

Connect to Gas and Wall Furnace Program terms and conditions (before April 1, 2024)



Overview

1. CONNECT TO GAS PROGRAM

a. Customer Rebates

Eligible FortisBC Energy Inc. ("FortisBC") customers (each, a "Customer") with a pre-qualification code, who convert their primary home heating system from a residential oil or propane heating system, or a wood stove, to one of the following between April 22, 2022 and March 31, 2024 may be eligible for the following rebates as part of the Connect to Gas Program (the "CTG Program"):

- i. a qualifying natural gas furnace or boiler (each, a "Heating System") may be eligible for a \$1,300 rebate; or
- ii. a qualifying natural gas combination heating and hot water system or a Heating System and a standalone natural gas water heater (each, a "Heating and Hot Water System") may be eligible for a \$1,700 rebate.

b. Contractor Incentives

- i. Eligible contractors (each, a "Contractor") who install a Heating System may be eligible for a rebate in the amount of \$100. Contractors who install a Heating and Hot Water System may be eligible for a rebate in the amount of \$150.

2. WALL FURNACE PROGRAM

a. Customer Rebates

Eligible FortisBC Customers with a pre-qualification code, who install one of the following in their homes between April 22, 2022 and March 31, 2024 may be eligible for the following rebates as part of the Wall Furnace Program (the "WF Program"; the WF Program and the CTG Program together are defined as the "Program"):

- i. a natural gas direct vent wall furnace heating system (each, a "Wall Furnace") may be eligible for a \$700 rebate; or
- ii. a Wall Furnace and a natural gas standalone hot water heater (each, a "Wall Furnace and Hot Water System") may be eligible for a \$1,100 rebate.

b. Contractor Incentive

- i. Contractors who install a Wall Furnace may be eligible for a rebate in the amount of \$100. Contractors who install a Wall Furnace and Hot Water System may be eligible for a rebate in the amount of \$150.

3. PROGRAM ELIGIBILITY

- a. To be eligible for a rebate under the Program, the Customer must have obtained a pre-qualification code from fortisbc.com/connectogas and installed eligible upgrades between April 22, 2022 and March 31, 2024.
- b. Pre-qualification codes are valid for a period of two (2) years since the date of issue.
- c. Pre-qualification codes cannot be assigned or transferred.
- d. In order to qualify for a rebate under the Program:
 - i. the Contractor must install a Heating System or Heating and Hot Water System in the Customer's residence, which must be in FortisBC's natural gas or propane service territory, and the Customer must be converting their primary residential home Heating System from wood, oil or propane to natural gas; or
 - ii. the Contractor must install a new Wall Furnace or Wall Furnace and Hot Water System in the Customer's residence, which must be in FortisBC's natural gas or propane service territory.
- e. The Program is for existing homes only and is not available for new construction.
- f. An eligible Customer is only permitted to claim one rebate per residential account under the Program. If a Customer is eligible for rebates under both CTG and WF Programs, a rebate for a Hot Water System can only be claimed under the CTG Program or the WF Program, not both.
- g. Rebate amounts will be determined based on whether the Customer installed the equipment, as described in section 1(a)(i) and (ii) or section 2(a)(i) and (ii).
- h. Rebates cannot exceed the cost on the invoice and the paid cost of the upgrade.
- i. Indoor Fireplace conversions are not eligible.

4. CONTRACTOR ELIGIBILITY

- a. Contractor rebate amounts will be determined based on whether the Customer installed the equipment as described under section 1(a)(i)

and (ii) or section 2(a)(i) and (ii).

- b. All Heating Systems, Heating and Hot Water Systems, Wall Furnaces, and Wall Furnace and Hot Water Systems must be installed in accordance with the requirements of Technical Safety BC and/or the gas authority having jurisdiction in the Customer's area and in accordance with the manufacturer's specifications and all applicable laws, codes, standards and ordinances.

