

# Connect to Gas & Wall Furnace Program terms and conditions

## Overview

### Connect to Gas Program

#### 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 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 ("Heating and Hot Water System") may be eligible for a \$1,700 rebate; or
- iii. a Heating System and a natural gas BBQ or patio heater or outdoor fireplace or fire pit (each, an "Outdoor Appliance") may be eligible for a \$1,600 rebate; or
- iv. a Heating and Hot Water System and an Outdoor Appliance may be eligible for a \$2,000 rebate.

#### Bonus Customer Rebates

Eligible FortisBC Customers with a pre-qualification code, obtained between **September 1, 2020** and **March 31, 2021**, who convert their primary home heating system from a residential oil or propane heating system, or a wood stove, to one of the following may be eligible for the following bonus rebates as part of the CTG Program:

- i. a Heating System may be eligible for an additional \$700 bonus rebate, if installed before **June 30, 2021** (for a total rebate of \$2,000); or
- ii. a Heating and Hot Water System may be eligible for an additional \$700 bonus rebate, if installed before **June 30, 2021** (for a total rebate of \$2,400); or
- iii. a Heating System and an Outdoor Appliance may be eligible for an additional \$700 bonus rebate, if installed before **June 30, 2021** (for a total rebate of \$2,300); or
- iv. a Heating and Hot Water System and an Outdoor Appliance may be eligible for an additional \$700 bonus rebate, if installed before **June 30, 2021** (for a total rebate of \$2,700).

#### Contractor Incentives

- i. Eligible contractors (each, a "Contractor") who install Heating Systems may be eligible for a rebate in the amount of \$100 for Heating Systems, \$150 for Heating and Hot Water Systems, and an additional \$25 for installing an Outdoor Appliance.

### Wall Furnace Program

#### Customer Rebates

Eligible FortisBC Customers with a pre-qualification code, who install one of the following in their homes may be eligible for the following rebates as part of the Wall Furnace Program (the "WF Program"; 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 "Hot Water System") may be eligible for a \$1,100 rebate; or
- iii. a Wall Furnace and a natural gas BBQ or patio heater or outdoor fireplace or fire pit (each, an "Outdoor Appliance") may be eligible for a \$1,000 rebate; or
- iv. a Wall Furnace and Hot Water System and an Outdoor Appliance may be eligible for a \$1,400 rebate.

#### Bonus Customer Rebates

Eligible FortisBC Customers with a pre-qualification code, obtained between **September 1, 2020** and **March 31, 2021**, may be eligible for the following bonus rebates as part of the WF Program:

- i. a Wall Furnace may be eligible for an additional \$300 bonus rebate, if installed before **June 30, 2021** (for a total rebate of \$1,000); or
- ii. a Wall Furnace and a Hot Water System may be eligible for an additional \$300 bonus rebate, if installed before **June 30, 2021** (for a total rebate of \$1,400); or
- iii. a Wall Furnace and an Outdoor Appliance may be eligible for an additional \$300 bonus rebate, if installed before **June 30, 2021** (for a total rebate of \$1,300); or
- iv. a Wall Furnace and Hot Water System and an Outdoor Appliance may be eligible for an additional \$300 bonus rebate, if installed before **June 30, 2021** (for a total rebate of \$1,700).

#### Contractor Incentive

- i. A Contractor who installs a Wall Furnace may be eligible for a \$100 incentive, or \$150 for installing a Wall Furnace and Hot Water System, and/or an additional \$25 for installing an Outdoor Appliance.

### Program Eligibility

- i. To be eligible for a rebate under the Program, the Customer must have obtained a pre-qualification code from [fortisbc.com/connecttoogas](https://fortisbc.com/connecttoogas) on or before September 14, 2021.
- ii. To be eligible for bonus rebates under the Program, the pre-qualification code must be obtained between **September 1, 2020** and **March 31, 2021**, and the Heating System, Heating and Hot Water System, or Wall Furnace must be installed before **June 30, 2021**.
- iii. Pre-qualification codes cannot be assigned or transferred.
- iv. In order to qualify for a rebate or a bonus rebate under the Program:

- a. the Contractor must install a Heating System or Heating and Hot Water System in the Customer's residence, with the optional addition of an Outdoor Appliance, 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
  - b. the Contractor must install a new Wall Furnace, with the optional addition of a Hot Water System and/or Outdoor Appliance in the Customer's residence, which must be in FortisBC's natural gas or propane service territory.
- v. The Program is for existing homes only and is not available for new construction.
  - vi. An eligible Customer is only permitted to claim one rebate and one bonus rebate (if applicable) 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 and an Outdoor Appliance can only be claimed under the CTG Program or the WF Program, not both.
  - vii. Rebate amounts will be determined based on whether the Customer installed the equipment, as described in items (i) or (ii) or (iii) or (iv) under the "Customer Rebates" or "Bonus Customer Rebates" sections of the CTG Program or WF Programs.
  - viii. Bonus rebate eligibility will be determined based on the date when the customer obtained a pre-qualification code, as well as the installation date.
  - ix. Indoor Fireplace conversions are not eligible.

