

## Overview

Eligible FortisBC Inc. ("FortisBC") customers (each, a "Customer") who have their heat pump serviced between January 1<sup>st</sup>, 2021 to December 31<sup>st</sup>, 2021 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; and
  - c. the Customer's heat pump must be serviced between January 1<sup>st</sup>, 2021 and December 31<sup>st</sup>, 2021.

## 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.

## 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 relations 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 method 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](https://fortisbc.com/privacy).