

We've got **Rebates**



## Online application guide

Whether you've converted to natural gas from oil, propane or a wood stove, or are an existing customer upgrading space and water heating equipment, windows or insulation, our rebates can help offset the costs of upgrading, help you save energy and money and keep your home more comfortable. When you click the *Start your rebate application* button at the bottom of the webpage for the rebate you're applying for, you'll be prompted to register and/or log in to your FortisBC account before you can start your application.

### Register for a FortisBC account

1. If you're a new customer or don't already have a FortisBC online profile, you'll need to register for one before you can apply for a rebate.
2. Click *Register now* to set up your online profile.
3. Once you've set up your profile add your natural gas and/or electricity account number.
4. You'll then be asked to verify your account.
5. **Once you receive a verification email click the link in the email to activate your profile.**

### Apply for your rebate

To ensure you apply for the correct rebate, navigate to the webpage of the rebate you're applying for and click the *Start your rebate application* button on the webpage. We recommend Google Chrome for the best experience when applying. Once you've registered for an account and logged in, you're ready to start your application!

Follow the seven steps at the top of the application to apply.

## Login

User ID

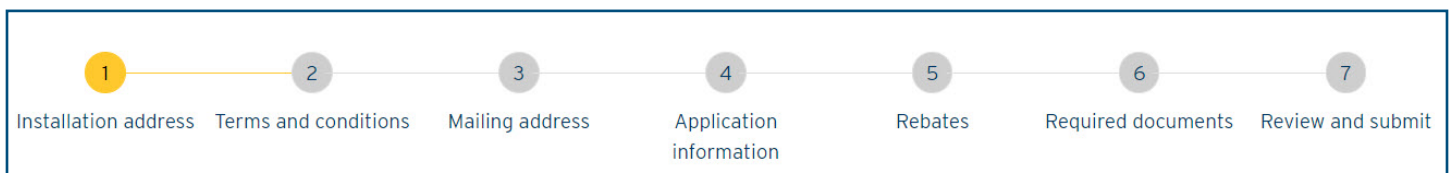
Password

Show password  Remember me

[Account login](#)

Forgot your [user ID](#) or [password](#)?

Don't have a user ID? [Register now](#)



## 1. Installation address

- a. Click the magnifying glass on the right (see image below) to select your account (some customers may have more than one). Note: if you don't see your account listed or you don't have one, click the *Account not listed?* button to provide your account information.
- b. Click the magnifying glass to select the address (see image below) where the upgrades were installed. **Note:** if you don't see your address listed, click *Installation address not listed?* to provide your address.



**Installation address**

Select your account

Account name

Select the installation address \*

Click the magnifying glass and select or add the installation address.

## 2. Terms and conditions

Review the program terms and conditions and check the box certifying that you've read and agree to them.

## 3. Mailing address

If your mailing address is different than the installation address, enter it here. This is where your rebate cheque will be mailed, so you'll want to make sure it's correct.

## 4. Application information

Using the drop down menus, select an option for each question to provide us with information about your home.

- a. If you have a promo code, enter it here. It will be applied once your application is approved.
- b. If you're not the utility account holder, (e.g. you're a landlord) please have the account holder complete the utility account holder consent form provided.

## 5. Rebates

- a. Click the *Add a rebate* button on the top right to add your rebate.  
Note: if applying for more than one rebate on your application, you must add them one at a time.
- b. Click the magnifying glass on the right and then select the type of rebate you're applying for. For example, if you had a furnace or boiler installed you'd select space heating.



Select rebate type \*

Space heating

Select rebate \*

Furnace

- c. Once you've selected your rebate type, select the specific rebate you're applying for.

- d. Depending on the rebate you're applying for, you'll then need to add information such as cost, square footage (if installing insulation), invoice date, manufacturer, model, etc. **Note:** you can search a partial model number by adding an asterisk (\*) at the beginning of your search.
- e. Add your contractor's information by clicking the magnifying glass and selecting them from the drop down list or searching their name in the search box. **Note:** you can search a partial name by adding an asterisk (\*) at the beginning of your search. If your contractor isn't on the list, you can enter their information after checking the *Couldn't find your contractor?* button.
- f. Once done, click the *submit* button and you'll be taken back to the beginning of the rebates section. If you want to add another rebate (for example if you installed a furnace and a water heater, that's considered two rebates), click the *Add a rebate* button and repeat steps b to e.
- g. Once you've added all your rebates, click *Save and next* to upload the required documents.

## 6. Required documents

You'll need electronic copies of the required documents to complete this step. A list of required document types will appear on the left side of the screen.

- a. Click on the *Upload required document* button.

### Required documents

Required document types ↑	Uploaded	File name ↑	Required document type
Furnace - Commissioning sheet	No	There are no records to display.	
Furnace - Photo of two-pipe system	No		
Furnace invoice	No		
		<div style="display: flex; justify-content: center; gap: 10px;"> <div style="background-color: #0056b3; color: white; padding: 5px 15px; border-radius: 3px;">Upload required document</div> <div style="border: 1px solid #ccc; padding: 5px 15px; border-radius: 3px;">Upload additional document</div> </div>	

- b. Click on the magnifying glass. You'll add each required document separately. If applying for more than one rebate on the same invoice (for example, you had a furnace and a water heater installed at the same time), you'll have to upload the invoice twice; once for the furnace and the second time for the water heater.
- c. Click *Choose file* to find and attach the applicable file. Once successfully uploaded, the file type will turn green.

### Required documents

Required document types ↑	Uploaded	File name ↑	Required document type
Furnace - Commissioning sheet	Yes	Furnace information	Furnace - Commissioning sheet <span style="float: right; border: 1px solid #ccc; padding: 2px 5px;">✕</span>
Furnace - Photo of two-pipe system	No		
Furnace invoice	No		
Utility Account Holder form	No		
		<div style="display: flex; justify-content: center; gap: 10px;"> <div style="background-color: #0056b3; color: white; padding: 5px 15px; border-radius: 3px;">Upload required document</div> <div style="border: 1px solid #ccc; padding: 5px 15px; border-radius: 3px;">Upload additional document</div> </div>	

- d. Then click the *Upload additional document* button if you have additional documents you'd like us to review.

## 7. Review and submit

- a. Review your application details to ensure everything is correct before submitting.
- b. After you've submitted your application, you'll receive a confirmation email with instructions on how to check on the status of your application.

## Need additional support with your application?

If you encounter any issues with the online application or if you're unable to submit your application online, please phone customer service for assistance:

- for natural gas rebates call **1-855-909-2329**
- for electricity rebates call **1-855-909-2331**

Our customer service representative will be able to help guide you through your online application, or complete the online application on your behalf if you have all the required information.