

Home Renovation Rebate Program and CleanBC Home Efficiency Rebates¹

Terms and Conditions

We're working together to help B.C. save energy



1. The Home Renovation Rebate Program and CleanBC Home Efficiency Rebates (the "Program") is administered by FortisBC Energy Inc., FortisBC Inc. (collectively, "FortisBC"), British Columbia Hydro and Power Authority ("BC Hydro"), and the Province of British Columbia as represented by the Minister of Energy, Mines and Petroleum Resources ("the Province" and, together with FortisBC and BC Hydro the "Partners"), in collaboration, from time to time, with additional third-party contributors (each, a "Collaborating Party"). Eligible participants who make certain energy-efficiency upgrades ("Upgrade(s)") to their homes in accordance with these terms and conditions (the "Program Terms") are eligible to receive rebate(s) under this Program.
2. The Program Terms are effective for Upgrade invoices dated on or after October 1, 2019.

Eligibility

3. To be eligible for a rebate(s) under the Program, each applicant and each Upgrade must satisfy the eligibility and other requirements set out in these terms and conditions. Each eligible applicant is referred to as a "Participant". The eligibility criteria of premises (the "Premises") are as follows:
 - a. must be connected to a current residential utility service account with FortisBC Energy Inc., FortisBC Inc., BC Hydro and/or Pacific Northern Gas Ltd.;
 - b. must be heated primarily by natural gas or piped-propane supplied by FortisBC Energy Inc. or Pacific Northern Gas Ltd. or heated by electricity (hard-wired electric heating systems such as electric baseboards, radiant ceiling, radiant floors, or forced-air furnace) supplied by BC Hydro or FortisBC Inc. or heated primarily by oil or propane. Premises heated primarily by electricity supplied by City of New Westminster, City of Penticton, City of Grand Forks, Nelson Hydro, and District of Summerland are also eligible.
 - c. a primary heating system is a heating system with the capacity to heat a minimum of 50% of the home for the entire heating season to 21°C. Determination of the primary heating type is at the sole discretion of the Partners. A fireplace is not eligible as a primary heating system.
 - d. must not be primarily heated by wood or other solid fuels.
 - e. must be one of the following types of residential buildings:
 - i. single family detached dwelling;
 - ii. single family detached dwelling with a secondary suite that is individually metered;
 - iii. mobile home that is permanently fixed, sits on a foundation, structurally complete with installed and connected plumbing, heating, electrical, water and sewer services with towing apparatus and axle has been removed; or
 - iv. side-by-side duplex or side-by-side row home or townhouse, provided each unit has its own natural gas and/or electricity meter. Utility accounts in the name of a strata corporation are not eligible.
 - f. The following types of premises are not eligible for the Program:
 - i. multi-unit residential buildings such as condominiums, high-rises and apartment buildings;
 - ii. stacked townhomes;
 - iii. vacation homes or premises that are not year-round primary residences;
 - iv. garages, workshops, and outbuildings; and
 - v. Upgrades installed in a newly constructed building or a new addition to an existing building. An existing space, such as a garage or solarium, being converted into a living space is considered a new addition.
 - g. Premises must have 12 months of consecutive utility billing history for the period immediately prior to the installation of the Upgrade(s).
4. All equipment and products installed as part of an Upgrade must be new, in good working order, not previously installed in another home or building.
5. All Upgrades must be installed by a contractor with a valid BC business license for the trade applicable to the installation work. (E.g. Contractor – Electrical, Contractor – Heating, Inter-municipal trades and construction business license)
6. Rebates for any particular Upgrade, Bonus Offers or EnerGuide² home evaluation:
 - a. cannot exceed the cost of the invoiced and paid cost of Upgrade or evaluation; and
 - b. may only be claimed once, either through this Program or through other programs funded by BC Hydro, FortisBC, Pacific Northern Gas Ltd., the Province, and/or Collaborating Parties.
7. The Participant is responsible for safe removal, decommissioning, modification (where applicable), and disposal/recycling of old equipment in accordance with all applicable laws and ensuring the equipment is not resold or reused.

