

Indigenous Communities Conservation Program (ICCP)

Terms and Conditions



- The Indigenous Communities Conservation Program (the "Program") is administered by FortisBC Energy Inc., FortisBC Inc. (collectively, "FortisBC"), in collaboration, from time to time, with additional third-party contributors (each, a "Collaborating Party"). Eligible Indigenous Communities/Bands ("Participant(s)") that make certain energy-efficiency upgrades ("Upgrade(s)") to their homes in accordance with these terms and conditions (the "Program Terms") are eligible to receive rebate(s) under this Program.
- The Program Terms are effective for Upgrade invoices dated on or after December 1, 2022.

Eligibility

- To be eligible for a rebate(s) under the Program, each "Participant" must be:
 - an Indigenous governing body, as defined in the British Columbia [Declaration on the Rights of Indigenous Peoples Act](#), 2019, as an entity that is authorized to act on behalf of Indigenous peoples that hold rights recognized and affirmed by section 35 of the [Constitution Act](#), 1982 that provides housing primarily for low-income households.
- The eligibility criteria of each of the premises (the "Premises") are as follows:
 - must be connected to a current residential utility service account with FortisBC Energy Inc. or FortisBC Inc.
 - must be heated primarily by natural gas supplied by FortisBC Energy Inc. or heated by electricity (hard-wired electric heating systems such as electric baseboards, radiant ceiling, radiant floors, or forced-air furnace) supplied by FortisBC Inc.
 - a primary heating system is a heating system with the capacity to heat a minimum of 50% of the home for the entire heating season to 21°C. Determination of the primary heating type is at the sole discretion of FortisBC. A fireplace is not eligible as a primary heating system.
 - must not be primarily heated by wood or other solid fuels.
 - must be one of the following types of residential buildings:
 - single family detached dwelling;
 - single family detached dwelling with a secondary suite that is individually metered;
 - mobile home that is permanently fixed, sits on a foundation, structurally complete with installed and connected plumbing, heating, electrical, water and sewer services with towing apparatus and axle has been removed; or
 - side-by-side or stacked duplex or side-by-side row home or townhouse, provided each unit has its own natural gas and/or electricity meter. Utility accounts in the name of a strata corporation are not eligible.
 - must be occupied by low-income households;
 - the following types of premises are not eligible for the Program:
 - multi-unit residential buildings such as condominiums, high-rises and apartment buildings;
 - stacked townhomes;
 - vacation homes or premises that are not year-round primary residences;
 - garages, workshops, and outbuildings; and
 - upgrades installed in a newly constructed building or a new addition to an existing building. An existing space, such as a garage or solarium, being converted into a living space is considered a new addition.
 - Premises must have 12 months of consecutive utility billing history for the period immediately prior to the installation of the Upgrade(s).
- Each Upgrade must satisfy the following:
 - All equipment and products installed as part of an Upgrade must be new, in good working order, not previously installed in another home or building.
 - All Upgrades must be installed by a contractor with a valid BC business license for the trade applicable to the installation work (e.g. Contractor – Electrical, Contractor – Heating, Inter-municipal trades and construction business license). Self-installed Upgrades are not eligible for a rebate.
 - Rebates for any particular Upgrade or Bonus Offers:
 - cannot exceed the cost of the invoiced and paid cost of Upgrade or evaluation; and
 - may only be claimed once, either through this Program or through other programs funded by FortisBC.
 - The Participant is responsible for safe removal, decommissioning, modification (where applicable), and disposal/recycling of old equipment in accordance with all applicable laws, including environmental laws and regulations. Further, the Participant hereby agrees to the disposal of old equipment and products in accordance with the manufacturer's specifications, requirements of Technical Safety BC and, if applicable, the gas authority having jurisdiction. Old equipment must not be resold or reused.
 - Upgrades covered by warranty replacements or home insurance claims are not eligible for rebates.
 - Upgrades must meet the Upgrade-specific requirements set out in Sections 14 to 30 of the Program Terms.

Program process

- The Participant must submit one Program application form, despite having multiple Premises.
- The Participant must provide itemized invoices/proof of payment showing purchase and installation date, installation address, make, model, serial number and other relevant information for each Premises and Upgrade within twelve (12) months of the invoice date of the Upgrade.
- The Two Upgrade Bonus application must be submitted by the Participant within twelve (12) months of the invoice date of the second bonus-eligible Upgrade.

