

# 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 GRANTS** 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 one cheque in the mail from LiveSmart BC.**



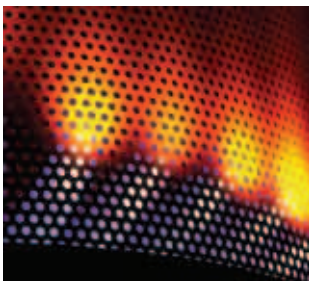
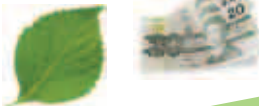
Your home energy evaluation and report will be completed onsite. House Whisperers are independent Certified Home Energy Advisors who work for you. Their extensive training, experience, and specialized tools allow them to discover things about your home that you may not know. The information they will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

LiveSmart is a residential energy assessment initiative, developed by the Province of British Columbia 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)**

Save the Planet  
& Your Money



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

<b>ELIGIBLE IMPROVEMENTS</b> – <i>Not all requirements are detailed in this document. Refer to "Important Notes" and consult the "LiveSmart BC Notes for Contractors" at <a href="http://www.thehousewhisperers.ca">www.thehousewhisperers.ca</a>.</i>		<b>Interior / Northern</b>	<b>South Coastal</b>
<b>LIVESMART CHAMPION</b>			
Undertake a Champion Level upgrade in at least <b>five</b> upgrade categories. Champion Level upgrades are identified by a ★. Upgrade categories are divided by green or blue bands. Please see the "LiveSmart Notes for Contractors" for more details.		\$500	\$400
Achieve CHBA Built Green Renovation Standard Platinum. Visit <a href="http://www.builtgreencanada.ca">www.builtgreencanada.ca</a> for information.		\$500	\$400
<b>AIR SEALING AND MECHANICAL VENTILATION</b>			
Perform Air Sealing of the Home to Achieve	Base Target + 25%	\$500	\$400
	Base Target + 15%	\$300	\$250
	Base Target + 5%	\$125	\$100
Install or replace mechanical ventilation  Note: In order to qualify bathroom fans must be ducted to the exterior of the house.	Install an HVI certified ENERGY STAR Heat Recovery Ventilator and a house air tightness of 3ach@50Pa in Interior/Northern or 4.5 ach @50Pa in South Coastal ★	\$1000	\$800
	Install an ENERGY STAR Bathroom Fan where there was not previously a bathroom fan	\$100	\$100
	Replace an existing bathroom fan with an ENERGY STAR bathroom fan	\$50	\$50
<b>ATTIC INSULATION – 100% coverage required upon completion. Incentive pro-rated based on coverage before upgrade</b>			
Increase Attic Insulation	Existing insulation R12 or less. Upgrades to achieve a minimum of R50 ★	\$750	\$600
	Existing insulation R13-R25. Upgrades to achieve a minimum of R50	\$375	\$300
	Existing insulation R26-R35. Upgrades to achieve a minimum of R50	\$125	\$100
Increase Cathedral or Flat Roof Insulation	No existing insulation. Upgrade to achieve a minimum of R14 ★	\$750	\$600
	Existing insulation R1 – R12. Upgrade to achieve a minimum of R28 ★	\$750	\$600
	Existing insulation R13 – R35. Upgrade to achieve a minimum of R50	\$250	\$200
<b>EXTERIOR WALL INSULATION</b>			
Exterior Wall Insulation	Add at least R9 for 100% of building to achieve a minimum of R12 ★	\$1500	\$1200
	Add at least R9 for 80% of building to achieve a minimum of R12 ★	\$1200	\$1000
	Add at least R9 for 60% of building to achieve a minimum of R12	\$900	\$700
	Add at least R3.8 for 100% of building to achieve a minimum of R12 ★	\$1000	\$750
	Add at least R3.8 for 80% of building to achieve a minimum of R12	\$800	\$600
	Add at least R3.8 for 60% of building to achieve a minimum of R12	\$600	\$450
<b>BASEMENT INSULATION AND OTHER INSULATION</b>			
Basement Insulation	Add at least R23 for 100% of surface area ★	\$1250	\$1000
	Add at least R23 for 80% of surface area ★	\$1000	\$800
	Add at least R23 for 60% of surface area	\$750	\$600
	Add at least R10 for 100% of surface area ★	\$625	\$500
	Add at least R10 for 80% of surface area	\$500	\$400
	Add at least R10 for 60% of surface area	\$375	\$300
<b>Other Insulation – 100% coverage required upon completion. Incentive pro-rated based on coverage before upgrade</b>			
Basement Header	Add at least R20	\$125	\$100
Crawl Space Wall (can qualify for only this rebate <b>or</b> Floor Above Crawl Space Rebate)	Add at least R23 ★	\$1000	\$800
	Add at least R10	\$500	\$400
Floor Above Crawl Space	Add at least R24 ★	\$550	\$450
Exposed Floor	Add at least R20 (150 sq ft minimum)	\$225	\$175
<b>WINDOWS, DOORS AND SKYLIGHTS – Heated space only</b>			
ENERGY STAR Windows, Doors and Skylights Replacement	Rated one ENERGY STAR zone better ★ (must upgrade a minimum of 75% of windows to achieve Champion Level)	\$70	\$60
	Rated for your ENERGY STAR zone	\$35	\$30
	LiveSmart qualified storm windows. Only available for formally recognized heritage homes. For qualification requirements and a list of eligible, formally-recognized heritage homes, speak to your energy advisor.	\$25	\$20

