

# THE HOUSE WHISPERERS

ENERGY CONSULTANTS



Up to  
**\$10,000**  
in Government  
Grants Available



## Canada's Most Experienced Certified Energy Advisors

An energy efficient home will help you save money, increase comfort, reduce your carbon footprint and get you up to **\$10,000.00 IN REBATES** for your home's retrofits.

Here's How:

- 1. Contact The House Whisperers to perform an energy assessment of your home.**
- 2. Make energy efficient improvements to your home. You can do the work yourself or hire a contractor.**
- 3. After work is completed, contact The House Whisperers for your follow up evaluation and grant processing.**
- 4. Receive two cheques in the mail from ecoEnergy and LiveSmart BC.**

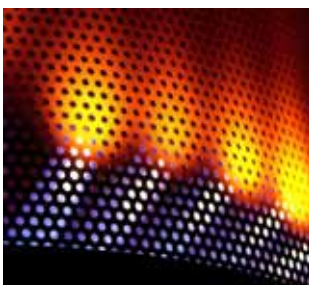


Your home energy evaluation and report will be completed onsite. House Whisperers are independent Certified Home Energy Advisors who work for you. Their extensive training, experience, and specialized tools allow them to discover things about your home that you may not know. The information they will share with you will allow you to make informed decisions about how to reduce energy costs and improve comfort.

House Whisperers do not sell any products or equipment so they are completely objective and unbiased in their evaluation of your home. They look at your total home environment, and consider your unique lifestyle before making recommendations.

ecoENERGY is a residential energy assessment initiative, developed by the Office of Energy Efficiency of Natural Resources Canada (NRCAN) to help property owners make retrofit choices that improve the comfort and efficiency of their home. See inside for details.

Get the voice of experience - **Call: 1.800.706.3013**  
or book your home energy evaluation online now at  
**[www.thehousewhisperers.ca](http://www.thehousewhisperers.ca)**



Book your home energy evaluation today: **1.800.706.3013**

## Customer Testimonials

*We had both the initial and the second ecoENERGY evaluation done by The House Whisperers.*

*We found them to be punctual, efficient and helpful. They pointed out the areas of concern, and added valuable information on how to best improve our EnerGuide rating keeping today's product availability and cost in mind.*

*Because of The House Whisperers input we managed a very substantial EnerGuide rating improvement.*

**Regards,**

**Pascal Leidekker**

*I want to thank The House Whisperers for your thorough inspection of my house. You were very patient in answering all of my questions and made the process extremely easy to understand. I found the report and materials you left behind to be very informative and your recommendations to be thoughtful and tailored to my needs and situation.*

*Thank you for taking the time to explain my house to me (and again to my in-laws). I feel like I know it a little better now and discovered a few things I didn't realise I should know. We feel informed and prepared now to move forward with our renovation.*

*I'd be happy to recommend the services of The House Whisperers to any of my friends and associates who are considering renovating or looking for ways to make their home more energy efficient.*

**All the best,**

**Valerie McTavish**

*My wife and I just wanted to say that The House Whisperers provided us with excellent service and a very useful energy audit.*

*We look forward to completing the process, hopefully with The House Whisperers again. Keep up the good work.*

**Regards,**

**Alex & Cathy Husick**

*I thought I would just drop you a note to say thank you. Your professional and courteous manner were greatly appreciated when I was trying to make my decision. You explained the energy I would save and the money we would save on our energy bills. Well here we are draft free, with much lower gas and hydro bill. My neighbors that you saw and encouraged to improve their energy efficiency are doing just that, they too are very pleased. So again thank you.*

**Sincerely,**

**Carroll Weyman**

*The House Whisperers were contracted to assess our home. We first spoke with them at a local home show regarding the program and were impressed with the knowledge and the government program available to us. When The House Whisperers visited our home for the energy assessment, they were able to provide us with valuable information as to how we could improve the energy efficiency of our home. We followed their suggestions and since have a new energy efficient furnace as well as windows. Our monthly energy costs have been dramatically reduced, as a result.*

