



BC Hydro

Power smart

Conservation & Energy Management (CEM) Hub and
Self-serve Incentive Program (SIP) User Guide

Version 6.0

For use by industrial customers for lighting and compressed
air projects

A) CEM Hub Registration

1) Go to the CEM Hub main page: bchydro.com/cemhub.

- If you have already registered for the Self-serve Incentive Program (SIP) and you are logging into the new CEM Hub for the first time, you may use your existing SIP login.



Username (Email)

Password [Did you forget your password?](#)

- If you are new to SIP and the CEM Hub, enter your BC Hydro account number in the highlighted area below and click “Start registration”.


Register now

Don't have a profile? Enter your account number below to begin registration. Your account number is located at the top right corner of your BC Hydro bill.

Account Number ?

☐ Is this a City of New Westminster account?

- 2) Once you have entered your account number, the system will inform you as to the type of facility you have and whether you have a Key Account Manager or would be eligible to work with a Regional Energy Manager. Click on the link to register.



Self-serve Incentive Program (SIP) and Regional Energy Manager

Your site is eligible for the **Self-serve Incentive Program (SIP)** which offers funding for energy efficient projects in lighting and compressed-air systems.

To access SIP and other programs, we highly recommend working with a **Regional Energy Manager**, a free service where a BC Hydro energy expert works with your business to help you identify energy saving opportunities and access BC Hydro resources and programs.

To sign up, please contact the business helpdesk at 604 522-4713 (Lower Mainland) or 1 866 522-4713 (Elsewhere in BC).

Strategic Energy Management Hub

Click [here](#) to register.

**Your Key Account Manager (KAM) or Regional Energy Manager (REM) will be able to assist you with your projects. We highly recommend you take advantage of this free service. If you are unsure if you have a KAM or eligible for an REM, please contact the Business Helpdesk.*

3) After you click on the registration link, your company information will automatically populate.

**If you receive an error message, a message indicating you have already registered, or get prompted to an unfamiliar screen, please call the Business Helpdesk for assistance.*



Energy Management Projects

Based on your customer account, it has been determined that you qualify for SIP (Self-Serve Incentive Program). Please complete the Login registration form below and click the Submit button to create a customer Login ID.

Company profile

If your company name or account number is incorrect please email BESI.invoices@bchydro.com or Operations.PSPX@bchydro.com (commercial users) or SIP.Operations@bchydro.com (industrial users).

CANADA INC #213

Account number: 00001

Default funding billing address

This is the default billing address for the owner, developer or lessee who will be funding your projects

Suite number (optional)

Address

City

Country

Province

Postal Code

E.g. B1C 1H1

- Verify that your company name and account number is correct and enter the necessary address information in the empty fields.

- If there are any issues with the information that is pre-populated on this page, please contact SIP.Operations@bchydro.com.

Signatory contact

This is the contact details for the authorized signatory on project incentive applications.

Are you a New Westminster Customer?

☐ Yes

☒ No

First Name

Last Name

Title

Email

Business Phone

Cell Phone

Fax (optional)

Default Site

- Enter your contact information. This will be the individual overseeing your company's CEM Hub registration and the signing authority for any BC Hydro incentive agreements.
- You will be able to add additional contacts later when you start a specific project.

User profile

This is the User ID and password to use the Energy Management Hub.

User ID Email

This email will become your username for your login. Please use an individual address (e.g. john@company.com).

Password

Must have a minimum of 7 characters containing at least one letter and one digit. Special characters are allowed.

Re-type password

- Enter your user profile. This will be the email from the primary user.
- This email will become your User ID for login.

Submit registration

- Click "Submit registration" to complete your registration.

**Your password will now be emailed to the "User ID Email" address entered.*

B) Starting a new SIP project

- 1) Login at the CEM Hub main page: bchydro.com/cemhub.



