderate-income households.

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