Required forms, documentation and deadlines

8. A Participant must submit a Program application form completed in full for all rebate and bonus applications.
9. The Program application form, invoices and required supporting documentation for each Upgrade must be submitted within six (6) months of the invoice date of the Upgrade.
10. The Two Upgrade Bonus application must be submitted within six (6) months of the invoice date of the second bonus-eligible Upgrade.

11. The EnerGuide Home Evaluation Rebate and Home Energy Improvement Bonus application must be submitted within six (6) months of the date of the post-Upgrade EnerGuide home evaluation.
12. If the Participant is not the electric and/or gas utility account holder, the Participant must submit the [Utility Account Holder Consent form](#) completed and signed by the account holder.
13. Refer to bchydro.com/homerebates, fortisbc.com/homerebates or betterhomesbc.ca for invoice requirements and sample invoices.
14. Refer to [Appendix A](#) of the Program Terms for a full list of required supporting documentation.

Timing and payment of rebate(s)

15. Rebate payments will be issued either in the form of a cheque, rebate provided via bill, or e-transfer to the Participant. If rebate provided via bill is selected, the rebate will be reflected on the customer's BC Hydro account as an offset of the amount owed by the customer to BC Hydro for electricity provided by BC Hydro. For clarity, such an offset does not constitute a deduction of, variance from, or waiver of, the amounts or charges owed by the customer for electricity provided by BC Hydro under the applicable rate schedule, it is used simply as a mechanism for paying the rebate. If a cheque has not been cashed within six months from the date of issue, the cheque will be considered null and void. Partners are under no obligation to re-issue a cheque or transfer returned as, or otherwise undeliverable or to replace a stale-dated cheque.
16. Processing of applications may take up to 90 days from the date that all required application documents are received, or longer if application is selected for onsite verification. Partners are not responsible for lost, delayed, damaged, illegible or incomplete applications.

Municipal Top Ups

17. Municipal Top Ups is a limited time special offer funded by participating municipalities. Participating municipalities are listed on betterhomesbc.ca/municipal-offers.
18. Municipal Top Ups are available subject to eligibility on a first-come, first-served basis while funds last.
19. Premises must be located within the municipal boundaries of a participating municipality. Participants, Premises, and Upgrade eligibility requirements and top up amounts are set out at betterhomesbc.ca/municipal-offers.

Individual Upgrade Rebates

20. Premises are limited to:
 - a. A maximum of one (1) primary space heating system rebate (air source heat pump, natural gas furnace, natural gas boiler, natural gas combination heating and hot water system, or air to water heat pump for space heating only), regardless of the number of systems installed.
 - b. A maximum of one (1) primary water heating system rebate (electric heat pump water heater, natural gas water heater, natural gas combination heating and hot water system, or air to water heat pump for water heating only), regardless of the number of systems installed.
 - c. A maximum of \$900 in attic insulation rebates.
 - d. A maximum of \$1,200 each in exterior wall cavities, exterior wall sheathing, and basement/crawlspace walls insulation rebates.
 - e. A maximum of \$1,000 in other (exposed floor, floor over crawlspace, basement header) insulation rebates.
 - f. A maximum of one (1) rebate is available for either basement/crawlspace walls or floor over crawlspace.
 - g. A maximum of twenty (20) Tier 1 windows and doors rebates and a maximum of twenty (20) Tier 2 windows and doors rebates.
 - h. A maximum of one (1) connected thermostat rebate.
 - i. A maximum of one (1) electrical service upgrade rebate.
21. Premises primarily heated by natural gas supplied by Pacific Northern Gas Ltd. are only eligible for the following rebates: Fossil fuel conversion to air source heat pump, fossil fuel conversion to electric heat pump water heater, fossil fuel conversion to air-to-water heat pump, windows, doors, insulation, EnerGuide Home Evaluation Rebate, Two Upgrade Bonus, and/or Home Energy Improvement Bonus.