CEM Hub

Username (Email)

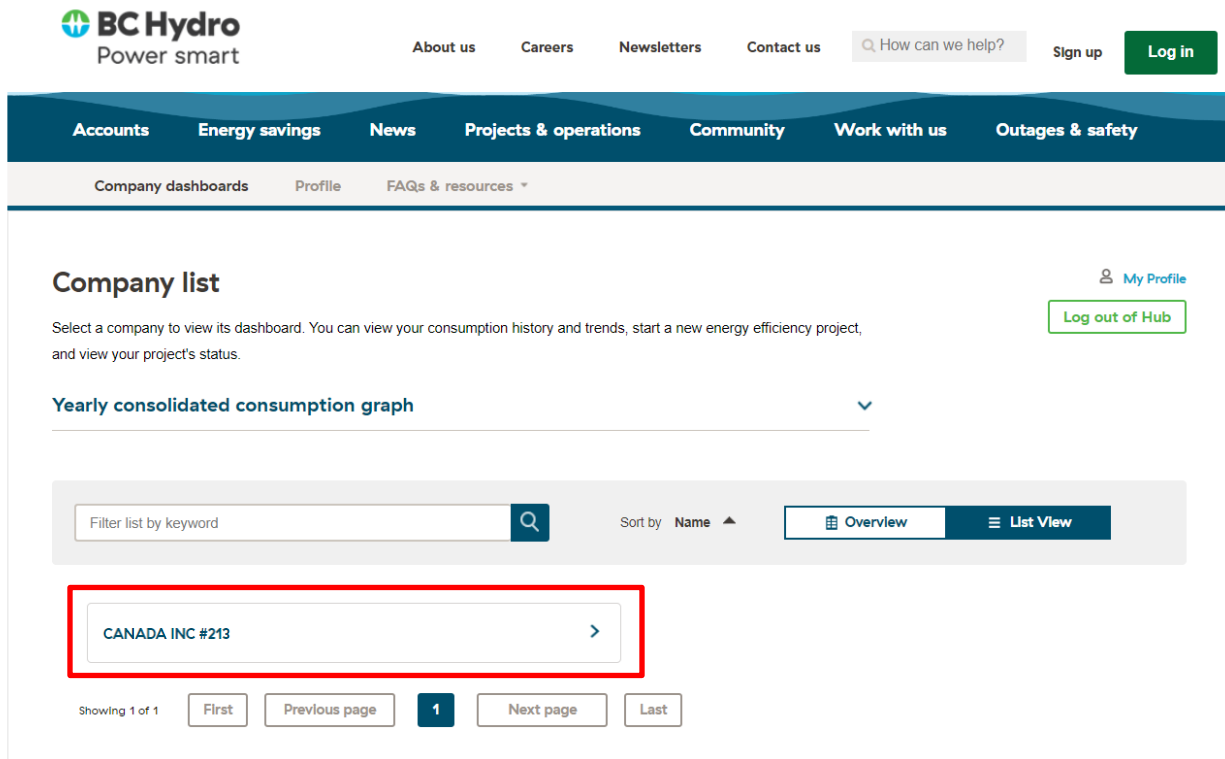
Password

[Did you forget your password?](#)

Submit

Need Assistance? Contact the Business Helpdesk
604 522 4713 (Lower Mainland) or 1 866 522 4713 (Elsewhere in B.C.)
Email: industrial@bchydro.com

- 2) Once logged in, you will see your company name. If there are other sub-companies listed under your company, those will also be visible.



- If you click on the company name, you will be able to access company information and annual energy consumption.

CANADA INC #213


Industry Sector: Industrial [Change Company](#)


Company information


Yearly company consumption data


- To start a SIP project, scroll down to “Strategic Actions” and click on “Start a project / view sites”.

Strategic actions


View project status
 View all sites that have projects in progress or completed.


View proposal status
 Review all proposals submitted by vendors or already converted to projects.




Start a project / view sites
 View your associated company sites and start a project.




View activity history
 Review project details, including incentive, energy savings, status and more.

3) You will now be directed to your company’s site(s) page. This will list all registered sites under that specific company name.

