



Heat Pumps

Enjoy year-round comfort when you upgrade to a heat pump. Powered by electricity, this proven technology combines a heating system and an air conditioner—keeping you warm in the winter and cool in the summer. Heat pumps also offer the following benefits:

Better for the environment

Heat pumps provide a clean alternative to fossil fuel heating systems. Most heat pumps produce 97% fewer greenhouse gas emissions than a high-efficiency natural gas furnace.

*To learn more, visit BetterHomesBC.ca/methodology

Better indoor air quality

Most heat pumps dehumidify and provide healthy airflow, with optional filtration to clean indoor air pollutants, dust, pollen and other allergens.

Ease of use

Heat pumps are safe, quiet, convenient to operate and simple to maintain.

How do they work?

What is a heat pump?

A heat pump is an efficient heating and cooling system that uses electricity to move heat from one place to another. In the winter, a heat pump transfers heat from the outside air to indoors through a cycle of compression and expansion of a refrigerant. In the summer, it operates in reverse and transfers heat from inside your home to outdoors, like an air conditioner. A heat pump has two major parts: an outdoor unit that transfers air to and from the outdoors and one or more indoor units that move air through your home.

How does it work?

Ductless mini-split and ductless multi-split heat pumps distribute heating and cooling via one or more indoor head units. Ductless mini-split heat pumps are single-zone systems with one indoor head unit and are ideal for small homes or open-concept rooms. Ductless multi-split heat pumps are multi-zone systems with two or more indoor head units and are an ideal choice for larger homes and homes with many divided rooms. Each indoor head unit contains its own thermostat and provides temperature control and air circulation in the room where it is installed.

Central ducted heat pumps distribute heat and cooling through an air handler and ductwork connected to vents in each room, like a furnace. Homes that currently have ductwork are good candidates for a central ducted heat pump system, which can replace your furnace and air conditioner, utilizing the existing ductwork and providing year-round comfort.

Dual fuel ducted heat pumps combine a heat pump and fossil fuel furnace. A switch-over set point temperature determines when the backup furnace turns on. If the outdoor temperature remains above the switch-over point, the heat pump handles the job of keeping the house warm with typical heat pump energy efficiency and low operating costs. If the outdoor temperature drops to the switch-over point, the thermostat controller automatically shuts down the heat pump and turns on the backup furnace. A dual fuel ducted heat pump distributes heat and cooling through ductwork connected to vents in each room.

Air-to-water heat pumps generate hot water by a vapor-compression cycle. The hot water is delivered from the outdoor unit to indoor radiators, in floor heating or hydronic air handlers. Homes that currently use hydronic heating are good candidates for an air-to-water heat pump systems. These heat pumps can also be used as combination systems providing domestic hot water and/or cold water for air conditioning.

To get started, visit BetterHomesBC.ca/income-qualified, or contact us at 1-833-856-0333 or IncomeQualified@betterhomesbc.ca.

Available rebates

			Rebate maximum	
Upgrade category	Upgrade type	Requirements	Income level 1	Income level 2
Switch from natural gas, propane or oil to electricity	Ductless mini-split heat pump	HSPF ≥ 10.0; SEER ≥ 16.0 Must be variable speed and on the qualified product list	95% of eligible upgrade costs, up to a maximum of \$9,500 per home	60% of eligible upgrade costs, up to a maximum of \$9,500 per home
	Ductless multi-split heat pump	HSPF ≥ 10.0; SEER ≥ 16.0 Must be variable speed and on the qualified product list		
	Central ducted heat pump	HSPF ≥ 10.0; SEER ≥ 16.0 Must be variable speed and on the qualified product list		
	Dual fuel ducted heat pump	HSPF ≥ 10.0 SEER ≥ 16.0; Variable speed not required Must be on the qualified product list Must be modifying natural gas or propane furnace system See rebate requirement overview for more details		
	Air-to-water heat pump	Must be listed on air-to-water heat pumps qualifying product list		
	Combined air-to-water space and water heat pump	Must be listed on air-to-water heat pumps qualifying product list		
	Electric service upgrade	Must be switching from a fossil fuel primary space or water heating to a space or water heating heat pump		
Switch from electric or wood heating	Ductless mini-split heat pump	HSPF ≥ 10.0; SEER ≥ 16.0 Must be variable speed and on the qualified product list	95% of eligible upgrade costs, up to a maximum of \$5,000 per home	60% of eligible upgrade costs, up to a maximum of \$5,000 per home
	Ductless multi-split heat pump	HSPF ≥ 10.0; SEER ≥ 16.0 Must be variable speed and on the qualified product list		
	Central ducted heat pump	HSPF ≥ 10.0 SEER ≥ 16.0 Must be variable speed and on the qualified product list		
Water heating	Heat pump water heater	Must be listed as Tier 2 or higher on NEEA's Advanced Water Heater Specification Qualified Products List for Heat Pump Water Heaters	95% of eligible upgrade costs, up to a maximum of \$3,500 per home	60% of eligible upgrade costs, up to a maximum of \$3,500 per home
Ventilation*	Bathroom fan and heat/energy recovery ventilation	Must be used to install a bathroom fan or heat recovery ventilator to reduce the home's humidity	95% of eligible upgrade costs, up to a maximum of \$1,600 per home	60% of eligible upgrade costs, up to a maximum of \$1,600 per home
Health and safety*	Pest, mold and asbestos remediation	Must be used to remediate pest, asbestos and/or mold issues	95% of eligible upgrade costs, up to a maximum of \$800 per home	60% of eligible upgrade costs, up to a maximum of \$800 per home

*Retrofit-enabling measures must be completed in association with an eligible heat pump upgrade.

Rebate requirements overview

- Space heating heat pumps must become the primary heating system for the home and serve a main living area.
- Space heating heat pumps must have a minimum capacity of 12,000 BTU (1 ton).
- Homes located in climate zone 5 and above (excluding Vancouver Island) are eligible to retain a fossil fuel backup furnace and install a dual fuel ducted heat pump. All other heat pump types require the removal of the fossil fuel heating system, if applicable.
- Homes heated by wood or solid fuel can retain the heating system if a [WETT](#) inspection report is completed and submitted.
- If you are replacing a natural gas, oil or propane (fossil fuel) heating system, the fossil fuel system must be removed.
- Carefully read program requirements and terms and conditions to ensure eligibility.

How to participate

1. Contact us at IncomeQualified@betterhomesbc.ca or **1-833-856-0333** to see if you're eligible for rebates.
2. Pre-register online to receive an eligibility code. You can also make an appointment with an energy coach or schedule a virtual assessment for pre-registration assistance or support to identify the best upgrades for your home.
3. Customer must choose a registered contractor to complete the upgrade.
4. After completing the upgrade, contractor will submit the rebate application and deduct the rebate from the final cost of the upgrade.

