

# Connect to Gas Wall Furnace rebate application

## IMPORTANT:

- Processing times are up to 90 days from the date the application is received by FortisBC. Mailed-in applications will result in longer processing times.
- We recommend that you apply online at [fortisbc.com/wallfurnace](https://fortisbc.com/wallfurnace) to minimize application processing times. A how-to guide is available at [fortisbc.com/guide](https://fortisbc.com/guide).
- For assistance or to submit your rebate application by phone, please call 1-855-909-2329.
- FortisBC is not responsible or liable for lost, delayed, damaged, illegible or incomplete applications.

## 1. Rebate amounts and eligibility criteria

### Note:

- Customer must be installing a natural gas direct vent wall furnace as a supplementary heating system. Program Rebate Requirements are available at [fortisbc.com/wallfurnace](https://fortisbc.com/wallfurnace). See complete [terms & conditions in section 10 below](#).
- Applications, together with all required supporting documentation, must be received within 90 days of the invoice date.
- Invoices or receipts are required for all eligible equipment upgrades.
- Customer must have obtained a pre-qualification code (starting with 46e8y). Applications without a valid pre-qualification code will not be processed. Customers with a valid pre-qualification code must meet the requirements listed in the [terms & conditions in section 10 below](#) (the "Terms and Conditions") to qualify for rebates.

Heating System Rebate(required)	Water Heater Rebate (optional top-up rebate)	Outdoor Appliance Rebate (optional top-up rebate)
<input type="checkbox"/> \$700 rebate <i>I installed an eligible natural gas direct vent wall furnace.</i>	<input type="checkbox"/> \$400 rebate <i>I also installed a natural gas water heater.</i>	<i>I received a pre-qualification code for the Outdoor Appliance rebate between July 1, 2020 and September 14, 2021, and I installed an eligible Outdoor Appliance.</i>

## 2. Customer and property information (required)

Applicant name (first, last)	Telephone number	Email address	
Installation address	City	Postal code	
Mailing address (if different from above)	City	Postal code	
Pre-qualification code (Apply for your pre-qualification code at <a href="https://fortisbc.com/wallfurnace">fortisbc.com/wallfurnace</a> )	Service line project number/Account number		

### 2.1 Residence information (required)

Type of residence

☐ Single family ☐ Townhouse ☐ Mobile home ☐ Duplex ☐ Other:

Are you the FortisBC gas account holder for the property where the upgrades were installed?

☐ Yes ☐ No

If you are not the FortisBC Account Holder, the account holder will need to fill out and sign the [fortisbc.com/wallfurnace](https://fortisbc.com/wallfurnace).

### 2.2 Primary heating system information (required)

Type of fuel	Current annual fuel costs	Age	AFUE rating %
<input type="checkbox"/> Oil <input type="checkbox"/> Propane <input type="checkbox"/> Wood <input type="checkbox"/> Electric			

### 2.3 Old water heater information (if applicable)

Age (approx.)	Was your old water heater working and fully functional at the time you upgraded?
	<input type="checkbox"/> Yes <input type="checkbox"/> No

## 3. Contractor information (required)

Company name	Telephone number	Email address	
Company address	City	Postal code	
Technical Safety BC gas contractor licence number	Installation permit number	Installation permit number date (Yr/Mth/Day)	

## 4. New wall furnace information (required)

Brand name	Model number	AFUE rating %
To what degree did the rebate affect your decision to install a natural gas wall furnace?		Install date (Yr/Mth/Day)
<input type="checkbox"/> Strongly affected <input type="checkbox"/> Somewhat affected <input type="checkbox"/> Did not affect at all <input type="checkbox"/> Do not know		Total cost