<b>ELIGIBLE IMPROVEMENTS – Insist that your contractor consult this information before purchasing or installing any equipment.</b>	<b>Interior / Northern</b>	<b>South Coastal</b>
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**PRIMARY SPACE HEATING – Maximum of one incentive for Primary Space Heating**  
*Please note: Heating systems may be advertised with an AFUE “up to” a certain percentage. Please ensure that the installed efficiency of your heating system meets the requirements below.*

Contractor with TECA or HRAI accreditation or ASCT Mechanical Technologist credential	Furnace, Heat Pump, Boiler or Heat Recovery Ventilator system design and installation signed off by a TECA Quality First, HRAI Skilltech or ASCT Mechanical Technologist accredited professional. See “Important Notes” on the back for details.	\$100	\$100
Gas Furnace or Boiler Replacement	ENERGY STAR gas furnace 95% AFUE or better with DC variable speed motor ★	\$600	\$500
	ENERGY STAR condensing gas boiler 90% AFUE or better ★	\$600	\$500
	Zero Clearance Gas Furnace 90% AFUE	\$300	\$250
Air Source Heat Pump  Note: All components of each ENERGY STAR qualified Air Source Heat Pump system must have a qualifying AHRI number. This includes new or existing furnaces, indoor and outdoor air handlers, and heat pumps. If you are planning on installing an Air Source Heat Pump insist that your contractor consult the “LiveSmart BC Notes for Contractors” before purchasing or installing any equipment.	ENERGY STAR central system verified with an AHRI number, with either a new DC variable speed air handler or a new ENERGY STAR furnace with DC variable speed motor ★	\$1500	\$1500
	Ductless mini-split: one head in main occupied area plus one additional head on a different floor, ENERGY STAR or inverter-based system ★		
	ENERGY STAR central system added to an existing furnace or added to an existing indoor air handling unit ★	\$1000	\$1000
	Ductless mini-split: single head in main occupied area, ENERGY STAR or inverter-based system ★		
	ENERGY STAR single package system ★		
Ground or Water Source Heat Pump  Note: Canadian Geo Exchange Coalition certificate must be available at the time of the follow-up assessment	CAN/CSA C448 compliant, new ground source heat pump installation that is certified by the Canadian GeoExchange Coalition ★	\$2500	\$2500
	CAN/CSA C448 compliant, ground source heat pump replacement that is certified by the Canadian GeoExchange Coalition ★	\$1000	\$1000
	CAN/CSA C448 compliant, new shared ground source heat pump serving three or more homes that is certified by the Canadian Geo Exchange Coalition	One incentive per shared loop	\$1500
		One for each distribution system in the shared loop ★	\$1000

**OTHER SPACE HEATING**

Wood Stove or Gas Fireplace Replacement to Pellet Stove	Replace existing supplementary heating system with a pellet burning appliance that meets or exceeds the Washington State particulate emission standards for solid fuel burning domestic appliance. For a list of qualifying appliances, speak to your advisor.	\$500	\$500
Electronic Thermostats	Replace a minimum of five thermostats for electric baseboards with electronic thermostats	\$50	\$50

**WATER HEATING – Maximum of one incentive for Gas or Electric Water Heater**

Gas Water Heater Replacement	ENERGY STAR condensing type with an Energy Factor of 0.90 ★	\$300	\$300	
	ENERGY STAR with an Energy Factor of 0.82	\$200	\$200	
	Condensing gas storage type that has a Thermal Efficiency of 94%	\$300	\$300	
	Condensing gas storage-type with Thermal Efficiency of 90%	\$200	\$200	
Electric Heat Pump Water Heater Installation	Electric heat pump water heater with an Energy Factor of 2.0 or greater. Must be installed in an unconditioned space or have ducting of the exhaust air to the outdoors	ENERGY STAR Integrated system ★	\$500	\$500
		Add-on system	\$250	\$250
Solar Water Heater Installation	CAN/CSA 379 compliant or pending. Installed by company with one installer trained to CSAF383.08. See Important Notes for Contractors for lists of eligible systems and contractors ★	\$500	\$500	
Drain Water Heat Recovery Installation	With efficiency greater than 42%	\$150	\$150	

**DISTRIBUTED POWER GENERATION – A maximum of \$1300 for any combination of new equipment**

Through net metering, generate power via	Photovoltaic	Wind	Micro-hydro	Fuel Cell		
	per 1 kw	per 0.6 kw	per 0.4 kw	per 0.25 kw	\$260	\$260

Please note: For complete details on the LiveSmart Incentive Program criteria, talk to your Energy Advisor. 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 homeowners second energy assessment. For complete information on grants, go to [www.thehousewhisperers.ca](http://www.thehousewhisperers.ca) or call 1-800-706-3013. This offer is available to homeowners in the Province of BC who have an initial (pre-retrofit) energy assessment performed on or after April.01,2011 and complete a follow-up (post-retrofit) energy assessment by March 31,2013

## Customer Testimonials

*We had both the initial and the second evaluations 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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**[www.thehousewhisperers.ca](http://www.thehousewhisperers.ca)**

**Ph: 1.800.706.3013**

Incentives provided by:



Ministry of  
Energy, Mines and  
Petroleum Resources