Rebate amounts

- Rebate amounts are subject to revision at FortisBC's sole discretion and will be paid in accordance with the rebate amounts available on the purchase date of the Upgrade as indicated by the invoice date.

- Notwithstanding anything in the Program Terms, payment of rebates is subject to the availability of funds and may change at any time without notice.

Timing and payment of rebates

- Rebate payments will be issued in the form of a cheque to the Participant. If a cheque has not been cashed within six months from the date of issue, the cheque will be considered null and void. FortisBC is under no obligation to re-issue a cheque returned as or otherwise undeliverable or to replace a stale-dated cheque.
- Processing of applications may take up to 90 days from the date that all required application documents are received, or longer if application is selected for onsite verification. FortisBC is not responsible or liable for lost, delayed, damaged, illegible, or incomplete applications.

Individual Upgrade Rebates

- Premises are limited to:
 - Up to one (1) primary space heating system rebate (air source heat pump, natural gas furnace, natural gas boiler, natural gas combination heating and hot water system, dual fuel heating system, or air to water heat pump for space heating only), regardless of the number of systems installed.
 - Up to one (1) primary water heating system rebate (electric heat pump water heater, natural gas water heater, natural gas combination heating and hot water system, or air to water heat pump for water heating only), regardless of the number of systems installed.
 - Up to \$2,000 in attic insulation rebates.
 - Up to \$2,000, each in exterior wall cavities, exterior wall sheathing, and basement/crawlspace walls insulation rebates.
 - Up to \$2,000 in other (exposed floor, floor over crawlspace, basement header) insulation rebates.
 - Up to one (1) rebate is available for either basement/crawlspace walls or floor over crawlspace.
 - Up to \$7,500 in windows and doors rebates.
 - Up to one (1) connected thermostat rebate per Premises.

Upgrade-specific requirements

- The following rebates are available under the Program for Upgrades completed in accordance with requirements set out in this section and the Program Terms.

Upgrade	Details	Rebate Amount (per Premises)
Health & Safety		
Activities to enable building envelope upgrades to occur in the home	Activities such as drywall repair, soffit repair, pest management, remediation of areas affected by mould/moisture, radon, asbestos, etc.	Up to \$1,500
Building Envelope (insulation, windows and doors)		
Attic insulation and draftproofing	\$0.05 per R-value added per square foot (Minimum R12 added)	Up to \$2,000
Basement/crawlspace insulation and draftproofing	\$0.20 per R-value added per square foot (Minimum R10 added)	Up to \$2,000
Exterior wall cavity insulation	\$0.20 per R-value added per square foot (Minimum R12 added)	Up to \$2,000
Exterior wall sheathing insulation	\$0.20 per R-value added per square foot (Minimum R3.8 added)	Up to \$2,000
Other insulation	\$0.125 per R-value added per square foot (Minimum R20 added)	Up to \$2,000
ENERGY STAR® Windows and Doors	U-factor 1.22 W/m2-K or less	\$750 per window/door; Max \$7,500 per home
Ventilation		
Bathroom fan systems	Full fan system, including ducting to outside	Up to \$1,200 per system, Max \$2,400 per home
Equipment & Appliances		
Advanced Programmable Thermostats	\$200 per programmable thermostat unit If the Premises is located in BC Climate Zone 4 or 5 , please note the deadlines in section 26 \$25 per baseboard heater (if required)	\$200, one per home Up to \$150
Refrigerator	ENERGY STAR® certified refrigerator	Up to \$1,000
Chest Freezer	ENERGY STAR® certified chest freezer	Up to \$500
Primary Space Heating		
Air source heat pump - Ductless mini-split	(HSPF ≥ 10, SEER ≥ 16 or HSPF2 ≥ 8.5, SEER2 ≥ 15.2) Variable speed required Minimum capacity of 12,000 BTU (1 ton), eligible homes must be ≤ 1200 ft² Eligible homes must be ≤ 1,200 sq ft	\$5,000