## 5. New water heater system rebate (if applicable)

<input type="checkbox"/> Condensing tankless <input type="checkbox"/> Hybrid (tankless with a small buffer tank) <input type="checkbox"/> Condensing storage tank	Brand name
<input type="checkbox"/> Non-condensing tankless <input type="checkbox"/> Storage tank	
Model number	Efficiency rating
	<input type="checkbox"/> Thermal Efficiency <input type="checkbox"/> EF
Total cost (appliance and labour)	To what degree did the rebate affect your decision to purchase a water heater?
	<input type="checkbox"/> Strongly affected <input type="checkbox"/> Somewhat affected <input type="checkbox"/> Did not affect at all <input type="checkbox"/> Do not know

You may be eligible for an additional water heater rebate through our ENERGY STAR® Natural Gas Water Heater Program. To find out if you qualify and to apply go to [fortisbc.com/waterheater](https://fortisbc.com/waterheater).

## 6. Outdoor appliance information (if applicable)

<input type="checkbox"/> BBQ	<input type="checkbox"/> Patio heater	<input type="checkbox"/> Outdoor fireplace	<input type="checkbox"/> Fire pit
Brand name		Model number	Efficiency rating
Install date (Yr/Mth/Day)	Total cost	To what degree did the rebate affect your decision to purchase an outdoor appliance?	
		<input type="checkbox"/> Strongly affected <input type="checkbox"/> Somewhat affected <input type="checkbox"/> Did not affect at all <input type="checkbox"/> Do not know	

## 7. Optional information

☐ I agree to receive emails from FortisBC containing news, updates and promotions regarding FortisBC's products, services, programs and any associated business opportunities. Note: You may withdraw your consent at any time. For more information, visit [fortisbc.com/privacy](https://fortisbc.com/privacy).

How did you hear about the rebate?

<input type="checkbox"/> Contractor	<input type="checkbox"/> Bill insert	<input type="checkbox"/> FortisBC website	<input type="checkbox"/> Word of mouth
<input type="checkbox"/> Newspaper	<input type="checkbox"/> Radio	<input type="checkbox"/> Retailer	<input type="checkbox"/> Online ad

## 8. Declaration (required)

By applying for a rebate from this Program:

- I certify that I have read and comply with the Program terms and conditions.
- I certify that I meet the Program eligibility criteria and agree that all information provided in this application form is true and correct.

Customer name (please print)	Customer signature	Date (Yr/Mth/Day)

**Please note: Customer cheque will be addressed to the name of the applicant. Contractor incentive cheque will be addressed in the name of the business.**

## 9. To claim your rebate

Submit these mandatory documents to [connectogas@fortisbc.com](mailto:connectogas@fortisbc.com)

Or send via Registered Mail to:

### FortisBC Connect to Gas Rebates

16705 Fraser Highway  
Surrey, BC, V4N 0E8

### Mandatory Documents

- ☐ completed application form signed by Customer
- ☐ copy of itemized invoice. Note: receipt must include product manufacturer(s) and model number(s), contractor license number, permit number and name/address of customer
- ☐ if you are not a gas utility account holder, have the primary account holder(s) complete and submit the [Utility Account Holder consent form](https://fortisbc.com/wallfurnace): [Fortisbc.com/wallfurnace](https://fortisbc.com/wallfurnace)

*\*Program date is subject to change and total number of rebates available may be limited in FortisBC's discretion. Processing of applications may take up to 90 days.*

# Connect to Gas and Wall Furnace Program

## Terms and conditions

### Overview

#### 1. CONNECT TO GAS PROGRAM

##### A. 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 on or after April 22, 2022 may be eligible for the following rebates as part of the Connect to Gas Program (the "CTG Program"):

- a qualifying natural gas furnace or boiler (each, a "Heating System") may be eligible for a \$1,300 rebate; or
- a qualifying natural gas combination heating and hot water system or a Heating System and a standalone natural gas water heater (each, a "Heating and Hot Water System") may be eligible for a \$1,700 rebate.

##### B. Contractor Incentives

- Eligible contractors (each, a "Contractor") who install a Heating System may be eligible for a rebate in the amount of \$100. Contractors who install a Heating and Hot Water System may be eligible for a rebate in the amount of \$150.