*The House Whisperers were very professional, pleasant and timely with our report. We also found them to be very positive and helpful when we happened to call their business. We did not hesitate to recommend The House Whisperers and the EnerGuide program to a family member after having them in our home.*

**Thank you,**

**Debbie and Peter Buck**



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Efficiency Program in  
partnership with:



## Important Notes:

1. All upgrades or renovations must meet local codes and BYLAWS. Pay special attention to the placement of vapour barriers when adding insulation to the building envelope. Before undertaking upgrades or renovations, find out about the appropriate products and installation techniques to ensure that your home's building envelope and indoor air quality will not be compromised.

2. To be eligible for incentives, the new equipment must have a higher efficiency than that of the original equipment.

If more than one space heating measure is installed, the participant will be awarded the highest LiveSmart BC Program incentive amount for which they are eligible. No LiveSmart BC Program incentive will be provided for a second space heating measure (except for gas fireplace replacements, as noted). Participants will continue to qualify, if eligible, for all incentives offered under the federal ecoENERGY Retrofit – Homes incentives, including for multiple heating systems.

3. Incentives for attic insulation will vary according to the existing level of insulation. For example, if you increase the insulation from a low RSI value, such as RSI 1.8 (R10), to a new value of RSI 7 (R40), you will receive a larger incentive than if you started from RSI 4.2 (R24) and increased it to RSI 7 (R40).

4. Insulation value in RSI equals R insulation value divided by 5.678.

5. In the case of a semi-detached house or a row house that is an end unit, the grant amount for the insulation of exterior above grade, basement or crawl space walls is 75% of the amount shown on the previous page. In the case of a row house that is a middle unit, the grant amount is 50% of the amount shown.

6. Interior and Northern covers most of British Columbia. South Coastal is comprised of the following: District of Squamish Municipality and Regional Districts: Metro Vancouver, Fraser Valley, Sunshine Coast, Powell River, Comox Valley, Strathcona, Alberni-Clayoquot, Nanaimo, Cowichan Valley, and Capital Regional District.

7. In the case of multi-unit residential buildings, the total incentive will be calculated for the entire building and not for each dwelling upgraded within.

8. For more information on ENERGY STAR® qualified products, visit [energystar.gc.ca](http://energystar.gc.ca). The ENERGY STAR® name and the ENERGY STAR® symbol are registered trademarks of the United States Environmental Protection Agency and are used with permission.

9. The NRCAN, and BC MEMPR reserve the right to update the information contained in this document, including the grant amounts, as required. Refer to [www.ecoaction.gc.ca/homes](http://www.ecoaction.gc.ca/homes) and [www.livesmartbc.ca](http://www.livesmartbc.ca) for the most up-to-date information.

10. Important information about Air-Source Heat Pumps and Central Air Conditioners

The federal government's ecoENERGY Homes - Retrofit Program differs from the -LiveSmartBC: Efficiency Incentive Program in the method that is used to determine grant eligibility for newly purchased and installed air source heat pump systems.

a) The federal ecoENERGY Retrofit - Homes Program does NOT allow a furnace to be used when determining whether an ASHP system meets ENERGY STAR efficiency ratings. Only combination ratings that include the outdoor and indoor coil (indoor coil may be just a coil or air handler/fan coil with optional electric heating) are accepted combinations for the measured efficiency rating. See [www.ecoaction.gc.ca/homes/](http://www.ecoaction.gc.ca/homes/) for more information.

b) The LiveSmartBC - Efficiency Incentive Program allows combinations of the inside coil, outside coil and the furnace/air handler to determine whether an ASHP system meets the Program's ENERGY STAR eligibility efficiency requirements. The AHRI reference number that corresponds to the three components of an installed ASHP system must be provided to the Program to ensure eligibility of that system. Please visit [www.livesmartbc.ca](http://www.livesmartbc.ca) for more information.