- Find the site where you want to start your project and click “Start project”.

Start a project / view sites
 View your associated company sites and start a project.

Filter list by keyword  Select category  [Categorize sites](#)

SITE ADDRESS ▼	CAN ▼	ENERGY SAVINGS (KWH)	RATE	ANNUAL CONSUMPTION (KWH)	TREND ?	ANNUAL COST
123 Sunshine Way	000001		1610	7,777,800	↓ -2 %	 Start project
123 Sunshine Way	0000061		1300	224,588	↓ -31 %	 Start project

4) Incentive application page:

- The project contact will default to the “Signatory contact” you originally entered during your registration.
- You may add additional contacts as needed by clicking on “Add New”.
- Click “Next” once complete.

**Please note your unique SIP project file number next to the Project ID*

Incentive application



Project ID: SIP22130
Last edited: Jun 21, 2022

Status: Open – Vendor Selection Required

1. Project Contact

2. Vendor

3. Project Scope

4. Submission Summary

Project contact

Please confirm this is the correct contact information of the authorized signatory for the project. All fields are required unless specified.

First Name	Last Name	Email Address	Business Phone	Cell	Default Contact
SIP	HOPE	qatesthope1@qa.com	604-111-2222	604-222-3333	Yes

Add New

Next

5) Confirm your project type and BC Hydro Alliance vendor ID.

- Whether you are completing a lighting or air compressor project, you must work with a vendor who is part of the [BC Hydro Alliance of Energy Professionals](#) with a unique 4-digit ID.
- This 4-digit ID will be provided by your vendor and is specific to BC Hydro Alliance vendors who are eligible to complete Self-serve Incentive Program applications.

Incentive application



Project ID: SIP22130		Status: Open – Vendor Selection Required	
Last edited: Jun 21, 2022			
1. Project Contact	2. Vendor	3. Project Scope	4. Submission Summary

Vendor

2A. Project Type
Project Type is either lighting or compressed air.

☐ Lighting

☐ Compressed Air


- Enter your vendor's 4-digit ID, click "Verify". Your vendor's information will automatically appear.

**Only under special circumstances will you be able to use the "In House" option. Please contact your Key Account Manager or Regional Energy Manager for more details.*

2B. Assign Vendor

☒ BC Hydro Registered contractor

Please enter your Vendor's BC Hydro ID number and click "verify". Your vendor's information should automatically appear. Please confirm that the contact details are correct and click "continue" to assign your vendor.

Alliance ID 

Verify

Legal Company Name

First Name

Last Name

Business Phone

Email

☐ In house

You must be preapproved by BC Hydro to use this option.

First Name of Employee

Last Name of Employee

In-house Code

- If you are working with a Regional Energy Manager, please select the appropriate individual in the dropdown menu.

2C. Regional Energy Manager
Please indicate whether you were assisted by a Regional Energy Manager.

☒ No
☐ Yes

Regional Energy Manager
-Select- ▼

- Once you have completed each section, click “Next” to finish the first stage of your application.

Back

Next

- Once you click “Next”, your vendor will be notified by email and they will be responsible for entering your project information from their end.

Vendor Assigned

Your vendor has been assigned. You will be notified when the project details are ready for your review.

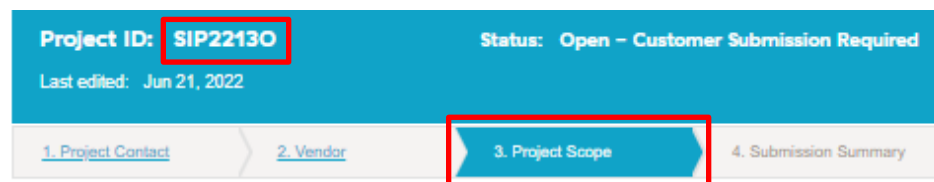
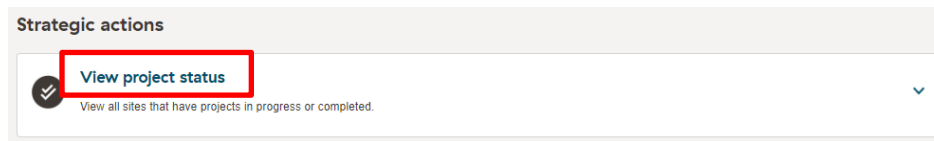
Continue

**Please note that there is nothing more you need to do at this point while your vendor enters the project information. Once your vendor has entered the required project information, you will receive an email to review your project information and you may proceed to Step 6 below.*

- Click “Continue” and you will be prompted back to your project page.

