

Income Qualified Appliance Maintenance Program (IQAMP)

Terms and conditions



Part I - Details & Eligibility

1. To be eligible for a rebate(s) from FortisBC Energy Inc. or FortisBC Inc. (collectively, "**FortisBC**") under the Income Qualified Appliance Maintenance Program (the "**Program**"), each applicant:
 - i. must be:
 - a. a charity registered under the Income Tax Act (Canada) that provides assistance to low-income persons, or
 - b. a housing provider; and
 - ii. must be one of the following:
 - a. a local government;
 - b. a society, other than a "member funded society", registered under the Societies Act (British Columbia);
 - c. an association registered under the Cooperative Association Act (British Columbia); or
 - d. a governing body of an Indigenous band, provided the housing is primarily for low-income households and
 - iii. must not be any of the following:
 - a. a school board or educational institution (public and private schools, colleges and universities);
 - b. a health authority or hospital; or
 - c. public library; and
 - iv. with respect to the property where the appliance(s) was (were) serviced (the "**Premises**"), must be one of the following:
 - a. the registered owner;
 - b. a long-term lease holder (lease for a term of 5+ years, with a minimum of 3 years remaining) and have the consent of the landlord/owner to participate in the Program; or
 - c. the property manager; and
 - v. must be, or must be applying on behalf of a tenant or occupant of the Premises who is a customer of FortisBC who:
 - a. (i) receives natural gas service for the Premises from FortisBC Energy Inc. under any rate class except Rate Schedule 1, unless the applicant meets the requirements under Section 1(ii)d; or (ii) receives electric service for the Premises from FortisBC Inc. or from local municipalities within the service territories of FortisBC Inc.; and
 - b. is in good standing and have no account arrears with FortisBC with respect to the Premises at the time of payment of funding.
2. Except for applicants who meet the requirements under Section 1(ii)d, the Premises must be an existing multi-unit residential building with a minimum of nine residential units and not be a single-family residence served by natural gas or electricity by FortisBC.
3. Service must be performed on or after December 1, 2021. Applications must be received or postmarked within 12 months of the paid invoice date. Service must meet the required scope set out in these terms and conditions.
4. Service for gas appliances must be performed by a Technical Safety BC licensed gas contractor with a GST number and a valid BC business license for the trade applicable to the servicing work. For a list of contractors in your area, visit fortisbc.com/findacontractor. See Required Service Scope section (Section 8) below.
5. Only one rebate per dwelling for space heating (gas furnace, gas boiler or electric heat pump) per calendar year and one rebate per dwelling for gas water heating (gas storage or gas tankless water heater) per calendar year. Maximum one rebate per dwelling per gas fireplace per calendar year, to a maximum of two rebates per dwelling for households with more than one fireplace per calendar year. Note: Fireplaces cannot be serviced more than once per calendar year. Electric furnaces, electric water heaters and electric fireplaces are not eligible. Furnace/boiler/heat pump being serviced must be a primary space heating system in the dwelling. (E.g. pool furnace/boilers are not eligible.)
6. Processing of applications may take up to 90 days, unless the application is selected for verification, which may result in additional processing time.
7. Service invoices must be made available by the applicant upon FortisBC's request. The service invoice submitted to FortisBC must contain:
 - i. type of equipment serviced;
 - ii. description of services performed;
 - iii. invoice number;
 - iv. site address(es) where appliance(s) was (were) serviced;
 - v. date and cost of service (including taxes, if applicable);
 - vi. contractor's name and, for gas appliances, Technical Safety BC license number; and

- vii. water heater brand/manufacturer and model number (if applying for the condensing tankless water heater rebate).
8. Required Service Scope:
 - i. Visual inspections are not eligible.
 - ii. What your service should include – for gas appliances, see [Technical Safety BC's complete service checklist](#)
 - iii. For heat pumps, service should include, but is not limited to:
 - a. checking overall operation and safety components;
 - b. inspecting refrigeration lines, fan motor, compressor, condensate pump and drain line;
 - c. checking electrical wiring, contacts and terminals; and
 - d. inspecting and cleaning air filters.

Part II – Additional terms and conditions

9. **Program changes.** FortisBC may modify or terminate the Program at any time and for any reason, in its sole discretion. Dates are subject to change. Number of rebates available may be limited in FortisBC's sole discretion.
10. **Rejection of applications.** FortisBC reserves the right, in its sole discretion, to reject applications that are late, incomplete, inaccurate, illegible or do not meet Program requirements, or which do not include an invoice containing required details. FortisBC is not responsible for late, lost, delayed, damaged, illegible, incomplete, incorrect, misdirected or undeliverable applications for any reason. Applications submitted electronically are at applicants' sole risk.
11. **Rebates.** If eligible, rebate will be paid by cheque, in the name of, and mailed to, the applicant. Rebates cannot exceed the total cost of the service invoice. Rebates cannot be assigned. Applicant is responsible for any applicable taxes on rebates. FortisBC may, but is under no obligation to, reissue a rebate which has been returned as undeliverable or replace a stale-dated rebate cheque
12. **No liability.** FortisBC, not being the provider of the services, makes no representation or warranty whatsoever, express or implied, as to the necessity for, or quality of, any service or skill of any contractor. FortisBC accepts no liability or responsibility for the services or use of any contractor.
 - i. The applicant, 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 applicant's participation in the Program and/or the implementation of any Program recommendations, including the installation and/or use of recommended products, services and improvements.
 - ii. The applicant irrevocably waives any and all claims against, and irrevocably releases and agrees not to sue, FortisBC, and their affiliates and any of their respective directors, officers, agents, contractors or representatives, and employees for and against all Losses arising from the applicant's participation in the Program and/or the implementation of any Program recommendations, including the installation and/or use of recommended products, services and improvements.
 - iii. This section will survive termination of the Program.
13. **Site Visits.** The applicant will provide or ensure FortisBC is granted access to the property upon request to enable FortisBC to verify the installation and operation of qualifying equipment.
14. **Use of information.** The applicant acknowledges, consents and agrees FortisBC may:
 - i. contact the applicant to administer, verify compliance with, and evaluate the Program, and to conduct surveys;
 - ii. collect and use information (including personal information) provided by applicant as part of the Program and may disclose the information to affiliates and contractors to administer and evaluate the Program and develop other FortisBC programs; and
 - iii. retrieve bill data for a period of one year prior to, and one year after, the service date to evaluate consumption behaviour and energy savings attributable to the Program, and to collect, use and disclose such bill data pursuant to (ii.) above.
15. FortisBC collects, uses and discloses personal information pursuant to Section 14(ii) in accordance with the Personal Information Protection Act and FortisBC's Privacy Policy (available at fortisbc.com/privacy).