#### 2. WALL FURNACE PROGRAM

##### a. Customer Rebates

Eligible FortisBC Customers with a pre-qualification code, who install one of the following in their homes on or after April 22, 2022 may be eligible for the following rebates as part of the Wall Furnace Program (the "WF Program"; the WF Program and the CTG Program together are defined as the "Program"):

- a natural gas direct vent wall furnace heating system (each, a "Wall Furnace") may be eligible for a \$700 rebate; or
- a Wall Furnace and a natural gas standalone hot water heater (each, a "Wall Furnace and Hot Water System") may be eligible for a \$1,100 rebate.

##### b. Contractor Incentive

- Contractors who install a Wall Furnace may be eligible for a rebate in the amount of \$100. Contractors who install a Wall Furnace and Hot Water System may be eligible for a rebate in the amount of \$150.

#### 3. PROGRAM ELIGIBILITY

- To be eligible for a rebate under the Program, the Customer must have obtained a pre-qualification code from [fortisbc.com/connecttogas](https://fortisbc.com/connecttogas) and installed eligible upgrades on or after April 22, 2022.
- Pre-qualification codes are valid for a period of two (2) years since the date of issue.
- Pre-qualification codes cannot be assigned or transferred.
- In order to qualify for a rebate under the Program:
  - the Contractor must install a Heating System or Heating and Hot Water System in the Customer's residence, 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
  - the Contractor must install a new Wall Furnace or Wall Furnace and Hot Water System in the Customer's residence, which must be in FortisBC's natural gas or propane service territory.
- The Program is for existing homes only and is not available for new construction.
- An eligible Customer is only permitted to claim one rebate 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 can only be claimed under the CTG Program or the WF Program, not both.
- Rebate amounts will be determined based on whether the Customer installed the equipment, as described in section 1(a)(i) and (ii) or section 2(a)(i) and (ii).
- Rebates cannot exceed the cost on the invoice and the paid cost of the upgrade.
- Indoor Fireplace conversions are not eligible.

#### 4. CONTRACTOR ELIGIBILITY

- Contractor rebate amounts will be determined based on whether

the Customer installed the equipment as described under section 1(a)(i) and (ii) or section 2(a)(i) and (ii).

- All Heating Systems, Heating and Hot Water Systems, Wall Furnaces, and Wall Furnace and Hot Water Systems 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.

#### 5. CTG PROGRAM: HEATING SYSTEM, HEATING AND HOT WATER SYSTEM ELIGIBILITY

- To qualify for a rebate under the CTG Program, the connected Heating System or Heating and Hot Water System must be listed on [fortisbc.com/connecttogas](https://fortisbc.com/connecttogas).
- The furnace component of the Heating System or the Heating and Hot Water System must be one of the following:
  - an ENERGY STAR (Version 4.0) certified or equivalent natural gas furnace rated 95 per cent AFUE or higher;
  - 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 an ENERGY STAR certified natural gas boiler rated 94 per cent AFUE or higher; or
  - an ENERGY STAR certified natural gas boiler rated 94 per cent AFUE or higher; or
  - a natural gas furnace specifically designed for manufactured home use rated 95 per cent AFUE or higher.
- Heating and Hot Water Systems may be combined or not combined, as follows:
  - 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.
  - For non-combined Heating and Hot Water systems as defined in 1(a)(ii), all components must be installed on the same date.

#### 6. WF PROGRAM: WALL FURNACE AND HOT WATER SYSTEM ELIGIBILITY

- To qualify for a rebate under the WF Program, the Wall Furnace, or Wall Furnace and Hot Water System must all be direct-vented natural gas systems.
- if installing both a Wall Furnace and Hot Water System all components must be installed on the same date.