6) Review your project details and estimated incentive.

- In the previous step, your vendor was notified by email that the project has been assigned to them and they have been instructed to enter the project details on their end.
- Once that is complete, you will receive an email notification indicating the project is ready for your review.
- Log into the CEM Hub, go to “View project status” and click on the specific SIP project file number to review your project. You will be prompted to the “Project Scope” tab of your application.



Project Scope

3A. Site & end-use information ?

123 Sunshine Way
Account Number 000001 [Edit end-use](#)

End-Use Measures	Estimated Demand Savings(kW)					Estimated Energy Savings(kWh)	
	Reviewed Demand Saving	System Peak Demand Reduction		Customer Peak Demand Reduction		Site	Potentially Incentable
		VI Morning Demand Reduction (7-11AM)	BCH System Peak Demand Reduction (5-8PM)	BCH Winter Morning Peak (7am - 11am)	BCH Summer Daytime Peak (Noon - 4pm)		
LED tubular lamp (T-LED)	16.4	13.6	12.4	13.6	13.2	95,511	57,164
Luminaire removal	0.6	0.6	0.6	0.6	0.6	5,449	4,730
No incentives (MR16, Fluor, LED exit, A-type LED screw-in)	2.8	3.2	2.2	3.2	2.8	13,253	0
Grand Total	19.8	17.4	15.2	17.4	16.6	114,213	61,894

Need Assistance? Contact the Business Helpdesk
604 522 4713 (Lower Mainland) or 1 866 522 4713 (Elsewhere in B.C.)
Email: industrial@bchydro.com


- Your vendor will have entered the project details along with the expected completion date for your project. You may adjust this date if needed.

3B. Completion Date

Projects must not be started until you receive an approval email from BC Hydro.

Your project must be completed and declared after your approval date and before your expected completion date.

Expected completion date ?

2023-03-14


- The project cost below was also entered by your vendor. You may enter a different project cost and click “Calculate Incentive” to see how this affects your incentive. However, please do not change this number and submit your application without confirming with your vendor first.

3C. Incentive

Please provide the following details about your proposed project cost in order to obtain your estimated incentive. Remember that this is only an estimate.

Proposed Project Cost ?

\$
100,000

Promotion Code ?

Please re-calculate incentive if proposed project cost changes.

Calculate Incentive

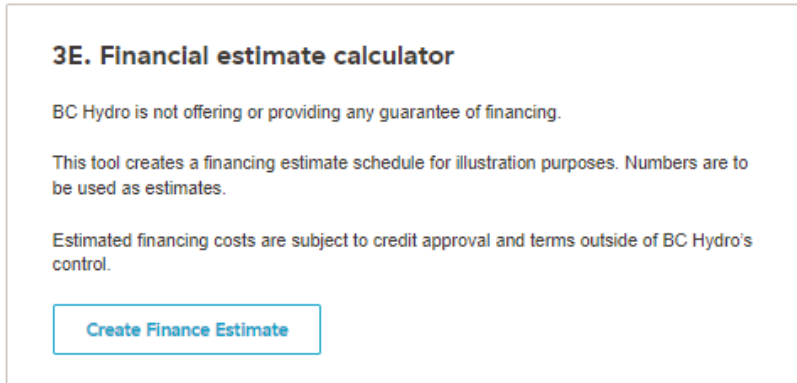
- Review the incentive and final project cost.