In the case of air-source heat pumps and central air conditioners, a manufacturer's new ENERGY STAR qualified matched condenser coil (outdoor unit comprising condenser coil, compressor and cooling fan) and indoor evaporator coil (typically located with the furnace) must have a SEER of 14.5 or higher. Under no circumstances will the replacement of only one of these coils entitle the homeowner to a grant, just as components that are not certified by the manufacturer as being matched (i.e. tested together) will not be accepted. Currently, some manufacturers match their low SEER air conditioner / air-source heat pump coil packages with one of the brushless DC motor-equipped furnaces (i.e. blowers) as a method to reduce the power consumption requirement for ENERGY STAR compliance and labeling. However, this arrangement is not accepted under the ecoENERGY Retrofit – Homes program because NRCAN already provides separate grants for furnaces that have an energy-efficient brushless DC motor.

To be ENERGY STAR qualified in Canada, in addition to the minimum requirement of SEER 14.5, air-source heat pumps must also have a minimum heating seasonal performance factor (HSPF) of 7.1 for Region V, which is more reflective of the Canadian climate. If the heat pump is only rated for the Region IV, which is used in the United States, it must have a minimum HSPF of 8.2

Mini-split (ductless) air –source heat pumps must have at least one head per floor, excluding the basement, to qualify for a grant.

In the case of mini-split (ductless) air conditioners that do not have at least one head per floor, excluding the basement, each head will be considered a room air conditioner and the grant amount will be reflected as such.

When having your new central air conditioner or air-source heat pump installed, ask the contractor to indicate on your invoice the manufacturer's name (not the model number) of the condenser coil and the model numbers of both the new condenser and evaporator coils. Preferably, the Air-Conditioning and Refrigeration Institute (ARI) reference number should also be referenced on the invoice. The energy advisor will request to see this information when performing the post-retrofit evaluation of your home.

Where a federal ecoENERGY incentive grant is indicated, eligibility for LiveSmart BC Incentives requires meeting federal requirements. For complete information on ecoENERGY grants, go to [www.thehousewhisperers.ca](http://www.thehousewhisperers.ca) or call 1-800-706-3013.

Please note: The incentives and grants referred to above are subject to revision, and will be paid in accordance with the terms and conditions in place at the time of the homeowner's second energy assessment.