Upgrade-specific requirements

22. Insulation

- a. Insulation products must meet the applicable Canadian national thermal insulation standards. Only products with Canadian thermal resistivity values (R-values) provided by the manufacturer are accepted. "System values" or values of materials not tested to Canadian national thermal insulation standards cannot be used for determining the amount of insulation added.
- b. Batt, loose fill, board and spray foam are eligible insulation types.
- c. Insulation must be installed in accordance with the [Best Practice Guide Air Sealing and Insulation Retrofits for Single Family Homes](#).
- d. Rebates are calculated based on the R-value of new insulation added. In cases where pre-existing insulation was removed (Eg. Due to pest infestation or mold), the rebate is calculated on the difference in R-Value between the new and pre-existing insulation.
- e. Participants must resolve any pest infestations and rodent tunnels in the insulation prior to installation of new insulation. Presence of a pest infestation and/or rodent tunnels in the new insulation must be remediated to receive the rebate.
- f. The insulation added must have a minimum R-value added per location outlined below:

Insulation location	Min R-value of new insulation added
Attic – flat and cathedral ceiling	R12
Exterior wall cavities	R12
Exterior wall sheathing	R3.8
Basement/crawlspace walls	R10
Other (exposed floor, floor over crawlspace, basement header)	R20

23. Windows and doors

- Windows and doors must replace existing windows and doors in the building envelope of the Premises between an unheated space (e.g. outdoors) and a heated space. Skylights are not eligible for a rebate.
- The number of windows and/or doors eligible for rebates is based on the number of Rough Openings (“RO”) in which windows or doors were replaced. Each RO is counted as one window and/or door. A bay window, which may be made up of several window sections, is regarded as one RO.
- To be eligible to receive the Tier 1 rebate, the windows and doors must have a metric U-Factor between 1.23 and 1.40 (W/m²-K) as listed on Natural Resource Canada’s [fenestration product list](#).
 - Homes within the City of Vancouver municipal boundary are not eligible for this rebate.
- To be eligible to receive the Tier 2 rebate, the windows and doors must have a maximum metric U-Factor of 1.22 (W/m²-K) as listed on Natural Resource Canada’s [fenestration product list](#).

24. Air source heat pump – All system requirements for homes heated by electricity before Upgrade (Sections 24-28)

- Eligible systems are listed on the [Heat Pump Qualifying List](#).
- Emergency replacement of broken electrical systems is not eligible.
- The heat pump must replace an existing hard-wired electric heating system such as electric baseboards, radiant ceiling, radiant floors or forced-air furnace and serve as the primary heating system.
- Replacement of an existing heat pump or adding a head to an existing heat pump are not eligible for a rebate. Both the indoor and outdoor units must be new and not part of a previous installation.
- The heat pump must be sufficiently sized to operate and serve as the primary heating system for the home.

25. Air source heat pump - Variable Speed Mini-Split (Single head installation)

- The indoor unit of the heat pump (head) must serve a main living area (Family room, living room or open-concept kitchen-living room) of the Premises.
- In addition to the requirements outlined in section 24, the system must meet all of the following requirements:
 - Seasonal Energy Efficiency Ratio (SEER) of 18 or higher;
 - Heating Seasonal Performance Factor (HSPF Region IV) of 10.00 or higher;
 - Variable speed compressor (single speed and two stage compressors are not eligible); and
 - An AHRI certified reference number that references all components of the heat pump, including outdoor unit and indoor unit.

