

Appliance maintenance program

Terms and conditions

1. Key eligibility criteria

- a. Service must be performed between September 1, 2020 and November 30, 2020. The service date must be indicated on the invoice.
- b. Applications must be submitted no later than December 7th 2020.
- c. 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.
- d. Strata units are eligible, only if each residential unit is separately metered. FortisBC natural gas accounts held in a strata corporations name are not eligible.
- e. Service must be performed by a licensed gas contractor with a valid BC business license for the trade applicable to the servicing work. To find an available contractor go to fortisbc.com/findacontractor
- f. Only one rebate per dwelling for each of furnace/boiler and tankless water heater. Maximum two rebates per dwelling for fireplaces.
- g. Visual inspections are not eligible. What your service should include (Note: only minimum requirements are shown, visit fortisbc.com/servicerebate for full scope of service):
 - i. Furnace service
 - inspect safety limit controls, temperature set points, thermostat, burners, pressure switches, ignition, venting system and heat exchanger
 - remove and clean the fan/blower and burners
 - Inspect heat exchanger
 - lubricate blower and motor bearings
 - ii. Water heater service
 - check operating and safety controls
 - test ignition device and burner operation, clean as required
 - examine vent connector and venting system
 - flush out heat exchanger as per manufacturer's instructions
 - iii. Boiler service
 - inspect safety limit controls, pressure relief valve, water pressure, venting system temperature set points, and radiant floor temperature control device
 - circulating pump
 - remove and clean burners
 - iv. Fireplace service
 - clean interior of glass
 - inspect burner, gas valve, ignition system, door gaskets, venting, and air openings

- 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 equipment
- 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 a gas 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 (b) above.
 - iv. For more information on FortisBC's Privacy Policy, visit our website at fortisbc.com/privacy.

2. Additional terms and conditions

- a. **Program changes.** FortisBC may modify or terminate the program at any time and for any reason. Dates are subject to change. Number of rebates available may be limited.
- 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 applications. Applications submitted electronically are at applicants' sole risk.
- c. **Rebates.** Rebates cannot be assigned. Applicant is responsible for any tax 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.