



MURB and Workplace Charging FAQs

Can an EV Advisor do the technical assessment and feasibility study, give us some design options, and quote us for the work? I see on your website there is a 5-hour assessment included in the EV Advisor service.

No. EV Advisors are not certified electricians. To find the best solution for your unique situation, it is critical to consult one or more certified electrical contractors/engineers. EV Advisors do not provide quotes. Their role is to assist you in getting the rebates offered by your utility service provider. They can also help you gain a better understanding of the quotes that you receive. Site visits usually consist of speaking to the strata council/property manager and residents to clarify the best course of action, discuss barriers, answer questions regarding the steps to getting this infrastructure installed, and offer general support in your process.

What will the electrical contractor/engineer require to do a preliminary quote?

- Building address
- Contact person name
- Contact person phone
- Contact person email
- Electrical plans (if available)
- Architectural plans (if available)
- Permission to get data from BC Hydro (e.g., sign-off by strata council member)

Do you have a list of recommended engineers or contractors to do our EV Ready plan and/or installation?

BC Hydro's referral program can be found at: <https://www.bchydro.com/work-with-us/alliance/membership/referral.html>

FortisBC has a list of certified electrical contractors in their territory found here: <https://www.fortisbc.com/build-renoate/find-a-contractor/approved-electrical-contractors>.

How long does it take to get pre-approval for the rebate?

The utilities have up to 30 business days to process the pre-approval application.

How long does it take to get the rebate?

Typically, rebates are issued within 90 days, once reviewed, and accepted.

Applicants must agree to participate in follow-up interviews and/or surveys conducted by or on behalf of BC Hydro, FortisBC or the Government of BC, if selected to do so.

What charging stations are eligible?

You can find a list of eligible charging stations below based on your utility service provider:

[BC Hydro Eligible Chargers](#)

[FortisBC Eligible Chargers](#)

*Note that MURBs and workplaces must install networked charging stations.

Do I need to purchase a charging station in BC to be eligible for an incentive?

Charging stations can be purchased online or outside of BC, but must be purchased from a supplier in Canada. Charging stations must meet all other Program requirements.

What are the requirements for the chargers?

Chargers must:

- Be approved for sale and use in Canada (cUL, ULC, cETL, CSA, or CQPs certification).
- Be purchased from a supplier in Canada.
- Be Level 2 (208 or 240 Volt) station and feature a NACS J3400 or SAE J1772 plug head.
- Be purchased, not leased.
- New, not used or refurbished.
- Be a permanent installation.
- Be a new installation, or expansion of an existing installation (not for the replacement of existing installation).
- Proof of ownership or access to land where infrastructure is to be installed.
- Networked chargers that communicate to other stations and/or to a server or the cloud through cellular/wireless signal or connected vehicle communications using software to report on usage and/or other capabilities such as providing real-time status of charging stations; stations must remain networked for a minimum of 2 years.
- Stations must remain networked for a minimum of 2 years. The Province will consider exemptions on a case-by-case basis.
- Be installed by a licensed electrical contractor.
- The work performed must be in compliance with all applicable local codes and bylaws.
- Tesla charging stations are no longer eligible for workplace charging station rebate offers as of March 12, 2025. If an applicant applied for and received pre-approval for a Tesla charging station before March 12, 2025, they can still qualify for rebates and their application will be processed as normal.

*Charging equipment manufacturers and/or suppliers may request that their stations be included on the list by contacting alliance@bchydro.com.

Do I need to complete the installation before I apply for a rebate?

In the MURB/workplace program streams, applicants submit an initial application to reserve a rebate (pre-approval). They only receive the reimbursement rebate once all work is completed

and paid for, and final application requirements are met. Only costs incurred on or after pre-approval will be eligible.

Can I apply for MURB/workplace rebates after purchasing and/or completing the installation of charging stations if I did not receive pre-approval?

No, pre-approval is required for MURB/workplace rebate applications before charging stations are purchased and installed.

Can I apply if my building/workspace has received previous charging station rebates?

Yes. If buildings commit to meeting the program requirements, they can apply for rebates, even if they participated in a prior funding year (based on the fiscal year).

I am a BC Hydro customer. How can I request 12 months of my most recent consumption from BC Hydro?

- Request 12 months of hourly consumption data for the entire building by submitting the online form: <https://app.bchydro.com/accounts-billing/rates-energy-use/access-load-data/request.html>
- If the request form is completed by a third party (e.g., an engineer or electrician), they must complete the indicated sections to verify that they have approval to do so.

I am a FortisBC client. How can I request 12 months of my most recent consumption from FortisBC?

To request consumption data, please email EV@fortisbc.com.

The program guide states that to qualify for rebates, we must install networked chargers. What type of network is required?

The networking can be by cellular or Wi-Fi connection.

Why do the chargers have to be networked/network capable?

This feature allows for the chargers to communicate with each other and with the main server off site, to load-share and load manage, and to utilize the available electrical capacity most efficiently, as well as to troubleshoot, to perform software updates, and for convenience features, such as tracking and billing.

Our MURB/workplace is installing one shared charger currently. Would this charger need to be networked?

Yes. The program guide notes that each charger must be a networked Level 2 charger to be eligible for rebates. The charger must be connected to a central system via standard internet protocol. The communication to the central system can be either an open protocol (such as OCPP, OpenADR, or other) or a proprietary system and stations must remain networked for a minimum of 2 years.

Are Tesla Charging stations eligible for the program? Why are Tesla Charging stations not eligible for the program?

As of March 12, 2025, Tesla charging stations are not eligible for rebates in the CleanBC Go Electric EV Charger Rebate Program. If you purchased or have received pre-approval for your Tesla charging station before March 12, 2025, it can still qualify for rebates and will be processed as normal.

If I purchased a charging station before the program start date, can I still apply for a rebate?

No, for the MURB/workplace program, you need pre-approval before purchase and installation. Any costs incurred before the pre-approval are ineligible for rebates.

Do I need an electric vehicle to apply?

No, applicants may apply even if none of the residents/employees own electric vehicles yet.

Can I buy my charging station second-hand?

Only new units are eligible for the rebate. Chargers that are used or refurbished are not eligible.

What is the deadline for project completion?

Once pre-approved for a rebate, applicants will need to complete their project and complete the rebate application online within six months or by the end of the program fiscal year, whichever comes first. Only costs incurred after application approval will be considered eligible.

If the installation is incomplete, can I receive a partial rebate?

All program requirements must be shown to be fulfilled before the payment is issued. To avoid disappointment, if you are unsure about a requirement, please contact BC Hydro or FortisBC before completing the work.

Can I combine this rebate with other rebates?

Total funding from all levels of government (e.g., federal, provincial/territorial and/or municipal) cannot exceed 75% of the Total Project Costs, unless the Proponent is a provincial, territorial or municipal government or their departments or agencies, or Indigenous organizations, in which case the stacking limit is 100% of Project costs.

If the Provincial rebate is combined with any other rebate, the Provincial rebate will be capped so that the total rebates do not exceed total costs of the purchase and installation of the charging station. The applicant must repay the difference if post receipt it is found the applicant received rebates in the amount higher than total costs.

I just applied for pre-approval, but I made a mistake on my application. Can you help me?

Questions about your rebate application can only be addressed by your utility service provider. Please allow up to 5 business days for a response.

Contact BC Hydro at: evchargerincentives@bchydro.com.

Contact FortisBC at: electricrebates@fortisbc.com.

What final documentation is required for the EV Ready Infrastructure and Charger rebate application? (It should be noted that this is after the installation.)

- A complete copy of the paid, itemized receipt for the purchase of an eligible electric vehicle charging station (receipt/invoice must include Canadian dealer/website/retailer name, address and phone number, purchase date and price, product make and model).
- The paid invoice or itemized receipt for all required labour and construction undertaken by a licensed electrical contractor.
- The paid invoices or itemized receipts for any other eligible costs accrued.
- The contractor installation form.

Why can we not use the EV charger's built-in meter to bill by kWh?

Measurement Canada has initiated a process to allow EV charging stations to be used for measuring and billing for electricity consumption, and has updated the Temporary dispensation for level 1 and level 2 electric vehicle supply equipment used in non-commercial applications in October 2024. MURBs that want to recover electricity consumption associated with EV charging based on kWh data must apply to Measurement Canada by December 31, 2025.

I am applying for pre-approval/completing my rebate application and having trouble uploading my documents on BC Hydro's website. Can you help?

Please consider using a different web browser, such as Microsoft Edge, Google Chrome, Safari, FireFox, etc. Alternatively, you can contact BC Hydro at: evchargerincentives@bchydro.com.

My MURB/workplace happens to be in New Westminster. Our utility service provider is New West Utility. Do we qualify for rebates?

Customers in New West Energy Utility territory can apply for rebates through BC Hydro.

We are looking to have some signage in the parkade for EV charging. Are there any resources available?

Yes, please find [EV Signage Resources](#) on our website.

How much can I expect to save on vehicle purchase, and ongoing maintenance and fuel costs if I choose an electric rather than internal combustion engine (ICE) vehicle? Do you have data you can share on this?

B.C. drivers may take advantage of up to \$4,000 at purchase (depending on individual and household incomes) through the Provincial Clean BC Go Electric Program as well as the BC

SCRAP-IT program (\$300). Here is a comprehensive list in more detail: [Passenger Vehicle Incentives - Plug In BC](#).

There are several variables at play that make it rather difficult to calculate savings, but the consensus is increasingly favourable to plug-in ownership. Along with stability in our low utility rates, our reliable and clean electricity helps make the case more substantial. A fuel-savings comparison calculator is available through BC Hydro: [Compare electric to gas-powered vehicles | Electric Vehicles | BC Hydro](#).

Are there any stats on zero emissions vehicles in Canada?

Yes, please find them on [StatCan.gc.ca](#).

We are considering the purchase of a new EV. Do you have any resources on choosing an electric vehicle?

- EmotiveBC.ca has a guide to electric vehicles available in BC, tips for new EV drivers, an FAQ section, stories from BC drivers, and videos from around the province on YouTube.
- You can also dig into the Plug In BC EV101 and Charging 101 pages.
- Also, you may find this fuel consumption ratings search tool from the Government of Canada website useful.

You can find all the passenger vehicle incentives [here](#).

Can I use an extension cord to charge my EV?

Most vehicle and charging station documents warn not to use them—they would have to be thick and very well constructed, if used at all. This [resource](#) may offer some insights for ideas and guidelines on cords/adapters.

Where can I meet other electric vehicle enthusiasts? Is there a forum or group?

Yes. Please check out this list of [electric vehicle clubs and associations in BC](#).

Where can I find information on public charging options, and trip-planning for an electric vehicle?

You can utilize apps/websites such as [PlugShare](#), [A Better Route Planner \(ABRP\)](#), the [BC Hydro EV network map](#), and [ChargeHub](#) to find charging options near you. A simple internet search sometimes also does the trick, but if you are on the road and have access to a smartphone, the apps are great.

Many charging stations require an account linked to an RFID card or smartphone app to activate. While most of your charging will likely be done on one or two networks, you will encounter more—and might need more accounts—as you travel around. If you are travelling to a new area, use [PlugShare](#) to see where charging stations are located and which network accounts you will need.

You can read more about charging networks and access on the Plug In BC [Charging 101](#) page.

We are a hotel, vacation rental or hospitality company. What rebates can we qualify for?

The MURB program is only for the benefit of year-round residents of a building. The workplace program gives charging priority to employees during business hours, with proper signage. You can, however, check out the [Public Charger](#) program for public charging.

*All rebate programs are subject to audit by the Government of BC.

MURB Rebate Specific

Currently, is there any right-to-charge legislation in BC?

There is currently no right-to-charge legislation in BC. However, the Government of BC did commit to bringing in right-to-charge legislation as part of the 2020 mandate. Condominium Home Owners Association of BC (CHOA) has recently been working on this.

Do I apply for pre-approval for an EV Ready plan?

No, an EV Ready plan does not require a pre-approval by the utilities. You would engage a licensed electrician or registered electrical engineer to complete an EV Ready plan. Once completed and paid for, you would submit the plan to the utilities for review. If you are approved, you would be eligible for up to 75% of your costs, up to \$3,000 (a maximum of one EV Ready plan per MURB complex).

Is an EV Ready plan a prerequisite for the EV Ready infrastructure rebate?

Yes, currently, you must have an approved EV Ready plan to apply for the infrastructure rebate.

What does it mean for a parking space to be EV Ready?

An EV Ready parking space is a parking space with a complete electrical circuit terminating in a junction box or receptacle capable of providing Level 2 EV charging.

What are EV Ready plan requirements?

EV Ready plan requirements can be found [here](#).

If we apply for the EV rebate, do we have to electrify all the parking spaces?

If providing charging access to at least one stall per unit is not possible without an electrical service upgrade, given the building's current available electrical capacity and EV charging performance requirements, a lesser percentage of stalls can be considered to be made EV Ready. This would have to be clearly shown in an EV Ready plan and approved prior to initiating any work.

Can you tell me more about the EV Ready infrastructure rebates?

Successful applicants to the EV Ready infrastructure rebate will be reimbursed for up to 50% of the costs of electrical work needed to make a parking space EV Ready (excluding costs

associated with a charging station itself), up to \$600 per parking space. The maximum rebate will be capped at \$120,000 per MURB complex. Eligible costs for the electrical infrastructure rebate include:

- Engineering design services
- Legal services
- Electrical and communication infrastructure installation (but not for charging stations)
- Associated construction costs
- Permit costs
- Utility extension fees

How much in rebates can MURBs be eligible for?

Summary of total maximum rebates available for EV Ready Offer:

- 75% of the costs to a maximum of \$3,000 for an approved EV Ready plan.
- 50% of the costs up to a maximum of \$600 per parking space made EV Ready. Max electrical infrastructure rebate up to \$120,000 per MURB complex.
- 50% of the costs, up to \$1,400 per charger, up to a max of \$14,000 per MURB complex.
- When combined, total max rebate for EV Ready Offer is \$137,000.

What are the requirements for the EV infrastructure rebate?

To be eligible for the electrical infrastructure rebate of up to \$600 per parking space, the applicant must apply for pre-approval before starting their project, and the following is required:

- An approved EV Ready plan.
- At least one parking space per dwelling unit to be made EV Ready.
- Electrical permits as required by Technical Safety BC or your municipality. Check your jurisdiction.
- Back-end infrastructure installed with any Building or EV Energy Management System activated.
- Back-end infrastructure achieves applicable charging performance requirements.

What eligible costs are covered in the EV charger rebate?

Eligible costs include:

- Purchase of the charging station;
- Labour and construction costs for the installation of the charging station and associated conduit by a licensed electrical contractor;
- Electrical and other related permits;
- Parking and electrical design to accommodate the charging stations and conduit;
- EV parking signage; and
- Cost of network connection fees (maximum of 2 years can be included).
- Capital expenses, including informatics and other equipment or infrastructure;
- Rental fees or leasing costs;

- License fees and permits;
- Costs associated with Environmental Assessments.

Ineligible costs include, but are not limited to:

- Installation of non-EV charging infrastructure;
- Administration such as communication between property management and residents, copy or documentation fees;
- Painting of parking area;
- Taxes paid on charging station, labour, etc; and
- Charging infrastructure already required under regulation, building codes, or other programs.
- Land costs; and
- Legal costs for applicants.

Are there additional requirements for the EV charger rebate?

- To provide for future EV growth within the MURB, the applicant must also ensure that their licensed electrician installs oversized conduit according to the following requirements:
- Must install over-sized conduit that is a min of 2" to allow wiring for, at a minimum, six Level 2 charging stations at 40A each, or the total number of parking spaces, whichever is less.
- Must install junction boxes at intervals for future runoffs.
- Must include a label stating, "FOR USE WITH ELECTRIC VEHICLES ONLY" in conspicuous places at the service panel/sub-panel and along the conduit raceway.

Can a MURB submit more than one charger rebate application?

Yes, a multi-unit residential building can submit multiple applications. However, the maximum incentive amount will apply.

Can new buildings apply?

This rebate is intended for retrofit solutions only; new MURB builds are ineligible. To be eligible, buildings must have been constructed no later than August 31, 2021.

In municipalities that require 100% of parking stalls to be EV Ready, any MURBs built since those bylaws were in place would be ineligible. However, if the new construction is in a municipality without an EV Ready bylaw, then the strata/property management of that building (once built), would qualify for the full program.

*Developers are ineligible.

Who can apply for the rebates?

This program component is open to BC residents, building owners, managers, or other building representatives (such as strata councils) who reside in or have oversight of an eligible MURB in BC and for whom providing parking spaces with Level 2 EV Charging will require:

- Use of common or base building electricity, and/or
- Changes to common property.

What is a MURB (multi-unit residential building)?

Residential buildings are buildings with 3 or more self-contained dwellings. Apartments and condominiums qualify. Multiplexes qualify if they contain 3 or more self-contained dwellings. Mixed-use residential buildings also qualify, but the chargers must be for the exclusive use of residents, and not the businesses.

I live in a townhome and want to install a charger. Can I get a rebate?

Townhouse complexes are now eligible for the EV Ready and EV charger standalone offers as of October 31, 2023. Townhouses will no longer apply through the single-family home application process.

Who owns the charging station in a strata or co-op building?

Often, chargers in assigned parking stalls are purchased and maintained by the EV/unit owner, whereas chargers in shared or common areas (e.g., visitor parking) are purchased and maintained by the strata.

What happens if an individual/shared charger is damaged? Who pays for repairs?

If the unit owner owns the charger, there may be an option to insure it. We suggest you speak to your property insurer to see if you can include the charging infrastructure in your current insurance.

Suppose your strata is installing multiple chargers in the common area of the parkade. In that case, they can also ask their insurer if they can take a partial policy to cover the charging infrastructure.

The strata can also change its rules or bylaws to determine who will be responsible for covering the damage in case of an accident.

There are many ways to go about this, and the path you take is unique to your particular situation and the decisions made collectively by your strata council and owners.

We live in a condominium. If we have a charger installed in our parking stall, can we take it with us if we move?

Your strata may have a rule/bylaw in place that prevents you from removing a charger, once installed, without permission. Make sure you investigate this before uninstalling. Also, the Program Guide states that charger installations be permanent.

The hope is that even if you sell the property, the next owner can use the infrastructure, which also increases the resale value of your home.

Our strata is looking to introduce a rule to charge a monthly flat rate for EV owners. I am

wondering if you have a fair calculation to determine how much to bill users?

Many buildings charge a flat fee of \$20 to \$40 per month per EV. If you have one electrical meter measuring EV charging, costs could be divided equally between EV drivers.

Can I add the charging infrastructure to my individual meter and pay for it separately on my electricity bill?

It might be possible, but usually not. Instead, buildings usually add one new utility meter for EV charging, paid for by the building owner or strata. EV drivers will then usually pay user fees for charging, potentially through per-kWh charges (once enabled by Measurement Canada—see above), time-based rates, or a flat monthly rate (e.g., \$30 per month).

Are there additional rebates for Indigenous communities?

For the MURB EV charger rebate, Indigenous applicants are eligible for rebates of up to 75% costs to purchase and install eligible, new, level 2 charging stations up to a maximum of \$4,500 per charging station.

For the Workplace EV charger rebate, Indigenous applicants are eligible for rebates of up to 75% costs to purchase and install eligible, new, level 2 charging stations up to a maximum of \$4,500 per charging station.

Do you have any additional resources?

- [MURB Resources](#) by Plug In BC including the [MURB Guide](#)
- [Electric Vehicle Charging Infrastructure in Shared Parking Areas](#): Resources to Support Implementation & Charging Infrastructure Requirements by BC Hydro
- [Monitoring and Billing Options](#) by BC Hydro
- [Metro Vancouver's Operating Costs: Tracking, Billing and Maintenance](#)
- [Electric Vehicle Energy Management System \(EVEMS\)](#) by CSA Group

Workplace Rebate Specific

Who is eligible for the rebate?