Upgrade	Details	Rebate Amount (per Premises)
Air source heat pump – Ductless multi-split	(HSPF ≥ 10, SEER ≥ 16 or HSPF2 ≥ 8.5, SEER2 ≥ 15.2) Variable speed required Minimum capacity of 12,000 BTU (1 ton) Minimum two indoor head units	\$5,000
Air source heat pump – Central ducted (Tier 1)	(HSPF ≥ 8.5, SEER ≥ 15)	\$5,000
Air source heat pump – Central ducted (Tier 2)	HSPF ≥ 10, SEER ≥ 16 or HSPF2 ≥ 8.5, SEER2 ≥ 15.2 Variable speed required Minimum capacity of 12,000 BTU (1 ton)	\$5,000
Furnace	Tier 1 – 95-96.9% AFUE If the Premises is located in BC Climate Zone 4 or 5 , please note the deadlines in section 26	\$2,000
Furnace	Tier 2 – 97-99% AFUE If the Premises is located in BC Climate Zone 4 or 5 , please note the deadlines in section 26	\$3,000
Boiler	≥94% AFUE If the Premises is located in BC Climate Zone 4 or 5 , please note the deadlines in section 27	\$2,000
Dual fuel heating system	(HSPF ≥ 10, SEER ≥ 16 or HSPF2 ≥ 8.5, SEER2 ≥ 15.2 Variable speed compressor is not required Minimum capacity of 12,000 BTU (1 ton)	Up to \$15,000
Water Heating		
Electric heat pump water heater	Tier 2 or higher	Up to \$2,500
Condensing Tankless (gas)	UEF ≥ 0.95	\$3,000
Condensing Storage Tank (gas)	UEF ≥ 0.86	\$3,000

15. Health and Safety Rebate

- Support for remediation of existing health and safety issues (e.g. drywall repair, soffit repair, pest management, and remediation of areas affected by mould/moisture, radon, or asbestos) in homes to enable building envelope upgrades to be installed.
- To qualify for the health and safety rebate, a Premise must receive at least one rebate-eligible building envelope upgrade (i.e., insulation, windows or doors).
- Participants are responsible for ensuring work is done in accordance with all applicable laws, regulations, orders, ordinances, standards, codes and other rules, licenses and permits of all lawful authorities, and in accordance with manufacturer's specifications, and requirements of Technical Safety BC.
- The health and safety rebate amount cannot exceed the cost of the work undertaken, as indicated on the invoice (if installed by a contractor) or cannot exceed the maximum amount of \$1,500 per Premise.

16. Insulation

- Insulation products must meet the applicable Canadian national thermal insulation standards. Only products with Canadian thermal resistivity values (R-values) provided by the manufacturer are accepted. "System values" or values of materials not tested to Canadian national thermal insulation standards cannot be used for determining the amount of insulation added.
- Batt, loose fill, board and spray foam are eligible insulation types.
- Insulation must be installed by a [Program Registered Contractor](#) in accordance with the [Best Practice Guide Air Sealing and Insulation Retrofits for Single Family Homes](#). Self-installations are not eligible for a rebate.
- Rebates are calculated based on the R-value of new insulation added. In cases where pre-existing insulation was removed (e.g due to pest infestation or mold), the rebate is calculated on the difference in R-Value between the new and pre-existing insulation.
- Participants must resolve any pest infestations and rodent tunnels in the insulation prior to installation of new insulation.
- The insulation added must have a minimum R-value added per location outlined in section 14.

17. Windows and doors

- Windows and doors must replace existing windows and doors in the building envelope of the Premises between an unheated space (e.g. outdoors) and a heated space. Skylights are not eligible for a rebate.
- The number of windows and/or doors eligible for rebates is based on the number of Rough Openings ("RO") in which windows or doors were replaced. Each RO is counted as one window and/or door. A bay window, which may be made up of several window sections, is regarded as one RO.
- At least one label, or a photo of one label, from the installed window/door must be included with the application. This photo or label must show the manufacturer model/code number, NRCan reference number, Certified Products Directory (CPD) number or a certified mark from one of the following certification bodies:
 - Canadian Standards Association (CSA)
 - Intertek Canada (Intertek)
 - Labtest Certification (LC)
 - QAI Laboratories (QAI)

i. National Fenestration Ratings Council (NFRC)

- To be eligible, the windows and doors must have a maximum metric U-Factor of 1.22 (W/m²·K) as indicated on the product label.