5. CTG PROGRAM: HEATING SYSTEM, HEATING AND HOT WATER SYSTEM ELIGIBILITY

- a. To qualify for a rebate under the CTG Program, the connected Heating System or Heating and Hot Water System must be listed on fortisbc.com/connectogas.
- b. The furnace component of the Heating System or the Heating and Hot Water System must be one of the following:
 - i. an ENERGY STAR (Version 4.0) certified or equivalent natural gas furnace rated 95 per cent AFUE or higher;
 - ii. equivalent furnaces must:
 - be rated 95 per cent AFUE or higher;
 - have a variable volume ECM or X-13 motor; and
 - be listed with Natural Resources Canada an ENERGY STAR certified natural gas boiler rated 94 per cent AFUE or higher; or
 - iii. an ENERGY STAR certified natural gas boiler rated 94 per cent AFUE or higher; or
 - iv. a natural gas furnace specifically designed for manufactured home use rated 95 per cent AFUE or higher.
- c. Heating and Hot Water Systems may be combined or not combined, as follows:
 - i. Combined Heating and Hot Water Systems must be either:
 - ENERGY STAR certified natural gas combination boiler systems used for both space and domestic hot water heating rated 94 percent AFUE or higher; or
 - combination units that consist of tankless water heaters or boilers that also provide forced-air space heating via a hydronic air handler which is CSA certified P9 standard as certified by a Standards Council of Canada entity, and listed on NRCAN's database of third-party tested systems.
 - ii. For non-combined Heating and Hot Water systems as defined in 1(a)(ii), all components must be installed on the same date.

6. WF PROGRAM: WALL FURNACE AND HOT WATER SYSTEM ELIGIBILITY

- a. To qualify for a rebate under the WF Program, the Wall Furnace, or Wall Furnace and Hot Water System must all be direct-vented natural gas systems.
- b. If installing both a Wall Furnace and Hot Water System all components must be installed on the same date.

7. CUSTOMER REBATE PROCESS

- a. The Customer must submit a completed application form, accompanied by:
 - i. a copy of the paid itemized invoice(s) that contain(s):
 - the purchase and installation date of the Heating System, or Heating and Hot Water System, or the Wall Furnace, or Wall Furnace and Hot Water System; and
 - details of all work performed, including the make and model number(s) of the Heating System, or Heating and Hot Water System, or the Wall Furnace, or Wall Furnace and Hot Water System; and
 - Customer's name and address; and
 - Contractor's company name, address and contact information; and
 - the Contractor's Technical Safety BC gas contractor license number; and
 - natural gas installation permit number.
 - ii. if installed by the Customer, a copy of the approval certificate and Certificate of Inspection from Technical Safety BC or the local municipal regulatory authority; and
 - iii. if the Customer is not a gas utility account holder, the Customer must submit [the Utility Account Holder Consent form](#) completed and signed by the account holder.
- b. The completed application form must include a valid pre-qualification

code from FortisBC, starting with 46e8y.

- c. Applications and supporting documents must be completed and submitted within 90 days of the invoice date of the Heating System, or Heating and Hot Water System, or the Wall Furnace, or Wall Furnace and Hot Water System. Processing of applications may take up to 90 days.
- d. FortisBC is not responsible for lost, delayed, misdirected, damaged, illegible or incomplete applications.

8. CONTRACTOR REBATE PROCESS

- a. In addition to the Customer rebate process outlined above, the following terms apply to the Contractor rebate process:
 - i. Contractor rebates will be issued to the business name identified in the Contractor section of the Customer's application form for the installation of Heating Systems, Heating and Hot Water Systems, Wall Furnace, or Wall Furnace and Hot Water System; and
 - ii. Contractor rebates will only be paid upon FortisBC's approval of the corresponding Customer rebate.
 - iii. Contractor rebate will be issued by cheque to the Contractor.
 - iv. FortisBC is under no obligation to re-issue a cheque returned as undeliverable or to replace a stale dated cheque.

