

# We've got commercial Rebates



## Online commercial rebate application guide

Our rebates can help you and/or your customers offset the costs of high-efficiency commercial heating, hot water and kitchen equipment upgrades and more. When you click the *Start your rebate application* button at the bottom of the webpage for the rebate you're applying for, you'll be prompted to register and/or log in to your FortisBC account before you can start your application.

### Register for a FortisBC account

1. If you're a new customer or don't already have a FortisBC Account Online profile, you'll need to register for one before you can apply for a rebate.
2. Click *Register now* to set up your online profile.
3. Once you've set up your profile, add your natural gas and/or electricity account number for the site (business) where the equipment was installed. If you have trouble finding your account number, please contact us.

**Note:** if someone in the company has previously linked a FortisBC account to Account Online, the new customer will need to select "no account" when registering. FortisBC accounts can't be linked more than once to Account Online.

4. You'll then be asked to verify your account.
5. Once you receive a verification email click the link in the email to activate your profile.

### Apply for your rebate

To ensure you apply for the correct rebate, navigate to the webpage of the rebate you're applying for and click the *Start your rebate application* button on the webpage. Once you've registered for an account and logged in, you're ready to start your application!

Follow the seven steps at the top of the application to apply.

## Login

User ID

Password

Show password    Remember me

Account login

Forgot your [user ID](#) or p

Don't have a user ID? [Register now](#)

**Tip:** we recommend using Google Chrome® for the best experience with the online application.

## 1. Installation address

- a. Click the magnifying glass on the right (see image below) to select your account (some customers may have more than one).

**Note:** if you don't see your account listed or you don't have one, click the *Account not listed?* button to provide your account information.

- b. Click the magnifying glass to select the address (see image below) where the upgrades were installed.

**Note:** if you don't see your address listed, click *Installation address not listed?* to provide your address.

- c. If you are a FortisBC Point of Sale Partner (a distributor that provides rebates directly to the customer at the time of equipment purchase), select *yes*; otherwise, select *no*.

**Note:** if you purchased your rebate-eligible products from a FortisBC Point of Sale Partner and received an instant rebate at the time of sale, you don't need to apply for the rebate here.



### Installation address

Select your account

 x Q

Select the Installation address \*

 Q

Was point-of-sale rebate provided to the Participant by a Point of Sale Partner? \*

 v

## 2. Terms and conditions

Review the program terms and conditions and check the box certifying that you've read, complied and agreed to them.

## 3. Mailing address and payee name

If your mailing address is different than the installation address, enter it here. This is where your rebate cheque will be mailed, so you'll want to make sure it's correct. Please include the payee's name if it's different than the account holder's name.

## 4. Application information

Using the drop down menus, select an option for each question to provide us with information about your business.

## 5. Rebates

- a. Click the *Add a rebate* button on the top right to add your rebate.

**Note:** if you're applying for rebates for multiple quantities of appliances/products of the same make and model, you can just indicate the quantity for each. Otherwise, different makes and models of appliances/products will need to be added one at a time.

- b. Click the magnifying glass on the right and then select the type of rebate you're applying for. For example, if you had a furnace or boiler installed, you'd select space heating.



Select rebate type \*

 x Q

Select rebate \*

 x Q

- c. Once you've selected your rebate type, select the specific rebate you're applying for.

- d. Depending on the rebate you're applying for, you'll then need to add information such as cost, invoice date, manufacturer, model, etc. **Note:** you can search a partial model number by adding an asterisk (\*) at the beginning of your search.
- e. Add your contractor's information by clicking the magnifying glass and selecting them from the drop down list or searching their name in the search box. **Note:** you can search a partial name by adding an asterisk (\*) at the beginning of your search. If your contractor isn't on the list, you can enter their information after checking the *Couldn't find your contractor?* button.
- f. Once done, click the *submit* button and you'll be taken back to the beginning of the rebates section. If you want to add another rebate (for example, if you installed a furnace and a water heater, that's considered two rebates), click the *Add a rebate button* and repeat steps b to e.
- g. Once you've added all your rebates, click *Save and next* to upload the required documents.

**6. Required documents**

You'll need electronic copies of the required documents to complete this step. A list of required document types will appear on the left side of the screen.

- a. Click on the *Upload required document* button.

The screenshot shows the 'Required documents' section. On the left, a table lists document types and their upload status:

Required document type ↑	Uploaded
Proof of purchase	No

On the right, there is a file upload section with the following details:

File name ↑	Required document type
Shop Drawings (8).pdf	

Below the file name, there are two buttons: 'Upload required document' (highlighted in dark blue) and 'Upload additional document' (white with a blue border). At the bottom of the interface, there are three buttons: 'Previous', 'Exit application', and 'Save and next' (highlighted in dark blue).

- b. Click on the magnifying glass. If multiple documents are required, you'll add each one separately.
- c. Click *Choose file* to find and attach the applicable file. Once successfully uploaded, the file type will turn green.

The screenshot shows the 'Required documents' section after a document has been uploaded. The table on the left is updated:

Required document types ↑	Uploaded
Furnace - Commissioning sheet	Yes
Furnace - Photo of two-pipe system	No
Furnace invoice	No
Utility Account Holder form	No

The file upload section on the right now shows:

File name ↑	Required document type
Furnace information	Furnace - Commissioning sheet

The 'Furnace information' file is now associated with the 'Furnace - Commissioning sheet' type. The 'Upload required document' button remains highlighted in dark blue. The 'Upload additional document' button is also present. The 'Save and next' button is not visible in this screenshot.

- d. Then click the *Upload additional document* button if you have additional documents you'd like us to review.

**7. Review and submit**

- a. Review your application details to ensure everything is correct before submitting.
- b. After you've submitted your application, you'll receive a confirmation email with instructions on how to check on the status of your application.

## Need additional support with your application?

If you encounter any issues with the online application or if you're unable to submit your application online, please contact us for assistance:

- for natural gas rebates contact your [natural gas energy solutions manager](#) or email [commercialrebates@fortisbc.com](mailto:commercialrebates@fortisbc.com).
- for electricity rebates call **1-866-436-7847** or email [businessrebates@fortisbc.com](mailto:businessrebates@fortisbc.com).

We can help guide you through your online application, or complete the online application on your behalf if you have all the required information.

Connect with us @fortisbc