18. Ventilation

To be eligible for a Ventilation rebate, Participants must satisfy the following requirements:

- Fans must be ENERGY STAR® certified and must be listed in the list of [eligible models](#);
- Fans must be ducted directly to the outside of the Premises and at least one fan must be installed in the main bathroom, which contains a bathtub and/or shower; and
- Fans must have a capacity of at least 85 cfm (40 L/s), at static pressure of 50 pa (0.2" w.c.)
- Fans must be rated for continuous duty and equipped with permanently lubricated motors
- Fans must be equipped with self-closing backdraft damper to prevent air flow during "off" periods
- Ducts must be sealed at joints with duct sealer or aluminum duct sealing tape
- Ducts must be insulated to minimum R4 (RSI 0.75) if exhausting warm air through unheated spaces
- Duct hoods should be screened with ¼" (6 mm) to ½" (12 mm) mesh, of corrosion-resistant material to shield from weather, birds and rodents.

19. Refrigerator

To be eligible for a refrigerator rebate, Participants must satisfy the following requirements:

- The existing refrigerator being replaced must be in use as the primary refrigerator and must be manufactured in 2008 or earlier.
- Existing refrigerators must be removed from the Premises upon delivery of the replacement refrigerator.
- The replacement refrigerator must be ENERGY STAR® certified, be listed in the list of [eligible models](#) and should be comparable in size to the existing refrigerator.

20. Chest Freezer

To be eligible for a freezer rebate, Participants must satisfy the following requirements:

- The existing freezer being replaced must be in use as the primary freezer and must be manufactured in 2008 or earlier.
- Existing freezers must be removed from the Premises upon delivery of the replacement freezer.
- The replacement freezer must be ENERGY STAR® certified, be listed in the list of [eligible models](#) and should be comparable in size to, or smaller than the existing freezer.

21. Air source heat pump – All system requirements for homes heated by electricity before Upgrade

- Eligible systems are listed on the [Qualified Heat Pump Product List](#).
- Emergency replacement of broken electrical systems is not eligible.
- The heat pump must replace an existing hard-wired electric heating system such as electric baseboards, radiant ceiling, radiant floors or forced-air furnace and serve as the primary heating system.
- Replacement of an existing heat pump or adding a head to an existing heat pump are not eligible for a rebate. Both the indoor and outdoor units must be new and not part of a previous installation.
- The heat pump must be sufficiently sized to operate and serve as the primary heating system for the home.
- The heat pump must be installed by a [Home Performance Contractor Network \(HPCN\) member](#). Self-installations are not eligible for a rebate.
- Eligible heat pumps must be installed in accordance with the [Heat Pump Best Practices Installation Guide for Existing Homes](#).
- The heat pump must have an AHRI certified reference number noting all components.

22. Air source heat pump - Ductless Mini-Split

- The eligible home must be 1200 sq ft or less and the indoor unit of the heat pump (head) must serve a main living area (family room, living room or open-concept kitchen-living room) of the Premises.
- In addition to the requirements outlined in section 21, the system must meet all of the following requirements:
 - Seasonal Energy Efficiency Ratio (SEER) of 16 or higher or SEER2 of 15.2 or higher;
 - Heating Seasonal Performance Factor (HSPF Region IV) of 10 or higher or HSPF2 Region IV of 8.5 or higher;
 - Variable speed compressor (single speed and two stage compressors are not eligible).

23. Air source heat pump - Ductless Multi-Split

- At least one indoor unit (head) must serve a main living area (Family room, living room, or open-concept kitchen-living room) of the Premises.
- In addition to the requirements outlined in section 21, the system must meet all of the following requirements:
 - Seasonal Energy Efficiency Ratio (SEER) of 16 or higher or SEER2 of 15.2 or higher;
 - Heating Seasonal Performance Factor (HSPF Region IV) of 10 or higher or HSPF2 Region IV of 8.5 or higher;
 - Variable speed compressor (single speed and two stage compressors are not eligible).