#### 7. CUSTOMER REBATE PROCESS

- The Customer must submit a completed application form, accompanied by:
  - a copy of the paid itemized invoice(s) that contain(s):
    - the purchase and installation date of the Heating System, or Heating and Hot Water System, or the Wall Furnace, or Wall Furnace and Hot Water System; and
    - details of all work performed, including the make and model number(s) of the Heating System, or Heating and Hot Water System, or the Wall Furnace, or Wall Furnace and Hot Water System; and
    - Customer's name and address; and
    - Contractor's company name, address and contact information; and
    - the Contractor's Technical Safety BC gas contractor license number; and
    - natural gas installation permit number.
  - if installed by the Customer, a copy of the approval certificate and Certificate of Inspection from Technical Safety BC or the local municipal regulatory authority; and
  - 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.

- b. The completed application form must include a valid pre-qualification code from FortisBC, starting with 46e8y.
- c. Applications and supporting documents must be completed and submitted within 90 days of the invoice date of the Heating System, or Heating and Hot Water System, or the Wall Furnace, or Wall Furnace and Hot Water System. Processing of applications may take up to 90 days.
- d. FortisBC is not responsible for lost, delayed, misdirected, damaged, illegible or incomplete applications.

## 8. CONTRACTOR REBATE PROCESS

- a. In addition to the Customer rebate process outlined above, the following terms apply to the Contractor rebate process:
  - i. 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, Wall Furnace, or Wall Furnace and Hot Water System; and
  - ii. Contractor rebates will only be paid upon FortisBC's approval of the corresponding Customer rebate.
  - iii. Contractor rebate will be issued by cheque to the Contractor.
  - iv. FortisBC is under no obligation to re-issue a cheque returned as undeliverable or to replace a stale dated cheque.

## 9. ADDITIONAL TERMS AND CONDITIONS

- a. 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. Where FortisBC exercises any right, discretion or decision-making, such exercise shall be in FortisBC's sole, absolute and unfettered discretion.
- b. FortisBC may amend, modify or terminate this Program at any time based on funding limitations or for any other reason, without penalty, notice or obligation.
- c. FortisBC, not being the designer, manufacturer or provider of any Heating System, Heating and Hot Water System, Wall Furnace or Wall Furnace and Hot Water Systems 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 System, Heating and Hot Water System, Wall Furnace or Wall Furnace and Hot Water Systems.
- d. The Customer acknowledges that it is solely responsible for the hiring of a Contractor to install a Heating System, Heating and Hot Water System, Wall Furnace or Wall Furnace and Hot Water System 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, Heating and Hot Water System, Wall Furnace or Wall Furnace and Hot Water System in conjunction with this Program.
- e. 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, its 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.
- f. 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 System, Heating and Hot Water System, Wall Furnace or Wall Furnace and Hot Water Systems.
- g. The Customer is responsible for safe disposal of their old furnace/boiler/water heater and ensuring it is not placed back into use.
- h. The Customer and the Contractor are liable for any tax imposed or payable by the participant in respect of the rebate.
- i. Rebates cannot be assigned or transferred.
- j. This Section 9 will survive the expiration of the Program.

## 10. COLLECTION, USE, DISCLOSURE OF INFORMATION AND VERIFICATION AND EVALUATION

- a. "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, Wall Furnace or Wall Furnace and Hot Water System 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:
  - i. FortisBC collects and uses the Customer Information in order to process, administer and evaluate the Program and develop FortisBC energy conservation programs.
  - ii. FortisBC may contact the Customer in the future to evaluate the effectiveness of the Program, which may include surveys.
  - iii. 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.
  - iv. 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.
  - v. FortisBC collects, uses and discloses information in accordance with the *Personal Information Protection Act* (British Columbia) and its Privacy Policy. For more information on FortisBC's Privacy Policy, visit [fortisbc.com/privacy](http://fortisbc.com/privacy).
- b. This section 10 will survive the expiration of the Program.

