

## Eligibility requirements

- To qualify for a rebate, a Customer must be a current FortisBC Inc ("FortisBC") residential customer (each a "Customer") in FortisBC's electric service area (which includes the service areas of Grand Forks, Summerland, Penticton and Nelson Hydro).
- Qualifying Appliances must be purchased and paid for in full during the Rebate Period shown on the application form.
- Qualifying Appliances must be listed on FortisBC's appliance list (see website at [fortisbc.com/appliances](https://fortisbc.com/appliances).)
- Applicable rebate amounts are shown in the table on the application form.
- A maximum of two applications for each appliance type (i.e. clothes washer, dryer and refrigerator) will be accepted per household per Customer.
- No applications will be accepted from retailers, wholesalers, contractors, groups, clubs, organizations or associations.

## Application process

- Applications and supporting documentation must be received by FortisBC within **60 days of the purchase date** (as shown on the invoice/receipt).
- Invoice/receipt must indicate make and model of Qualifying Appliance.
- Applications must be signed by the Customer.
- FortisBC is not responsible for lost, delayed, damaged, misdirected, illegible or incomplete applications or documentation.
- FortisBC reserves the right to refuse applications that it determines, in its sole discretion, are incomplete, inaccurate or otherwise do not meet program requirements.

## Rebate

- This offer has no cash value, is not redeemable at the point of purchase and cannot be used as a retailer coupon.
- Qualifying FortisBC Customers will receive the rebate as a credit on their electric utility bill. Grand Forks, Nelson Hydro, Summerland or Penticton electric utility Customers will receive the rebate by cheque.
- Rebates cannot be assigned or transferred to another person.

## Additional terms and conditions

- FortisBC reserves the right to modify or terminate this program at any time and for any reason, without notice.
- FortisBC accepts no liability for the purchase, installation or maintenance of any appliance.
- The Customer is responsible for meeting all program requirements and for complying with all applicable laws, regulations, bylaws permits, codes, restrictions, standards or inspections in relation to the purchase, installation or maintenance of any appliance.
- FortisBC's decisions relating to the program, including product acceptability, Customer eligibility and amount of rebate, shall be final and binding and not subject to appeal.

- FortisBC is not responsible for any rebate(s), discount(s) and/or incentive(s) offered and/or provided by any manufacturer, distributor, dealer and/or installer, all of which are separate and distinct from this Program.
- The Customer acknowledges and agrees:
  - the selection, purchase, installation and ownership / maintenance of Qualifying Appliances are the sole responsibility of the Customer;
  - the provider(s) of the Qualifying Appliances are not affiliated with FortisBC or any of its rebate programs;
  - FortisBC makes no representation or warranty, whether express or implied, in respect of any Qualifying Appliance.
  - FortisBC has no liability with respect to any energy savings of any Qualifying Appliances, and/or the installation, performance, use or fitness, of the same for the Customer's purpose.

## Measurement, verification and evaluation

- By applying for this program, the Customer agrees FortisBC may, at its discretion, attend at the Customer's premises to verify installation of the Qualifying Appliance.
- "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 appliances(s) are 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:
  - FortisBC collects and uses the Customer Information to process, administer and evaluate the program and develop other FortisBC energy efficiency programs.
  - FortisBC may contact the Customer by phone, direct mail or similar method to evaluate the effectiveness of the program, which may include surveys.
  - FortisBC may retrieve the Customer's billing, energy use and consumption information from the FortisBC account database for the period set out above to analyze consumption behaviour and energy savings attributable to the program.
  - FortisBC may disclose the Customer Information to its affiliates to administer and evaluate the program and develop other energy efficiency programs.

FortisBC collects uses and discloses personal information in accordance with the provisions of its Privacy Policy (which is located at [fortisbc.com/privacy](https://fortisbc.com/privacy)).