**Please note that the below example is just for demonstration and is not an actual calculation.*

Projects must not be started until you receive an approval email from BC Hydro.
Your project must be completed and declared **after** your approval date and **before** your expected completion date of 2023-03-14

<p>Estimated incentive ?</p> <p>\$8,280.23</p>	<p>Project cost including incentive ?</p> <p>\$1,719.77 (not including tax)</p>
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- If you intend on attaining financing for your project, there is an option to generate a financial estimate. If not applicable, please skip this step.



3E. Financial estimate calculator

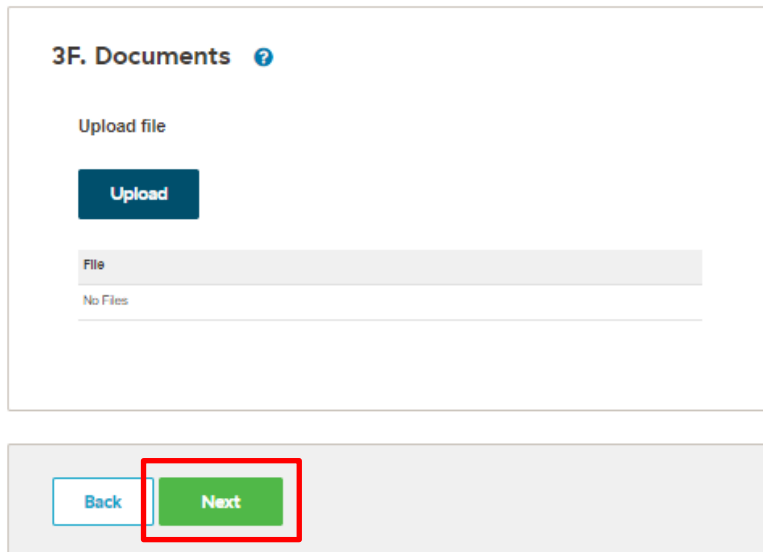
BC Hydro is not offering or providing any guarantee of financing.

This tool creates a financing estimate schedule for illustration purposes. Numbers are to be used as estimates.

Estimated financing costs are subject to credit approval and terms outside of BC Hydro's control.

[Create Finance Estimate](#)

- Your vendor will have also uploaded documents regarding your project under section 3F. This will be a lighting calculator for a lighting project and a compressor report for an air compressor project. Uploaded files are not required for you to go to the next step.
- Click “Next” to go to the final step of your application



3F. Documents ?

Upload file

[Upload](#)

File

No Files

[Back](#) [Next](#)

7) Submit your project for BC Hydro review

- Once you click “Next”, you will be prompted to the project summary page. You will not be able to change any values on this page.
- If you are happy with the project details and the estimated incentive amount, scroll to the bottom of the page. Here, you will formally submit your application by agreeing to the project details and the Terms and Conditions, and then clicking “Submit”.

- If you would like to adjust your project scope, click the “Return” button and your project will be returned to your vendor for adjustment. Please work with you vendor to make the necessary changes. Once your vendor has updated the project information, you will need to repeat Steps 6 and 7.

Submit Application ?

☒ I agree with the project details shown and would like to submit my incentive application to BC Hydro

☒ I agree to the [Terms and Conditions ?](#)

I do not agree with the project details shown and would like to return to my vendor for adjustments

Return

Back **Submit**

Once you click “Submit”, your project will be submitted to BC Hydro for review.

Project Submitted

Thank you for submitting your SIP Project to BC Hydro. The system tracking number is SIP22130.

An email has been sent to your vendor instructing them to submit any additional supporting document(s) to BC Hydro.

Once your project incentive is approved, BC Hydro will send you an incentive agreement.

Please DO NOT purchase or install any equipment until you have received your incentive agreement.

***Please wait for your project approval (incentive agreement) email before starting your project.**

- Your application review may take 6-8+ weeks from your submission date. This will depend on the complexity of your project and any potential questions/clarifications we may have about the information entered in your application.