Eligible Improvements / Retrofits for Single Family Homes <i>Look for "PST Free" for PST exempt materials and products</i>		Interior & Rural	South Coastal	Federal
<b>BE A LIVESMART CHAMPION:</b> Go for the Gold or Silver and receive an extra bonus for increasing your home's overall EnerGuide rating				
In addition to energy efficiency improvements listed below, increase your home's overall EnerGuide rating by:	40 points and receive a LiveSmart Gold bonus of (must meet minimum threshold rating of 60)	\$1000	\$700	\$0
	20 points and receive a LiveSmart Silver bonus of (must meet minimum threshold rating of 50)	\$500	\$400	\$0
<b>SPACE HEATING</b>				
<b>Gas Furnace</b>	ENERGY STAR <b>90%</b> AFUE or better (mobile homes only)	\$280	\$250	\$375
	ENERGY STAR <b>92%</b> AFUE or better	\$0	\$0	\$375
	ENERGY STAR <b>92%</b> AFUE or better with DC variable speed motor	\$860	\$580	\$625
	ENERGY STAR <b>94%</b> AFUE or better with DC variable speed motor when replacing an existing condensing furnace.	\$860	\$580	\$650
	ENERGY STAR <b>94%</b> AFUE or better with DC variable speed motor when installing a condensing furnace for the first time.	\$860	\$580	\$790
	ENERGY STAR <b>95%</b> AFUE or better with DC variable speed motor when replacing an existing condensing furnace.	\$1130	\$770	\$650
	ENERGY STAR <b>95%</b> AFUE or better with DC variable speed motor when installing a condensing furnace for the first time.	\$1130	\$770	\$790
<b>Oil Furnace</b>  PST Free	ENERGY STAR <b>85%</b> AFUE or better	\$0	\$0	\$375
	ENERGY STAR <b>85%</b> AFUE or better with DC variable speed motor	\$490	\$330	\$625
	ENERGY STAR <b>90%</b> AFUE or better with DC variable speed motor	\$1120	\$520	\$625
<b>Boilers</b>  PST Free	ENERGY STAR condensing gas boiler <b>90%</b> AFUE or better	\$1120	\$730	\$750
	ENERGY STAR oil boiler <b>87%</b> AFUE or better	\$1120	\$730	\$750
<b>Air Source Heat Pump</b>  PST Free	ENERGY STAR central system and a <b>new</b> DC variable speed air handler (electric furnace).	\$1450	\$1420	\$500
	ENERGY STAR central system and a <b>new</b> ENERGY STAR gas furnace that includes a DC variable speed motor.	\$1450	\$1420	up to \$1290
	ENERGY STAR central system <b>added to an existing furnace</b> or air handler (electric furnace) with or without a DC variable speed blower.	\$1070	\$1060	\$500
	ENERGY STAR ductless mini-split air source heat pump	\$1070	\$1060	\$500
	<b>Important:</b> To qualify for an ASHP incentives the system must meet stringent requirements. The outdoor unit (heat pump) and the indoor coil must meet <b>SEER 14.5, HSPF 7.1 region V (Canada) and EER 12.</b>  The federal government's ecoENERGY Homes - Retrofit Program differs from the -LiveSmartBC: Efficiency Incentive Program in the method that it uses to determine grant eligibility. Please review important notes for additional details.			
<b>Air Conditioner - replacement only</b>  PST Free	If <b>replacing</b> a Central AC system with a qualified air source heat pump.	see above	see above	\$750
	ENERGY STAR <b>14.5 or higher</b> central air conditioner ( <b>replacement only</b> )	\$0	\$0	\$250
	<b>Replace</b> a window air conditioner with a ENERGY STAR window unit	\$0	\$0	\$25 each (max2)
<b>Ground or Water Source Heat Pump</b>	<b>CAN/CSA C448 compliant</b> and certified by the <b>Canadian GeoExchange Coalition</b> ( <a href="http://www.geo-exchange.ca">www.geo-exchange.ca</a> ) - applies to <b>complete new system.</b>	\$1250	\$1250	\$4375
	<b>Replace an existing</b> (ground or water) source heat pump with a system <b>CAN/CSA C448 compliant</b> and certified by the Canadian GeoExchange.	\$1000	\$1000	\$1750