9. ADDITIONAL TERMS AND CONDITIONS

- a. FortisBC reserves the right to refuse applications or invoices that it determines, in its sole discretion, are incomplete, inaccurate or otherwise do not meet Program requirements. Where FortisBC exercises any right, discretion or decision-making, such exercise shall be in FortisBC's sole, absolute and unfettered discretion.
- b. FortisBC may amend, modify or terminate this Program at any time based on funding limitations or for any other reason, without penalty, notice or obligation.
- c. FortisBC, not being the designer, manufacturer or provider of any Heating System, Heating and Hot Water System, Wall Furnace or Wall Furnace and Hot Water Systems makes no representation or warranty, express or implied, as to the necessity, quality or efficiency of any such heating system submitted under this Program and accepts no liability or responsibility for such Heating System, Heating and Hot Water System, Wall Furnace or Wall Furnace and Hot Water Systems.
- d. The Customer acknowledges that it is solely responsible for the hiring of a Contractor to install a Heating System, Heating and Hot Water System, Wall Furnace or Wall Furnace and Hot Water System according to the terms as described herein. FortisBC accepts no liability for work performed by a Contractor or on behalf of a Customer with respect to the purchase, installation or maintenance of a Heating System, Heating and Hot Water System, Wall Furnace or Wall Furnace and Hot Water System in conjunction with this Program.
- e. The Customer does hereby indemnify and save harmless FortisBC and their affiliates, and their respective directors, officers, agents, contractors and employees, from all liability, damages, claims, demands, expenses and costs for claims, costs for injury or death of any person (including from any infectious disease outbreaks), damage to or destruction of property, and all economic loss suffered by any person (collectively, "**Losses**") arising from or occurring by reason of the Customer's participation in the Program and/or the implementation of any Program recommendations, including the installation and/or use of recommended products and improvements. The Customer irrevocably waives any and all claims against, and irrevocably releases and agrees not to sue, FortisBC, its affiliates or and any of their respective officers, directors, employees, agents, contractors or representatives for and against all Losses arising from the Customer's participation in the Program and/or the implementation of any Program recommendations, including the installation and/or use of recommended products and improvements.
- f. The Customer agrees that FortisBC has no liability concerning any estimated energy savings of heating systems submitted under this Program or the installation, performance or fitness of such Heating System, Heating and Hot Water System, Wall Furnace or Wall Furnace and Hot Water Systems.
- g. The Customer is responsible for safe disposal of their old furnace/boiler/water heater and ensuring it is not placed back into use.
- h. The Customer and the Contractor are liable for any tax imposed or payable by the participant in respect of the rebate.
- i. Rebates cannot be assigned or transferred.
- j. This Section 9 will survive the expiration of the Program.

10. COLLECTION, USE, DISCLOSURE OF INFORMATION AND VERIFICATION AND EVALUATION

- a. "Customer Information" means all information disclosed by the Customer in any Program application materials, including personal information disclosed by the Customer, and any billing, energy use and consumption information for the premises at which the new energy Heating System, Heating and Hot Water System, Wall Furnace or Wall Furnace and Hot Water System is installed for a period of two years before and two years after such installation. By applying for this Program, the Customer acknowledges and agrees that:
 - i. FortisBC collects and uses the Customer Information in order to process, administer and evaluate the Program and develop FortisBC energy conservation programs.
 - ii. FortisBC may contact the Customer in the future to evaluate the effectiveness of the Program, which may include surveys.
 - iii. FortisBC may retrieve the Customer's billing, energy use and consumption information from the FortisBC account database for the period set out above in order to analyze consumption behaviour attributable to the Program.
 - iv. FortisBC may disclose the Customer Information to its affiliates and contractors for the purpose of administering and evaluating this Program as described herein and developing other FortisBC energy conservation programs.
 - v. FortisBC collects, uses and discloses information in accordance with the *Personal Information Protection Act* (British Columbia) and its Privacy Policy. For more information on FortisBC's Privacy Policy, visit fortisbc.com/privacy.
- b. This section 10 will survive the expiration of the Program.