Need Assistance? Contact the Business Helpdesk
604 522 4713 (Lower Mainland) or 1 866 522 4713 (Elsewhere in B.C.)
Email: industrial@bchydro.com

- Once the review is complete, you will receive notification via email that your project is approved (incentive agreement). You may start your project once this project approval email is received.
- You may also verify your project status by logging in and clicking into your project application. Once your project approval email is sent, your status will show “Approved”

Project ID: SIP22130	Status: Approved
Last edited: Jun 21, 2022	

****Please note that you must not order equipment or start your project until this project approval email (incentive agreement) has been sent to you. Any project which is started prior to the date of this project approval email will be ineligible for incentives.***

Once your project is complete, you may proceed to the final section below

C) Declaring your SIP project complete

Your project has been completed and is fully installed and running. You are now ready to claim your incentive .

- 1) Gather the necessary information for your project completion declaration. This includes digital copies of paid invoices, images of installed equipment, and/or screenshots of system operations software.
 - If your project has completed as planned, the sum of your invoices (incl. labour costs and all other associated costs) should be aligned with the estimated project costs originally entered for your project application. Please make sure that you are including all information and/or invoices for the relevant costs associated with your project.
 - Have your electronic fund transfer (EFT) form filled out and ready. This form would have been attached via your original SIP approval email. If you don't have the form, you may download it when you are logged into your project, as seen under step 4) below.
- 2) Log into the CEM Hub: bchydro.com/cemhub and go to your SIP project file

CANADA INC #213

Industry Sector: Industrial [Change Company](#)

Company information

Yearly company consumption data

Strategic actions



View project status

View all sites that have projects in progress or completed.



View proposal status

Review all proposals submitted by vendors or already converted to projects.



Start a project / view sites

View your associated company sites and start a project.



View activity history

Review project details, including incentive, energy savings, status and more.

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Email: industrial@bchydro.com



View project status

View all sites that have projects in progress or completed.

PROJECT NUMBER ▼	SITE ADDRESS ▼	PROJECT TYPE ▼	STATUS ▼	COMPLETION DEADLINE ?	ACTION
SIP22130 Edit	123 Sunshine Way	Incentive	In Progress	2023-01-12	Request payment
SIP22127 Edit	123 Sunshine Way	Incentive	In Progress	2022-07-31	

- 3) You will be directed to your “Submission Summary” page.
- You may review your original project scope to compare any differences with your final completed project.
 - Click on “Request Payment” on the top bar.

Project ID: SIP22130
Status: Approved

Last edited: Jun 21, 2022

[1. Project Contact](#)
[2. Vendor](#)
[3. Project Scope](#)
[4. Submission Summary](#)
[5. Request Payment](#)

- 4) Once you are on the “Request Payment” page, fill out your final project information

Project ID: SIP22130
Status: Approved

Last edited: Jun 21, 2022

[1. Project Contact](#)
[2. Vendor](#)
[3. Project Scope](#)
[4. Submission Summary](#)
[5. Request Payment](#)

Request Payment

Once you have completed your project, please declare your project completion by following the instructions in the form below and entering “submit” at the bottom of the page. Please remember to send us an original “voided” cheque (for electronic fund transfer) along with your original paid invoices to the address noted.

*If needed, you may download and complete the electronic funds transfer form on this page as shown below. A completed EFT form will expedite your payment.

Before you request payment, please ensure:

- Your project is fully complete and operational
- You have your [EFT information](#) for payment
- You have copies of your paid invoices

Facilities

Facilities	BC Hydro Account Number
123 Sunshine Way	000001

Facilities and Address

☐ Mail to address for Payment (if different than above):

- Your completion date should fall within the “Expected Completion Date” range. The system will allow that you enter a date outside of this range, but your project will be flagged for special review.

Completion Date & Documents

Project Completion Date

yyyy-mm-dd




Expected Completion Date

July 12, 2022 to February 15, 2023.

- Your invoice and labour dates must occur after your project approval date*.