### Contractor Eligibility

- i. Contractors are eligible to receive one \$100 incentive for each Heating System or Wall Furnace they install, \$150 for each Heating and Hot Water System or Wall Furnace and Hot Water System they install, and an additional \$25 incentive for Outdoor Appliance they install.
- ii. All Heating Systems, Wall Furnaces, and Hot Water Systems and/or Outdoor Appliances 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.

### Heating System, Heating and Hot Water System, Wall Furnace, Hot Water System and Outdoor Appliance Eligibility

- i. To qualify for a rebate or a bonus rebate under the Program, the connected Heating System or Heating and Hot Water System must be listed on [fortisbc.com/connecttoogas](https://fortisbc.com/connecttoogas).
- ii. The furnace component of the Heating System or the Heating and Hot Water System must be one of the following:
  - a. an ENERGY STAR (Version 4.0) certified or equivalent natural gas furnace rated 95 per cent AFUE or higher;
  - b. 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;
  - c. an ENERGY STAR certified natural gas boiler rated 94 per cent AFUE or higher; or
  - d. a natural gas furnace specifically designed for manufactured home use rated 95 per cent AFUE or higher.
- iii. Heating and Hot Water Systems may be combined or not combined, as follows:
  - a. 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.
  - b. For non-combined Heating and Hot Water systems, or Heating and Hot Water systems and/or Outdoor Appliances, all components must be installed at the same time, and the Hot Water System and Outdoor Appliance must all be natural gas systems.
- iv. To qualify for a rebate or a bonus rebate under the Program, the Wall Furnace, or Wall Furnace and Hot Water System, and/or Outdoor Appliance must all be direct-vented natural gas systems.
- v. If installing both a Wall Furnace and Hot Water System, or Outdoor Appliance, all components must be installed on the same date.

### Customer rebate process

- i. The Customer must submit a completed application form, accompanied by:
  - a. a copy of the paid invoice(s) that contain(s) the purchase and installation date of the Heating System, or Heating and Hot Water System, and/or Outdoor Appliance installation, or the Wall Furnace, or Wall Furnace and Hot Water System, and/or Outdoor Appliance installation; and
  - b. details of all work performed, including the make and model number(s) of the Heating System, or Heating and Hot Water System, or Heating and Hot Water System and/or Outdoor Appliance, or the Wall Furnace, or Wall Furnace and Hot Water System, and/or Outdoor Appliance (if applicable); and

- c. the Contractor's business registration number; and
  - d. if installed by homeowner, a copy of the approval certificate and Certificate of Inspection from Technical Safety BC or the local municipal regulatory authority; and
  - e. 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.
- ii. The completed application form must include a valid pre-qualification code from FortisBC, starting with 46e8y.
  - iii. Applications and supporting documents must be completed and submitted within 60 days of the installation date of the Heating System, or Heating and Hot Water System, or Heating and Hot Water System and/or Outdoor Appliance, or the Wall Furnace, or Wall Furnace and Hot Water System, and/or Outdoor Appliance (if applicable).
  - iv. Processing of applications may take up to 90 days.
  - v. FortisBC is not responsible for lost, delayed, misdirected, damaged, illegible or incomplete applications.

**Contractor Rebate Process**

- i. In addition to the Customer rebate process outlined above, the following terms apply to the Contractor rebate process:
  - a. 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, and/or Outdoor Appliance, or Wall Furnace, or Wall Furnace and Hot Water System, and/or Outdoor Appliance installation; and
  - b. Contractor rebates will only be paid upon FortisBC's approval of the corresponding Customer rebate.

**Additional terms and conditions**

- i. 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.
- ii. FortisBC may amend, modify or terminate this Program at any time based on funding limitations or for any other reason, without notice.
- iii. FortisBC, not being the designer, manufacturer or provider of Heating Systems, Wall Furnaces, Hot Water Systems, or Outdoor Appliances, 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 systems.
- iv. The Customer acknowledges that it is solely responsible for the hiring of a Contractor to install a Heating System, Wall Furnace, Hot Water System and/or an Outdoor Appliance 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, Wall Furnace, Hot Water System or Outdoor Appliance in conjunction with this Program.

- v. 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, their affiliates or 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.
- vi. 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 systems.
- vii. The Customer is responsible for safe disposal of their old furnace/boiler/water heater and ensuring it is not placed back into use.
- viii. The Customer and the Contractor are liable for any tax imposed or payable by the participants in respect of the rebate.
- ix. Rebates cannot be assigned or transferred.

**Measurement, verification and evaluation**

- i. "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, or Heating and Hot Water System and/or Outdoor Appliance 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:
  - o FortisBC collects and uses the Customer Information in order to process, administer and evaluate the Program and develop FortisBC energy conservation programs.
  - o FortisBC may contact the Customer in the future to evaluate the effectiveness of the Program, which may include surveys.
  - o 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.
  - o 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.

For more information on FortisBC's [Privacy Policy](#), please visit FortisBC.