24. Air source heat pump – Central ducted (Tier 1)

In addition to the requirements outlined in section 21, the system must meet all of the following requirements:

- Seasonal Energy Efficiency Ratio (SEER) of 15 or higher;
- Heating Seasonal Performance Factor (HSPF Region IV) of 8.5 or higher;
- Products with a maximum static pressure of less than 0.6" WC are considered mini-split or multi-split systems.

25. Air source heat pump – Central ducted (Tier 2)

In addition to the requirements outlined in section 21, the system must meet all of the following requirements:

- Seasonal Energy Efficiency Ratio (SEER) of 16 or higher;
- Heating Seasonal Performance Factor (HSPF Region IV) of 10 or higher;
- Variable speed compressor (single speed and two stage compressors are not eligible).
- Products with a maximum static pressure of less than 0.6" WC are considered mini split or multi split systems

26. Natural gas furnace and connected thermostat

- Must replace the existing furnace at the Premises and be the primary source of heat.
- If the Premises is located in [BC Climate Zone 4 or 5](#), the furnace and thermostat must be installed and the invoice must be dated on or before December 31, 2023.
- The existing furnace must be at least 10 years old and must not require repairs in excess of \$1,000 (pre-tax, including parts and labour). Emergency replacements of a furnace that is not in working order, or is deemed unsafe to operate by a licensed gas contractor, are not eligible.
- An eligible ENERGY STAR® furnace ([tier 1 eligible models](#) or [tier 2 eligible models](#)) must be installed with a two-pipe direct vent system. A photograph of the two-pipe direct vent system must be made available upon request.
- Connected thermostats must be installed by a licensed contractor at the same time as the new qualifying furnace installation.
- The new furnace must undergo commissioning to ensure it is installed and operating according to the manufacturer's specifications. Upon request by FortisBC, one furnace commissioning sheet, completed by the contractor who installed the furnace, must be made available for every furnace installed.

27. Natural gas boiler

- Must replace the existing boiler at the Premises and be the primary source of heat.
- If the Premises is located in [BC Climate Zone 4 or 5](#), the boiler must be installed and the invoice must be dated on or before December 31, 2023.
- The existing boiler must be at least 10 years old and must not require repairs in excess of \$1,000 (pre-tax, including parts and labour). Emergency replacements of a boiler that is not in working order, or is deemed unsafe to operate by a licensed gas contractor, are not eligible.
- An eligible ENERGY STAR® boiler listed on the list of [eligible models](#) must be installed with a two-pipe direct vent system. A photograph of the two-pipe direct vent system must be made available upon request by FortisBC.
- The new boiler must undergo commissioning to ensure it is installed and operating according to the manufacturer's specifications. Upon request by FortisBC, one boiler commissioning sheet, completed by the contractor who installed the boiler, must be made available for every boiler installed.

28. Dual fuel heating system and connected thermostat

- A dual fuel heating system consists of a natural gas furnace, an air source heat pump and a connected thermostat.
- The new system must replace an existing gas furnace at the Premises and be the primary source of heat. Installing a heat pump to an existing furnace is not eligible.
- The replaced furnace must be at least 10 years old. A photograph of the replaced furnace clearly showing the make and model number must be submitted with the application.
- The new, qualifying system must be listed on [the central ducted heat pump \(dual fuel\) product list](#) and have an AHRI certified reference number that references all components.
- The heat pump must be installed by a [Home Performance Contractor Network \(HPCN\) member](#). Self-installations are not eligible for a rebate.
- Eligible systems must be installed in accordance with the [Heat Pump Best Practices Installation Guide for Existing Homes](#).
- The new system must undergo commissioning to ensure it is installed and operating according to the manufacturer's specifications. The commissioning sheet, completed by the licensed contractor who installed the system, must be included with the application.
- The switchover temperature must be set to a maximum of 5 degrees Celsius for homes located in the Lower Mainland and on Vancouver Island; or a maximum of 2 degrees Celsius for homes located elsewhere in the province of BC.
- An F280 heat load calculation must be completed by the licensed contractor who installed the system prior to installation and must be included with the application. Connected thermostats must be installed by a licensed contractor at the same time as the new, qualifying dual fuel heating system.
- Upgrades covered by insurance claims or warranty replacements are not eligible.
- Qualifying systems must be installed and the invoice must be dated on or after May 1, 2024.