26. Air source heat pump-Variable Speed Multi-Split (Multiple head installation)

- At least one indoor unit (head) must serve a main living area (Family room, living room, or open-concept kitchen-living room) of the Premises.
- In addition to the requirements outlined in section 24, the system must meet all of the following requirements:
 - Seasonal Energy Efficiency Ratio (SEER) of 16 or higher;
 - Heating Seasonal Performance Factor (HSPF Region IV) of 9.30 or higher;
 - Variable speed compressor (single speed and two stage compressors are not eligible); and
 - An AHRI certified reference number that references the outdoor unit.

27. Air source heat pump – Central system (Tier 1)

- Only Premises heated primarily by electricity provided by FortisBC, City of Penticton, City of Grand Forks, Nelson Hydro, and District of Summerland are eligible.
- In addition to the requirements outlined in section 24, the system must meet all of the following requirements:
 - Seasonal Energy Efficiency Ratio (SEER) of 15 or higher;
 - Heating Seasonal Performance Factor (HSPF Region IV) of 8.50 or higher; and
 - An AHRI certified reference number that references all components of the heat pump, including outdoor unit, indoor unit(s), and air handler or furnace.
 - Products with a maximum static pressure of less than 0.6” WC are considered mini-split or multi-split systems.

28. Air source heat pump – Variable speed central system (Tier 2)

- In addition to the requirements outlined in section 24, the system must meet all of the following requirements:
 - Seasonal Energy Efficiency Ratio (SEER) of 16 or higher;
 - Heating Seasonal Performance Factor (HSPF Region IV) of 9.30 or higher;
 - Variable speed compressor (single speed and two stage compressors are not eligible); and
 - An AHRI certified reference number that references all components of the heat pump, including outdoor unit, indoor unit(s), and air handler or furnace.

- Products with a maximum static pressure of less than 0.6” WC are considered mini-split or multi-split systems.

29. Air source heat pump – All system requirements for homes heated by fossil fuel (oil, gas or propane) before Upgrade (Sections 29-34)

- Eligible systems are listed on the [Heat Pump Qualifying List](#).
- Emergency replacement of fossil fuel space heating systems are eligible. The heat pump must be sufficiently sized to operate and serve as the primary heating system for the home.
- The heat pump must replace the existing fossil fuel (oil, gas, or propane) heating system and all such fossil fuel heating equipment (piping, appliances, fuel containers, vents and associated infrastructure) must be removed or decommissioned in accordance with all applicable laws.
- Both the indoor and outdoor units must be new and not part of a previous installation.
- Premises in Non-Integrated Areas of the electricity grid must contact betterhomesbc@gov.bc.ca for pre-approval from the Province prior to installation.
- Residents of Northern BC (BC Building Code Climate Zone 6, 7A, 7B or 8) with premises heated primarily by an oil furnace before the heat pump upgrade are exempt from the requirement to remove and decommission the oil furnace. They may still use the oil furnace as a back-up heating source.
- The following exemptions apply to residents of Northern BC (BC Building Code Climate Zone 6, 7A, 7B or 8) with premises heated primarily by an oil furnace before the heat pump upgrade:
 - The indoor and outdoor unit(s) of the heat pump must be listed on AHRI certification as a matched system that meets the Program’s HSPF and SEER requirements. However, an AHRI certified reference number that references all components of the heat pump, including the outdoor unit, indoor unit(s), and air handler or furnace is not needed.
 - The requirement to remove and decommission the oil furnace does not apply. The oil furnace may still be used as a back-up heating source.

30. Air source heat pump – Variable Speed Mini-Split (Single head installation)

- The indoor unit of the heat pump (head) must serve a main living area (Family room, living room or open-concept kitchen-living room) of the Premises.
- In addition to the requirements outlined in section 29, the system must meet all of the following requirements:
 - Seasonal Energy Efficiency Ratio (SEER) of 16 or higher;
 - Heating Seasonal Performance Factor (HSPF Region IV) of 9.30 or higher;
 - Variable speed compressor (single speed and two stage compressors are not eligible); and
 - An AHRI certified reference number that references all components of the heat pump, including outdoor unit and indoor unit.