## 11. ELIGIBILITY FOR CUSTOMERS WHO OBTAINED A PRE-QUALIFICATION ON OR BEFORE SEPTEMBER 14, 2021.

- a. Customers who have obtained a pre-qualification code on or before September 14, 2021 are eligible for rebate amounts as described in sections 1(a)(i) and 1(a)(ii) or section 2(a)(i) and 2(a)(ii).
- b. Customers without a valid pre-qualification code and/or those who do not meet the requirements of the program are not eligible for rebates under the Program.
- c. To qualify for a natural gas BBQ or patio heater or outdoor fireplace or fire pit (each, an "Outdoor Appliance") rebate in the amount of \$300, the Customer must:
  - i. have obtained a valid pre-qualification code beginning with 46e8y between July 1, 2020 and September 14, 2021
  - ii. have installed an Outdoor Appliance at the same time as an eligible Heating System, Heating and Hot Water System, Wall Furnace or Wall Furnace and Hot Water System; have submitted an application for an Outdoor Appliance at the same time as for eligible Heating System, Heating and Hot Water System, Wall Furnace or Wall Furnace and Hot Water System and provided:
    - a paid copy of the invoice for the purchase of a new Outdoor Appliance;
    - a paid copy of the invoice from the contractor for the installation of the gas line/BBQ box; and
  - iii. qualify for a Heating System, Heating and Hot Water System, Wall Furnace or Wall Furnace and Hot Water System rebate at the time of submitting an application for an Outdoor Appliance rebate.
  - iv. The Outdoor Appliance must be natural gas Outdoor Appliance, meet BC code requirements and be new.
    - Only one Outdoor Appliance rebate per Customer.

# Utility account holder consent

## For FortisBC rebate programs



### Background and Purpose

- The property owner has made, or will be making, upgrades to the property and has applied for rebates for those upgrades under a rebate program offered and/or administered by FORTISBC ENERGY INC. and/or FORTISBC INC. (collectively, "FortisBC").
- Since you are the utility account holder, FortisBC may need to collect and use your information for rebate program related purposes as more particularly set out in the consent below.

### Account holder information

Utility account holder name	Phone number	Email
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### Property information

Property address	Town/city	Province	Postal code
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### Utility information

Electric Utility:

- ☐ FortisBC ☐ City of Grand Forks ☐ City of Penticton ☐ Nelson Hydro ☐ District of Summerland

Provide the applicable account number - *find your account number on your utility bill.*

<input type="checkbox"/> Service line project number (new customers only)	<input type="checkbox"/> FortisBC gas account number	<input type="checkbox"/> Electricity account number
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### Declaration and consent for utility account holder

I declare that:

- I am the account holder for the above account(s).
- The information I have provided in this form is true and correct.
- I understand that my personal information, as defined under the Personal Information Protection Act [SBC 2003] CHAPTER 63 (the "Act"), as contained in this form or as obtained from my utility account(s) may be collected, used and disclosed (including billing and consumption data) for a period of up to 2 years before, and up to 2 years after the property owner's participation in the rebate program. Information collected used and disclosed hereunder may be used by FortisBC and its affiliates, agents, contractors and additional program and/or funding partners to administer and evaluate the effectiveness of the rebate program, to undertake analysis and research to inform changes to existing programs and to design new programs; and I hereby provide my consent
- I understand that I may be contacted by phone, email or other method to administer, evaluate and research all elements of the rebate program, and I hereby provide my consent.

FortisBC collects, uses and discloses personal information in accordance with the Act and FortisBC's Privacy Policy (available at [fortisbc.com/privacy](http://fortisbc.com/privacy)). For more information, visit [fortisbc.com/privacy](http://fortisbc.com/privacy)

Utility account holder name (please print)	Account holder signature	Date (Yr/Mth/Day)
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### Instructions:

- Complete and sign this form.
- Provide the completed form to the property owner to be included in the rebate application.

For more information about electric rebates:

Call: 1-855-909-2331  
Email: [electricrebates@fortisbc.com](mailto:electricrebates@fortisbc.com)  
Or visit: [FortisBC.com/rebates](http://FortisBC.com/rebates)

For more information about natural gas rebates:

Call: 1-855-909-2329  
Email: [rebates@fortisbc.com](mailto:rebates@fortisbc.com)  
Or visit: [fortisbc.com/rebates](http://fortisbc.com/rebates)