

Heat Pump Service Rebate Program application



- Yes, I had my heat pump serviced per the terms and conditions found on the back of this form.
1. Review the terms and conditions found on the back.
 2. Mail or email the completed application within 60 days of the service date along with a copy of the receipt for the heat pump service to: FortisBC Rebate Program, Suite 100, 1975 Springfield Road, Kelowna, BC V1Y 7V7 or email it to homereno@fortisbc.com.
 3. If you're a FortisBC electricity customer, you'll receive your rebate as a bill credit on your electricity bill within approximately 90 days. If you're an electricity customer of Grand Forks, Nelson Hydro, Summerland, or Penticton, you'll be sent a cheque within approximately 90 days.

Customer contact information

Account holder name		Electricity Provider <input type="checkbox"/> FortisBC <input type="checkbox"/> City of Grand Forks <input type="checkbox"/> City of Penticton <input type="checkbox"/> City of Summerland <input type="checkbox"/> Nelson Hydro	
Are you the electric utility account holder for the service address? <input type="checkbox"/> Yes <input type="checkbox"/> No		FortisBC electricity or municipal electricity account number (not natural gas)	
Service address	Town/city	Province	Postal code
Mailing address (if different than service address)	Town/city	Province	Postal code
Primary phone number	Secondary phone number	Email	

Home information (This section is optional. FortisBC collects this information to evaluate the program.)

What is your home type?
 Single-family detached Row/townhouse Condominium Apartment Mobile home Duplex

Heat pump information (This section is required.)

Specify heat pump type
 Central air source Mini/multi-split ductless air source Ground source heat pump Geothermal

Heat pump manufacturer	Model number	Number of tons	Estimated age of heat pump
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Contractor information

Company name	Contractor name	Phone number	Date of service (Yr/Mth/Day)
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Cost of heat pump service

Optional

I agree to receive emails from FortisBC containing news, updates, and promotions regarding FortisBC's products, services, programs and any associated business opportunities. You may withdraw your consent to receive such emails from FortisBC at any time. Please refer to our Privacy Policy or contact us for more details.

Yes No

Declaration

By applying for a rebate from this program:

- I certify I have read, understand, and will comply with the attached program terms and conditions, and meet the program eligibility criteria set out therein.
- I certify all information provided in this application form is true and correct.

Applicant name (please print)

Applicant signature

Date (Yr/Mth/Day)

Mail completed application and service receipt to:

FortisBC Rebate Program
Suite 100, 1975 Springfield Road
Kelowna BC V1Y 7V7
Or email to: homereno@fortisbc.com

Questions?

Call (toll-free): 1-855-909-2331
Email: homereno@fortisbc.com

Did you remember to?

- Sign this form
 Include a copy of your service receipt

Overview

Eligible FortisBC Inc. ("FortisBC") customers (each, a "Customer") who have their heat pump serviced may be eligible for a \$50 rebate under the Heat Pump Service Program (the "Program").

Eligibility requirements

1. In order to qualify for a rebate under the Program:
 - a. the Customer 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);
 - b. the heat pump serviced must be located in the Customer's residential premises, within FortisBC's electric service area.

Application process

2. The Customer must submit the signed Program application form, together with a copy of the service purchase receipt that indicates the heat pump services completed.
3. Applications and supporting documentation must be received by FortisBC within 60 days of the service date (as evidenced by the corresponding purchase invoice).
4. Processing of applications may take up to 90 days unless the application is selected for verification, which may result in additional processing time.
5. FortisBC is not responsible for lost, delayed, damaged, illegible, or incomplete applications and supporting documentation.
6. FortisBC reserves the right to refuse applications and/or supporting documentation that it determines, in its sole discretion, are incomplete, inaccurate, or otherwise do not meet Program requirements.

Rebate

7. 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 amount as a credit on their electric utility bill. Grand Forks, Nelson Hydro, Summerland, or Penticton electric utility Customers will receive a cheque. FortisBC will credit the account within approximately 90 days of receipt of the application and supporting documentation unless the application is selected for verification, which may result in additional processing time. Rebates cannot exceed the paid cost on the invoice.

Additional terms and conditions

8. FortisBC may amend, modify, or terminate this Program at any time based on funding limitations or for any other reason, without notice.
9. Only one application will be accepted per household per calendar year.
10. This Program is independent of other incentives and rebates by FortisBC and/or other utilities, manufacturers, or government incentive programs or grants.
11. Rebates cannot be assigned or transferred to another recipient.

12. FortisBC accepts no liability for work performed by or on behalf of a Customer with respect to the maintenance of a heat pump in conjunction with this Program.
13. The Customer is responsible for meeting all Program requirements and complying with all applicable laws, regulations, and bylaws regarding permits, codes, restrictions, or inspections in relation to appliances, products, or equipment installed.
14. FortisBC's decisions relating to the Program, including, without limitation, service acceptability, Customer eligibility, and amount of rebate, shall be final and binding and not subject to appeal.
15. The Customer agrees that the selection, purchase, installation, and ownership/maintenance of the heat pump listed in the application form is the sole responsibility of the Customer and that the provider(s) of same is/are not affiliated with FortisBC or any of its programs.
16. FortisBC, not being the designer, manufacturer, or provider of heating systems, including but not limited to heat pumps, makes no representation or warranty, express or implied, as to the necessity, quality or efficiency of any such heating system, or the servicing of any such heating system, submitted under this Program and accepts no liability or responsibility for such heating systems.

Measurement, verification and evaluation

17. By applying for this Program, the Customer agrees that FortisBC may, at its discretion, evaluate the servicing of the heat pump at the Customer's premises for the purposes of verifying the service.

Personal Information

18. "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 heat pump is serviced for a period of two years before and two years after such servicing. By applying for the Program, the Customer acknowledges and agrees that:
 - a. FortisBC collects and uses the Customer Information in order to process, administer, and evaluate the Program and develop other FortisBC energy efficiency programs.
 - b. FortisBC may contact the Customer by phone, direct mail, or similar methods to evaluate the effectiveness of the Program, which may include surveys.
 - c. 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 and energy savings attributable to the Program.
 - d. FortisBC may disclose the Customer Information to its affiliates and contractors in order to administer and evaluate this Program and develop other FortisBC energy efficiency programs.

For more information on FortisBC's Privacy Policy, please visit fortisbc.com/privacy.