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Eligible Improvements / Retrofits for Single Family Homes <i>Look for "PST Free" for PST exempt materials and products</i>		Interior & Rural	South Coastal	Federal
<b>SPACE HEATING</b>				
<b>Integrated Mechanical System</b>	<b>Replace your existing</b> space and water heating equipment with an (IMS) intergated mechanical system with a performance factor of <b>.90 or higher</b> . The system must be <b>CSA P.10-07 compliant</b> .	<b>\$1440</b>	<b>\$1170</b>	<b>\$1625</b>
<b>Outdoor Wood Boiler replacement</b>	<b>Replace</b> your existing outdoor wood boiler with a model that meets <b>CAN/CSA-B415.1 or the U.S. EPA Outdoor Wood-fired Hydronic Heater (OWHH Method 28)</b> Program, Phase 1. <b>New</b> system must have <b>equal or smaller capacity</b> of the boiler being replaced.	<b>\$375</b>	<b>\$375</b>	<b>\$375</b>
<b>OTHER SPACE HEATING</b>				
<b>Heat Recovery Ventilator</b>	Must be <b>HVI certified</b> and a house air tightness of <b>3 ach@50Pa in Interior and Rural or 4.5 ach @50Pa in South Coastal</b>	<b>\$500</b>	<b>\$500</b>	<b>\$375</b>
<b>Gas Fireplace Replacement</b>	<b>EnerChoice designated</b> , including free-standing gas stoves, gas fireplaces or gas inserts. <b>(Replacement Only)</b>  For a searchable database of qualifying EnerChoice fireplaces, visit <a href="http://www.enerChoice.org">www.enerChoice.org</a> and click on "Find EnerChoice Products"	<b>\$120 each</b>	<b>\$120 each</b>	<b>\$0</b>
<b>Wood Stove (or pellet stove) replacement</b>	Meet either US Environmental Protection Agency (EPA) wood-burning appliance <b>standards (40 CFR Part 60) or CSA-B415-1-M92</b>  * rebate provided through local government under the provincial Wood Stove Exchange Program. Contact your local municipality for details	<b>\$0</b>	<b>\$0</b>	<b>\$375</b>
<b>Electronic Thermostats</b> (electric baseboard heat only)	<b>Replace</b> a minimum of five thermostats for <b>electric</b> baseboards with electronic thermostats that <b>comply with BC Energy Efficiency Act</b> .	<b>\$30 per 5 units</b>	<b>\$30 per 5 units</b>	<b>\$40 per 5 units</b>
<b>DOMESTIC HOT WATER HEATING - Maximum of one incentive for Gas or Electric Water Heaters from LiveSmart BC</b>				
<b>Tankless Gas Water Heater</b>	With an Energy Factor of <b>0.90</b> or greater	<b>\$310</b>	<b>\$310</b>	<b>\$375</b>
	With an Energy Factor of <b>0.82</b> or greater	<b>\$220</b>	<b>\$220</b>	<b>\$315</b>
<b>Condensing Hot Water Tank</b>	Condensing hot water tank with efficiency of <b>94%</b> or higher	<b>\$220</b>	<b>\$220</b>	<b>\$375</b>
<b>Electric Heat Pump Hot Water Tank</b>	Electric heat pump water tank with a COP of <b>1.5</b> or higher	<b>\$130</b>	<b>\$130</b>	<b>\$0</b>
<b>Solar Hot Water</b>	<b>CAN/CSA F378.87</b> compliant and provide <b>min 6000 megajoules per year</b> . In addition to LiveSmart BC and federal incentives, a \$1,000 incentive is available. See <a href="http://www.solarbc.ca">www.solarbc.ca</a> and <a href="http://www.ecoaction.gc.ca/heat">www.ecoaction.gc.ca/heat</a> for details.	<b>\$125</b>	<b>\$125</b>	<b>\$1250</b>
<b>Drain Water Heat Recovery</b>	Efficiency between <b>30%</b> and <b>41.9%</b>	<b>\$0</b>	<b>\$0</b>	<b>\$95</b>
	Efficiency of <b>42%</b> or higher	<b>\$80</b>	<b>\$80</b>	<b>\$165</b>
<b>Water Conservation Toilet</b>	<b>Replace</b> your toilet with a low flush or dual flush toilet rated at <b>6 litres per flush or less</b> . Must meet Los Angeles Supplementary Purchase Specification ( <b>SPS</b> ) and has flush performance of <b>350 grams or more</b> . Product list available at <a href="http://www.veritec.ca">www.veritec.ca</a> . Click reports and select ecoENERGY Eligible.	<b>\$0</b>	<b>\$0</b>	<b>\$65 each (max 4)</b>
<b>ATTIC INSULATION - 100% coverage of component required</b>				
<b>Increase Attic Insulation</b>  PST Free	Upgrade from <b>(R-12 or less) to R-50</b>	<b>\$310</b>	<b>\$190</b>	<b>\$750</b>
	Upgrade from between <b>(R-13 and R-25) to R-50</b>	<b>\$110</b>	<b>\$70</b>	<b>\$375</b>
	Upgrade from between <b>(R-26 and R-35) to R-50</b>	<b>\$50</b>	<b>\$50</b>	<b>\$125</b>
	Upgrade from <b>(R-12 or less) to R-40</b>	<b>\$220</b>	<b>\$140</b>	<b>\$500</b>
	Upgrade from between <b>(R-13 and R-25) to R-40</b>	<b>\$70</b>	<b>\$50</b>	<b>\$250</b>