31. Air source heat pump – Variable Speed Multi-Split (Multiple head installation)

- At least one indoor unit (head) must serve a main living area (Family room, living room, or open-concept kitchen-living room) of the Premises.
- In addition to the requirements outlined in section 29, The system must meet all of the following requirements:
 - Seasonal Energy Efficiency Ratio (SEER) of 16 or higher;
 - Heating Seasonal Performance Factor (HSPF Region IV) of 9.30 or higher;
 - Variable speed compressor (single speed and two stage compressors are not eligible); and
 - An AHRI certified reference number that references the outdoor unit.

32. Air source heat pump – Central system requirements for homes heated by fossil fuel (oil, gas or propane) before Upgrade (Sections 32-34)

- Notwithstanding the foregoing, a system created by retrofitting an existing natural gas or propane furnace is eligible if it meets the criteria in section 32b.
- In the case of a heat pump being integrated into a combination natural gas or propane furnace/electric heat pump, all such natural gas or propane heating equipment (piping, appliance, fuel containers, vents and associated infrastructure) must be modified in accordance with all applicable laws. Combination natural gas or propane furnace/electric heat pump systems are only eligible provided:
 - A heat load calculation is completed to properly size the system. Rule-of-thumb equipment sizing will not be accepted. Supplemental heating from other electric or non-fossil fuel heating systems may be taken into account in the heat load calculation. Supplemental heating from fossil fuel heating systems (e.g. gas fireplace) cannot be taken into account in the heat load calculation. The load calculation must be performed using program-approved methodology. Approved methodology can be found at [betterhomesbc.ca](#).
 - The thermostat, outdoor temperature switch-over control or equipment control board is set to the following region-specific temperatures for the duration of the product lifetime:
 - Lower Mainland and Vancouver Island regions: 0°C
 - Southern Interior and Northern BC: -5°C
 - The heat pump must be sized to ensure that it has the capacity to meet the Premises’ heat demand at or below the region-specific outdoor set-point (i.e. the application balance point must be lower than the region specific outdoor thermostat set-point); and
 - An AHRI certified reference number that references the outdoor unit and the indoor unit(s) of the heat pump of the purchased system. The AHRI certified reference number for dual fuel systems must show either the outdoor unit and indoor unit only, or the outdoor unit, indoor unit and air handler or furnace model number.

