

Appliance maintenance and heat pump service program

Terms and conditions



Part I – Eligibility and details

a. General eligibility

- i. Applications must be received within 60 days of service completion.
- ii. Rebate cannot exceed the total cost of the service invoice.
- iii. Service invoices must be made available upon request. The service invoice must contain:
 - Description of services performed
 - Invoice number
 - Site address where appliance was serviced
 - Date and cost of service (including taxes)
 - Contractor's name
 - Technical Safety BC license number (if applicable)
 - Tankless water heater brand/manufacture (if applicable)

b. Eligibility for strata properties

- i. Strata corporations:
 - Rebates apply when contractor services are coordinated by the strata corporation and invoices are consolidated across multiple units, and rebates are sent directly to the strata corporation.
- ii. Individual strata residents:
 - Rebates apply for services paid for directly by the resident, provided the contractor services appliances exclusively within the resident's unit.
- iii. In-suite residential appliances
 - Rebates are strictly limited to appliances located within individual residential units (e.g., furnace, boiler, heat pump, tankless water heater, and fireplaces). Appliances located in common areas are not eligible.

c. Eligibility for heat pump service

- i. The Applicant must be a current residential customer in FortisBC's electric service area (which includes the service areas of Grand Forks, Summerland, Penticton, and Nelson Hydro);
- ii. The heat pump serviced must be located in the Applicant's residential premises, within FortisBC's electric service area.
- iii. Each residential dwelling is eligible for one heat pump service rebate per calendar year.
- iv. Service must be completed by a licensed contractor with a GST number and a valid BC business license for the trade applicable. See required service scope below.
 - Required service scope:
 - Checking overall operation and safety components
 - Inspecting refrigeration lines, fan motor, compressor, condensate pump and drain line
 - Checking electrical wiring, contacts and terminals
 - Inspecting and cleaning air filters

d. Eligibility for natural gas appliance service

- i. Property where appliance was serviced must be a residential dwelling connected to a current residential utility service account served by natural gas or propane through FortisBC
- ii. Each residential dwelling is eligible once per calendar year for: one rebate for a furnace/boiler, one rebate for a tankless water heater, and up to two rebates for fireplaces.
- iii. Furnace/boiler being serviced must be the primary space heating system in the Applicant's residence. (e.g. Pool furnace/boilers are not eligible).
- iv. Outdoor fireplaces are not eligible.
- v. Service must be performed by a Technical Safety BC licensed contractor with a GST number and a valid BC business license for the trade applicable to the servicing work. For a list of contractors in your area, visit fortisbc.com/contractor. See required service scope section below.
 - Required service scope:
 - Visual inspections are not eligible.
 - [Technical Safety BC's complete service checklist](#)

Part II – Additional terms and conditions

- a. **Program changes.** FortisBC may modify or terminate the program at any time and for any reason, in its sole discretion. Dates are subject to change. Number of rebates available may be limited in FortisBC's sole discretion.
- b. **Rejection of applications.** FortisBC reserves the right, in its sole discretion, to reject applications that are late, incomplete, inaccurate, illegible or do not meet program requirements, or which do not include an invoice containing required details. FortisBC is not responsible for

late, lost, delayed, damaged, illegible, incomplete, incorrect, misdirected or undeliverable applications for any reason. Applications submitted electronically are at applicants' sole risk.

- c. **Rebates.** Rebates cannot be assigned. Applicant is responsible for any applicable taxes on rebates. FortisBC may, but is under no obligation to, reissue a rebate which has been returned as undeliverable or replace a stale-dated rebate cheque.
- d. **No liability.** FortisBC, not being the provider of the services, makes no representation or warranty whatsoever, express or implied, as to the necessity for, or quality of, any service or skill of any contractor. FortisBC accepts no liability or responsibility for the services or use of any contractor.
 - i. The Applicant, 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 Applicant's participation in the program and/or the implementation of any program recommendations, including the installation and/or use of recommended products, services and improvements.
 - ii. The Applicant irrevocably waives any and all claims against, and irrevocably releases and agrees not to sue, FortisBC, and their affiliates and any of their respective directors, officers, agents, contractors or representatives, and employees for and against all Losses arising from the Applicant's participation in the program and/or the implementation of any program recommendations, including the installation and/or use of recommended products, services and improvements.
 - iii. This section will survive termination of the Program.
- e. **Site visits.** The Applicant will provide or ensure FortisBC is granted access to the property upon request to enable FortisBC to verify the installation and operation of qualifying appliances.
- f. **Use of information.** The Applicant acknowledges, consents and agrees FortisBC may:
 - i. contact the Applicant to administer, verify compliance with, and evaluate the program, and to conduct surveys;
 - ii. collect and use information (including personal information) provided by Applicant as part of the Program and may disclose the information to affiliates and contractors to administer and evaluate the Program and develop other FortisBC energy conservation programs; and
 - iii. if Applicant is the account holder, retrieve bill data for a period of one year prior to, and one year after, the service date to evaluate consumption behaviour and energy savings attributable to the program, and to collect, use and disclose such bill data pursuant to subsection f.(ii.) above.
- g. Administrators collect, use and disclose personal information pursuant to subsection f.(ii.), in accordance with the following: Personal Information Protection Act and FortisBC's Privacy Policy (available at fortisbc.com/privacy).