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Eligible Improvements / Retrofits for Single Family Homes <i>Look for "PST Free" for PST exempt materials and products</i>		Interior & Rural	South Coastal	Federal			
<b>CATHEDRAL OR FLAT CEILING INSULATION - 100% coverage of component required</b>							
<b>Increase Cathedral or Flat Insulation</b>  PST Free	Upgrade from <b>R-0</b> to at least <b>R-14</b>	\$590	\$420	\$500			
	Upgrade from <b>R-12</b> or less to <b>R-28</b>	\$150	\$90	\$750			
<b>EXTERIOR WALL INSULATION</b>							
<b>Exterior Wall Insulation</b>  PST Free	Add at least <b>R-9</b> for <b>100%</b> of building to achieve a minimum of <b>R-12</b>	\$400	\$400	\$1875			
	Add at least <b>R-9</b> for <b>80%+</b> of building to achieve a minimum of <b>R-12</b>	\$230	\$230	\$1500			
	Add at least <b>R-9</b> for <b>60%+</b> of building to achieve a minimum of <b>R-12</b>	\$160	\$160	\$1125			
	Add at least <b>R-3.8</b> for <b>100%</b> of building to achieve a minimum of <b>R-12</b>	\$140	\$140	\$1125			
	Add at least <b>R-3.8</b> for <b>80%+</b> of building to achieve a minimum of <b>R-12</b>	\$100	\$100	\$900			
<b>BASEMENT INSULATION - Requires consideration of basement moisture levels as part of the evaluation</b>							
<b>Increase Basement Insulation</b> (full indoor height)  PST Free	Add at least <b>R-24</b> for <b>100%</b> of surface area	\$500	\$400	\$1250			
	Add at least <b>R-24</b> for <b>80%</b> of surface area	\$390	\$300	\$1000			
	Add at least <b>R-24</b> for <b>60%</b> of surface area	\$190	\$140	\$750			
	Add at least <b>R-10</b> for <b>100%</b> of surface area	\$310	\$230	\$625			
	Add at least <b>R-10</b> for <b>80%</b> of surface area	\$220	\$150	\$500			
	Add at least <b>R-10</b> for <b>60%</b> of surface area	\$170	\$120	\$375			
<b>Basement header</b>	Increase by <b>R-20</b>	\$60	\$50	\$125			
<b>OTHER INSULATION - 100 per cent coverage required</b>							
<b>Crawlspace walls</b> (can qualify for only this rebate or floor above crawl space rebate)	<b>Increase by R-24</b>	\$520	\$320	\$1000			
	<b>Increase by R-10</b>	\$100	\$100	\$500			
<b>Floor above unheated crawlspace</b>	<b>Increase by R-24</b>	\$520	\$320	\$250			
<b>Exposed floor</b>	<b>Increase by R-20 (150sq ft minimum)</b>	\$230	\$150	\$190			
<b>WINDOWS, DOORS AND SKYLIGHTS - Heated space only</b>							
<b>Energy Star windows, doors or skylights</b>  PST Free	<b>For your Energy Star zone</b>	\$30 each	\$20 each	\$40 each			
	<b>Rated one Energy Star zone better</b>	\$40 each	\$30 each	\$40 each			
<b>AIR TIGHTNESS AND DRAFT PROOFING</b>							
<b>Perform air sealing of the home to achieve</b>  PST Free	<b>Base Target as recommended on ecoENERGY report</b>	\$125	\$100	\$190			
	<b>Base Target + 10% (exceed base target by 10%)</b>	\$175	\$150	\$310			
	<b>Base Target + 20% (exceed base target by 20%)</b>	\$280	\$250	\$430			
<b>DISTRIBUTED POWER GENERATION - A maximum of \$1300 for any combination of new equipment</b>							
<b>Through net metering, generate power via:</b>	<b>Photo-voltaic</b>	<b>Wind</b> <small>Space Requirements</small>	<b>Micro-hydro</b>	<b>Fuel Cell</b>			
PST Free	1 kw	0.6 kw	0.4 kw	0.25 kw	\$260	\$260	\$0

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Efficiency Program in partnership with:

