

Applying for a rebate online?

Let's get started!

Here's a guide to getting started with our user-friendly online application process:

- 1. Get your paid invoice.** You'll need your contractor's invoice before you start. It should have all the information you'll need for your rebate application (e.g. manufacturer's name and appliance model number, etc.).

If you discover you're missing information while filling out your application, talk to your contractor and tell them what you need. They should be able to provide it.

Note: each rebate page on our site lists any additional documents you may need to upload such as commissioning sheets and/or photos of your installed equipment.

- 2. Go online.**

- Are you renovating your home or upgrading your appliances, fireplace or heating systems: fortisbc.com/homerebates
- Is your household income-qualified? You may be eligible for larger rebates: fortisbc.com/incomequalified
- Are you converting to natural gas from wood, oil or propane, or installing a wall furnace: fortisbc.com/connectingtogas

- 3. Choose the rebate you're applying for from those listed.** Review the information provided for that rebate, then click on the "Start rebate application" button. Once you click the button, you'll be taken to "Account Online" our online tool that lets you manage your natural gas or electricity accounts. If you're not already registered with Account Online, you'll need to set up an online profile first.

- 4. Sign in to Account Online when prompted.** This step automatically fills out much of the application with your account information and address.

- 5. Follow the prompts to complete the application.** Answer the questions using information in your contractor's invoice. If information is missing, the system will notify you immediately. You can also save your work at any time and come back to your application once you've found the missing information.



- 6. Submit your application.** You'll receive a confirmation email with your application number so you can check the status of your application at any time. You'll also receive an email letting you know when your application has been approved and that your rebate is on its way.

We're here to help

Questions about the rebate application process? Not comfortable with applying online? Give us a call. Our customer service representatives are available to answer your questions and even submit an application on your behalf if you don't have access to a computer.

Call us:

- Natural gas rebates: **1-855-909-2329**
(Mon. to Fri., 7 a.m. to 8 p.m.)
- Electricity rebates: **1-855-909-2331**
(Mon. to Fri., 7 a.m. to 7 p.m.)

Email us:

- Home renovation rebates: homerebates@fortisbc.com
- Income-qualified rebates: incomequalified@fortisbc.com
- Connect to Gas rebates: connecttogas@fortisbc.com