This program is open to BC residents, BC registered companies, building owners, building managers, or other building representatives who reside in or have oversight of an eligible workplace or building. Provincial government (ministries) and Crown corporations are not eligible for the workplace charger program. The workplace property may be owned or leased. To be eligible for the rebate your building must:

- Be located in BC.
- Have a minimum of 5 employees that work primarily based on the premises.
- Be constructed no later than August 31, 2021; this rebate is intended for retrofit solutions only, new builds are ineligible.
- Have dedicated parking for employees: the rebated charging stations must be

dedicated for the use of employees only (not fleet vehicles), during employee working hours (for fleet charging infrastructure, please see [CleanBC Go Electric Fleets](#))

How much can I expect to receive in rebates to install chargers for my employees?

The Program will reimburse purchase and installation costs of eligible, new, Level 2 charging equipment up to 50% of costs, up to a maximum per station of \$2,000. The maximum reimbursement is up to \$14,000 per workplace. Single port stations count as one charging station, dual port stations count as two charging stations. As such, applicants who apply for a dual port station would receive up to \$4,000 or 50% of total costs, whichever comes first. Organizations can have separate applications for different sites but can only receive rebates for a maximum of four sites.

Indigenous applicants are eligible for rebates of up to 75% costs to purchase and install eligible, new, level 2 charging stations up to a maximum of \$4,500 per charging station.

What are eligible costs for the rebate?

Eligible costs include:

- Purchase of the charging station.
- Labour and construction costs for the installation of the charging station, and associated conduit by a licensed electrical contractor.
- Site assessments of the building's requirements and costs to install EV charging infrastructure. A site assessment to include:
 - Analysis of electrical capacity.
 - Review of panel capacity.
 - Review of physical electrical set-up in building and identifying points of interconnection.
- Identification of potential design options for up to 100% electrification.
- Electrical and other related permits.
- Parking and electrical design to accommodate the charging stations and conduit.
- EV parking signage.
- Cost of network connection fees (maximum of 2 years to be considered towards eligible costs).

Ineligible costs include, but are not limited to:

- Installation of non-EV charging infrastructure.
- Administration, such as communication between property management and residents, copy or documentation fees.
- Painting of parking area.
- Taxes paid on charging station, labour, etc.
- Charging infrastructure already required under regulation, building codes, or other programs.

Do workplaces qualify for the EV Ready plan and infrastructure funding?

No, the EV Ready plan and infrastructure funding rebate is intended for MURBs only.

Single-Family Home Rebate Specific

Can I access assistance from an EV Advisor?

No, the [EV Advisor Services](#) are for MURB and workplace applicants only. For any questions or concerns, please email the helpdesk at BC Hydro at evchargerincentives@bchydro.com.

What types of homes are eligible for the single-family home rebate?

Detached homes, row homes, and duplexes can apply for the single-family home rebate.

Do I need to complete the installation before I apply for a home rebate?

Yes, the installation of the charging station must be finished for you to begin the application. All invoices must be paid (keep receipts). You must also have a completed and signed contractor installation form:

[FortisBC Contractor Installation Form](#)

[BC Hydro Contractor Installation Form](#)

Why do I need a contractor installation form?

This is required to ensure that your new EV charging station has been installed correctly and safely. A permit, permit status, and/or inspection request document does not prove that the unit was inspected. Only a contractor installation form or a certificate of inspection will be accepted in the uploaded documents in your application.

Can I do the installation myself, or do I need to hire an electrician?

It is always recommended that a certified electrician is hired to install any electrical equipment in your home. As per the Technical Safety BC requirements, [Electrical | TSBC \(technicalsaftybc.ca\)](#), a certificate of inspection, issued by the appropriate authority (i.e., municipality or Technical Safety BC), and a paid invoice or receipt for the electrical inspection cost is provided, you can complete the installation yourself.

Certificate of Inspection information: <https://www.technicalsaftybc.ca/apply-for/certification>

If I already have a 240V outlet, do I need a contractor installation form or certificate of inspection?

Yes. Homes that already have a 240V outlet (specified for an EV charger) that can accommodate a wall-mounted plug-in charger do not need a contractor installation form and can apply for a rebate on an eligible Level 2 EV charger. There may be a permit or certificate of inspection required by your municipality, which you may need to include at the document submission stage.

Sometimes there is a 240V outlet, but it was not installed with the intent for EV charging. In

this case, an inspection would be necessary to ensure adequate power is available to install the charger without the risk of overloading the circuit.