29. Natural gas water heater

- The existing water heater being replaced must be the primary water heater (if the Premises uses more than one water heater). Upgrades covered by insurance claims or warranty replacements are not eligible.
- Eligible ENERGY STAR® water heater models are listed on the [Qualifying Residential Condensing Tankless list](#) and [Qualifying Condensing Storage Tank list](#)

30. Electric heat pump water heater

- The water heater being replaced must be the primary water heater (if the Premises uses more than one water heater).
- The water heater being replaced must be a standard, electric storage tank water heater in working order. Emergency replacements are not eligible.
- Electric heat pump water heaters listed in Tier 2 or higher on [NEEA's Advanced Water Heater Specification* Qualified Products List for Heat Pump Water Heaters](#) are eligible.

Bonus Offers

- Participants are eligible for one (1) Two Upgrade Bonus per Premises, with a value of \$300, regardless of the number of Upgrades installed.

- To be eligible for the Two Upgrade Bonus, Participants must have at least two (2) bonus-eligible Upgrades installed within 18 months of each other and
- The Two Upgrade Bonus application must be submitted within twelve (12) months of the invoice date of the second bonus-eligible Upgrade.

- Bonus-eligible Upgrades and requirements are outlined below and must meet the Upgrade-specific requirements:

Upgrade	Bonus eligibility requirements (per Premises)
a. Health & Safety	Not bonus-eligible
b. Attic insulation	Qualifies as one bonus-eligible upgrade if minimum \$500 rebate achieved
c. Exterior wall cavity insulation	Qualifies as one bonus-eligible upgrade if minimum \$500 rebate achieved
d. Exterior wall sheathing insulation	Qualifies as one bonus-eligible upgrade if minimum \$500 rebate achieved
e. Basement/crawlspace walls insulation	Qualifies as one bonus-eligible upgrade if minimum \$500 rebate achieved
f. Other insulation	Not bonus-eligible
g. Windows and doors	Qualifies as one bonus-eligible upgrade if minimum \$1,500 rebate achieved
h. Ventilation	Not bonus-eligible
i. Primary space heating system: 1. Air source heat pump 2. Natural gas furnace 3. Natural gas boiler 4. Dual fuel heating system	Qualifies as one bonus-eligible upgrade.
j. Primary water heating system: Electric heat pump water heater Natural gas water heater	Qualifies as one bonus-eligible upgrade.
k. Connected thermostat	Not bonus-eligible
l. Refrigerator	Not bonus-eligible
m. Chest freezer	Not bonus-eligible

33. General terms and conditions

- FortisBC may modify the Program Terms or terminate the Program at any time and for any reason, without penalty or further obligation. An application received prior to such change or termination will be administered in accordance with the Program Terms as existed on the date the application was received.
- Decisions of FortisBC are final and binding and not subject to appeal. FortisBC may provide reasons for its decisions but is under no obligation to do so.
- FortisBC reserves the right, without incurring any liability, to reject applications to the Program that FortisBC determines, in its sole discretion, are incomplete, inaccurate, or otherwise do not meet applicable Program requirements. A Program application will be considered incomplete if it is missing supporting documents, information is incomplete or if FortisBC requests additional details.
- If a Program application is received incomplete, FortisBC may void the application, if the Participant fails to provide a fully completed application within ten business days after receiving a request to do so by FortisBC.
- Participants are responsible for meeting all Program requirements and ensuring equipment and products are installed and operated in accordance with all applicable laws, regulations, orders, ordinances, standards, codes and other rules, licenses and permits of all lawful authorities, and in accordance with manufacturer's specifications, requirements of Technical Safety BC and, if applicable, the gas authority having jurisdiction.
- Participants must ensure appropriate products and installation techniques are used that do not compromise their Premises' structure, indoor air quality and safety.
- Participants are solely responsible for choosing eligible products, licensed contractors, Energy Advisors and meeting all Program Terms.
- FortisBC, not being the designer, manufacturer, provider or installer of the Upgrades, services and/or improvements, makes no representations or warranties whatsoever as to the fitness of, the necessity for, the quality of, or the energy efficiency/savings of, any product, improvement or service, or skill of any contractor. FortisBC accepts no liability or responsibility for the products, improvements, the services or use of any contractor as it relates to the Program. For Program products and installations that require a Participant to choose a contractor from the Home Performance Contractor Network ("HPCN"), the purpose of that requirement is to ensure that those contractors have met the HPCN standards. The Participant agrees that, notwithstanding that the Participant is required to choose a contractor from the HPCN, FortisBC makes no representation or warranty whatsoever, express or implied, as to the quality of any service or skill of any contractor or their suitability to perform any work associated with the Program. FortisBC accepts no responsibility or liability for the services, including, but not limited to, the quality of the work done by the contractor, or the Participant's choice of contractor. The Participant hereby indemnifies and holds harmless FortisBC, including its affiliates, and any of their respective officers, directors, employees, agents, contractors or representatives from and against any and all losses, claims, damages, actions, causes of action, cost and expenses that FortisBC may sustain, incur, suffer or be put to at any time during or after the Participant's participation in the Program. This section will survive the termination of the Participant's participation in the Program.
- The Participant irrevocably waives any and all claims against, and irrevocably releases and agrees not to sue, FortisBC, its affiliates or any of its respective officers, directors, employees, agents, contractors or representatives for any and all loss or damage arising from participation in the Program or the installation and/or use of products, equipment, services or improvements. This section will survive the termination of the Participant's participation in the Program
- The Program, including its Program Terms are governed by and interpreted in accordance with the laws of the Province of British Columbia.