**BC Hydro’s incentive eligibility requires that you do not order or start your project until your SIP application is approved. Projects started or completed before the SIP approval date will be ineligible for an incentive.*

Project costs


Invoice Date	Name of Contractor/Supplier	Paid Invoice Reference Number	Cost
yyyy-mm-dd 	<input type="text"/>	<input type="text"/>	<input type="text"/>

[Add Row](#)

Subtotal of Project Cost : \$0

Labour – Please include Labour, broken out by hour(s) x rate

☒ Check Box to Declare Labour Costs

Labour Date	Hour(s)	Rate	Total
yyyy-mm-dd 	<input type="text" value="0"/>	<input type="text" value="0.00"/>	\$0.00

[Add Row](#)

Subtotal of Labour : \$0

Miscellaneous Cost, i.e. Permit

Misc Date	Description	Cost
-----------	-------------	------

[Add Row](#)

Subtotal Miscellaneous Cost : \$0

- The system will add up your actual project costs to compare with your total proposed project cost. If the project was completed as planned, then these costs should be the same or very similar.

**More than 10% variance between the actual and proposed costs may affect your final incentive.*

Total Actual Project Cost
\$100,000

Proposed Project Cost
\$100,000

Project Installed as Proposed:

☒ Yes ☐ No

Important Notice: Your incentive amount may be adjusted if the total actual project costs differ from the proposed project costs.

☐ If Total Actual Cost is Less than Proposed Cost, please check to confirm no further invoices to be submitted

- Upload all of your invoices, EFT form, photos of installed equipment, and/or screenshots of your system operations software under the “Documents” section.

If you are unable to upload these documents, you may email them directly to sip.operations@bchydro.com. Please be sure to include your SIP file number in the subject heading.

Documents ?

You must upload:

- 1) Paid invoices
- 2) EFT form
- 3) Images of installed equipment

If you are unable to upload the documents, please send via email to sip.operations@bchydro.com and include your SIP project number in the subject line.

Once the invoices are received, BC Hydro will process your project and complete the incentive payment.

Upload file

Upload

File

- Review your final project information to ensure it is correct.

Site Information for 123 Sunshine Way							
Account 000001:							
End-Use Measures Reviewed	Estimated Demand Savings(kW)					Estimated Energy Savings(kWh)	
	Demand Saving	System Peak Demand Reduction		Customer Peak Demand Reduction		Site	Potentially Incentable
		VI Morning Demand Reduction (7-11AM)	BCH System Peak Demand Reduction (5-9PM)	BCH Winter Morning Peak (7am - 11am)	BCH Summer Daytime Peak (Noon - 4pm)		
LED tubular lamp (T-LED)	16.4	13.6	12.4	13.6	13.2	95,511	57,164
Luminaire removal	.6	.6	.6	.6	.6	5,449	4,730
No incentives (MR16, Fluor, LED exit, A-type LED screw-in)	2.8	3.2	2.2	3.2	2.8	13,253	
Grand Total	19.8	17.4	15.2	17.4	16.6	114,213	61,894

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 Email: industrial@bchydro.com

- If everything is correct and you are ready to submit your request for payment, sign off on your project by entering your name/title and clicking "Submit"

☒ I verify that the content is correct.

Applicant's Declaration

I, the undersigned, declare:

that I am the owner, or a duly authorized representative of the owner, of the facility described here above; that the information in this document, along with the supporting evidence, is accurate and complete; that all invoices submitted to BC Hydro have been paid in full.

First Name

Last Name

Title

[Back](#) [Submit](#)

- Your request for payment will now be submitted to BC Hydro for review. If everything is in order, your payment will be processed once the final review is complete.

Project ID: SIP22130 **Status:** Project complete
Last edited: Jun 21, 2022

[1. Project Contact](#) [2. Vendor](#) [3. Project Scope](#) [4. Submission Summary](#) [5. Request Payment](#)

Declaration of Completion submission notification

Your declaration of completion has been submitted successfully. BC Hydro will review your project details and process the incentive payment.