

Connect to Gas and Wall Furnace Program (together, the “Program”) terms and conditions (on or after April 1, 2024)



Overview

1. CONNECT TO GAS PROGRAM

a. Customer Rebates

Subject to section 3 below, eligible FortisBC Energy Inc. (“**FortisBC**”) customers (each, a “**Customer**”) with a pre-qualification code, who connect to the FortisBC natural gas system and convert their primary home heating system from a residential oil or propane heating system, or a wood stove (not a wood fireplace), to one of the following on or after April 1, 2024 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 that is installed as a standalone appliance or as part of a dual-fuel hybrid heating system (each, a “**Heating System**”) may be eligible for an up to \$2,000 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 an up to \$2,800 rebate; or
- a Heating System and an indoor natural gas fireplace (a “**Fireplace**”) may be eligible for an up to \$2,250; or
- a Heating and Hot Water System and a Fireplace may be eligible for an up to \$3,050 rebate.

Heating System, Heating and Hot Water System, Heating System and a Fireplace, Heating and Hot Water System and a Fireplace (together, “**Eligible Upgrades**”)

b. Contractor Incentives

- Eligible licensed gas contractors (each, a “**Contractor**”) who install a Heating System may be eligible for a rebate in the amount of \$150 for a Heating System, \$250 for a Heating and Hot Water System, and an additional \$50 for installing a Fireplace.

2. WALL FURNACE PROGRAM

a. Customer Rebates

Subject to section 3 below, eligible FortisBC Customers with a pre-qualification code, who install one of the following in their homes on or after April 1, 2024 may be eligible for the following rebates as part of the Wall Furnace Program (the “**WF Program**”):

- a natural gas direct vent wall furnace heating system (each, a “**Wall Furnace**”) may be eligible for an up to \$1,000 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 an up to \$1,800 rebate; or
- a Wall Furnace and an indoor natural gas fireplace (a “**Fireplace**”) may be eligible for an up to \$1,250 rebate; or
- a Wall Furnace and Hot Water System and a Fireplace may be eligible for an up to \$2,050 rebate.

Wall Furnace, Wall Furnace and Hot Water System, Wall Furnace and Fireplace, Wall Furnace and Hot Water System and Fireplace (together, “**Eligible Upgrades**”).

b. Contractor Incentive

- Contractors who install a Wall Furnace may be eligible for a rebate in the amount of \$150 for a Wall Furnace, \$250 for a Wall Furnace and a Hot Water System, and an additional \$50 for installing a Fireplace.

3. PROGRAM ELIGIBILITY (GENERAL)

The Program eligibility is as follows:

- No more than six months prior to installing Eligible Upgrades as described in sections 1(a) and 2(b), the Customer must have:
 - requested FortisBC to install a new Service Line to the Customer’s home, at the installation address provided in the application form, to provide Gas Service to the Customer’s home; and
 - entered an agreement for Service with FortisBC or signed a Service Agreement with FortisBC pursuant to section 2.1 of the Tariff (as defined below).

For the purposes of this Section 3, the terms Service Line, Gas Service and Service Agreement have the meanings ascribed to such words in the [General Terms and Conditions of the FortisBC gas tariff](#).

- The Customer must have obtained a pre-qualification code from [fortisbc.com/connecttogas](#) or [fortisbc.com/wallfurnace](#) and

installed Eligible Upgrades on or after April 1, 2024. The pre-qualification code is:

- valid for a period of two (2) years since the date of issue; and
 - cannot be assigned or transferred.
- All Eligible Upgrades must be installed by a Contractor, or if installed by Customer, Customer must submit a copy of the approval certificate and Certificate of Inspection from Technical Safety BC or the local municipal regulatory authority.
 - All Eligible Upgrades must be installed in FortisBC’s natural gas or propane service territory.
 - The Eligible Upgrade is for existing homes and not for new construction.
 - The 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 and/or Fireplace can only be claimed under the CTG Program or the WF Program, not both.
 - Rebates cannot exceed the cost on the invoice and the paid cost of the upgrade.
 - For Hot Water System, the rebate cannot exceed 75% of the installed cost, up to \$800.
 - Indoor Fireplace conversions are not eligible for the Heating System rebate, but may be eligible for the Fireplace rebate.

4. CONTRACTOR ELIGIBILITY

- Contractor rebate amounts will be determined based on whether the Customer installed the equipment as described under section 1(a)(i), (ii), (iii) and (iv) or section 2(a)(i), (ii), (iii) and (iv).
- All Eligible Upgrades 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 AND FIREPLACE ELIGIBILITY

- To qualify for a rebate under the CTG Program, the connected Heating System or Heating and Hot Water System and/or Fireplace must be listed on [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 or may not be 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 or Heating and Hot Water systems and/or Fireplaces as defined in 1(a)(ii), (iii) and/or (iv) 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.

- b. If installing both a Wall Furnace and Hot Water System and/or Fireplace all components must be installed on the same date.

7. CUSTOMER REBATE PROCESS FOR THE PROGRAM

- a. The Customer must submit a completed application form, accompanied by:
 - i. a copy of the paid itemized invoice(s) that contain(s):
 - the purchase and installation date of the Eligible Upgrade(s); and
 - details of all work performed, including the make and model number(s) for all Eligible Upgrade(s); 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.
 - ii. 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 57a3y.
- c. Applications and supporting documents must be completed and submitted within 90 days of the invoice date of the Eligible Upgrade(s). 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 the Eligible Upgrade(s); 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 PROGRAM 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 Terms and Conditions. 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 Eligible Upgrade(s) 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 Eligible Upgrade(s).
- d. The Customer acknowledges that it is solely responsible for the hiring of a Contractor to install Eligible Upgrade(s) 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 the Eligible Upgrade(s) 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 Eligible Upgrade(s) 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.
- b. This section 10 will survive the expiration of the Program.