34. Site Verification

The Participant will provide or ensure FortisBC is granted access to the Premises and the eligible Upgrades and/or products/improvements upon written request to

conduct a site verification of the Premises. The purpose of the site verification is to verify compliance, eligibility, disposal of old equipment and installation/operation of eligible equipment and products. Site verification may take place for one year following the receipt of a rebate application. Participants agree to respond and provide access to the Premises and any requested information within 30 days of receipt of a site verification notice or risk their application being declined and/or rebates and bonuses forfeited. Participants must retain copies of all supporting documentation required for rebate eligibility for at least one year following the FortisBC's receipt of the application.

35. Access and use of personal information and protection of privacy

- a. FortisBC is collecting, using and disclosing the personal information on the Program application materials for the purpose of administering the Program, evaluating the effectiveness of the Program and undertaking analysis and research to inform changes to existing programs and the design of new energy-efficiency programs.
- b. FortisBC collects, uses and discloses personal information in accordance with provisions of the *Personal Information Protection Act* and its Privacy Policy (which is located at fortisbc.com/privacy). For more information, contact: Chief Privacy Officer at privacyofficer@fortisbc.com or Suite 100, 1975 Springfield Road, Kelowna, British Columbia, V1Y 7V7.
- c. By signing the Program application form, the Participant consents to:
 - i. the disclosure of their personal information, as provided by the Participant in any Program application materials, to FortisBC and any Collaborating Party (if the Participant is eligible for a rebate funded or enabled by that Collaborating Party), and their respective affiliates and contractors, for the purposes of administering the Program, evaluating the effectiveness of the Program and undertaking analysis and research to inform changes to existing programs and the design of new energy-efficiency programs;
 - ii. the disclosure of their utility billing and energy consumption data for a period of up to 60 months before, and up to 60 months after their participation in the Program to FortisBC and its respective affiliates and contractors, for the purposes of administering the Program, evaluating the effectiveness of the Program and undertaking analysis and research to inform changes to existing programs and the design of new energy-efficiency programs;
 - iii. the disclosure of their personal information to the installation contractor(s) named on the application form for the purpose of administering the Program and conducting site verification;
 - iv. upon request by NRCan, the disclosure of any of the above-listed information (including personal information) to NRCan; and
 - v. be contacted by FortisBC (or its authorized agents) by phone, email, direct mail or similar method for the purposes of administering, evaluating and researching all elements of the Program.

36. Publicity

By signing the Program application form, Participant consents to FortisBC publicly disclosing the participation of the Participant's Indigenous Community or Band in the Program in communications and marketing material with respect to the Program. FortisBC will provide notice to the Participant no less than two weeks prior to the intended publication.