33. **Air source heat pump – Central system (Tier 1)**
- In addition to the requirements outlined in sections 29 and 32, the system must meet all of the following requirements:
 - Seasonal Energy Efficiency Ratio (SEER) of 15 or higher;
 - Heating Seasonal Performance Factor (HSPF) of 8.50 or higher; and
 - An AHRI certified reference number that references the outdoor unit and the indoor unit(s) of the heat pump. The AHRI certified reference number for dual fuel systems must show either the outdoor unit and indoor unit only, or the outdoor unit, indoor unit and furnace model number.
 - Products with a maximum static pressure of less than 0.6" WC are considered mini-split or multi-split systems.
34. **Air source heat pump – Variable speed central system (Tier 2)**
- In addition to the requirements outlined in sections 29 and 32, the system must meet all of the following requirements:
 - Seasonal Energy Efficiency Ratio (SEER) of 16 or higher;
 - Heating Seasonal Performance Factor (HSPF) of 9.30 or higher;
 - Variable speed compressor (single speed and two stage compressors are not eligible); and
 - An AHRI certified reference number that references the outdoor unit and the indoor unit(s) of the heat pump. The AHRI certified reference number for dual fuel systems must show either the outdoor unit and indoor unit only, or the outdoor unit, indoor unit and furnace model number.
 - Products with a maximum static pressure of less than 0.6" WC are considered mini-split or multi-split systems.
35. **Air-to-water heat pump**
- Eligible systems are listed on the [Air-to-Water Heat Pump Qualifying List](#).
 - Only Premises with space and/or water heating primarily heated by fossil fuel (oil, gas or propane) before Upgrade are eligible.
 - Premises in Non-Integrated Areas of the electricity grid must contact betterhomesbc@gov.bc.ca for pre-approval from the Province prior to installation.
 - The air-to-water heat pump must serve a main living area (Family room, living room or open-concept kitchen-living room) of the Premises, and must be sufficiently sized to operate and serve as the primary heating system for the home.
 - All fossil fuel heating equipment must be removed or decommissioned.
 - The primary back-up system must not be natural gas, oil or propane. Premises with a combined space and domestic hot water boiler who are only installing an air-to-water heat pump for space heating may keep the boiler for domestic hot water. However, all connections between the boiler and the space heating system must be removed.
36. **Electrical service upgrade**
- Only Premises that convert from a fossil fuel primary space and/or water heating system are eligible.
 - The service upgrade (new wire) is for 100, 200 or 400 amp service to an existing home.
 - Eligible expenses include:
 - utility connection fees
 - electrical panel or sub-panel upgrade,
 - service mast alterations or replacement,
 - conduit replacement, meter base alterations or replacements,
 - weather head alteration or replacement; and
 - labour.
37. **Natural gas furnace and connected thermostat**
- Details on eligible products and complete terms and conditions for high-efficiency natural gas furnace and connected thermostat rebates are available at fortisbc.com/furnace.
38. **Natural gas boiler or combination heating and hot water system**
- Details on eligible products and complete terms and conditions for high-efficiency natural gas boiler or combination heating and hot water system rebates are available at fortisbc.com/boiler.
39. **Natural gas water heater**
- Details on eligible products and complete terms and conditions for high-efficiency natural gas water heater rebates are available at fortisbc.com/waterheater.
40. **Electric heat pump water heater**
- The existing water heater being replaced must be the primary water heater (if the Premises uses more than one water heater).
 - Replacement of an existing electric heat pump water heater is not eligible for a rebate. The unit must be new and not part of a previous installation. Emergency replacement of broken electrical water heaters is not eligible.
 - Electric heat pump water heaters listed in Tier 2 or higher on [NEEA's Advanced Water Heater Specification* Qualified Products List for Heat Pump Water Heaters](#) are eligible.
 - In the case of Premises where water was heated primarily by fossil fuel (oil, natural gas or propane) before the heat pump water heater upgrade, the heat pump water heater must replace the fossil fuel water heating system and all such fossil fuel water heating equipment (piping, appliances, fuel containers, vents and associated infrastructure) must be removed or decommissioned in accordance with all applicable laws. Emergency replacement of fossil fuel water heating systems with heat pump water heaters are eligible.

41. **EnerChoice® fireplace**

- Details on eligible products and complete terms and conditions for high-efficiency natural gas fireplace rebates are available at fortisbc.com/enerchoice.

EnerGuide Home Evaluation Rebate

- A maximum of one (1) EnerGuide Home Evaluation Rebate per Premises is eligible.
- A pre-Upgrade EnerGuide home evaluation and a post-Upgrade EnerGuide home evaluation are required for the Participant to receive the EnerGuide Home Evaluation Rebate.
 - EnerGuide home evaluations must be performed by a Program-Qualified Energy Advisor (the "Energy Advisor") listed at betterhomesbc.ca.
 - The pre-Upgrade EnerGuide home evaluation must be completed on or after September 28, 2018.
 - The post-Upgrade EnerGuide home evaluation must be completed within 18 months of the pre-Upgrade EnerGuide home evaluation.
 - The EnerGuide Home Evaluation Rebate application must be submitted within six (6) months of the date of the post-Upgrade EnerGuide home evaluation.

Bonus Offers

- Participants are eligible for either one (1) Two Upgrade Bonus or one (1) Home Energy Improvement Bonus per Premises regardless of the number of Upgrades installed.
 - To be eligible for the Two Upgrade Bonus, Participants must have at least two (2) bonus-eligible Upgrades installed on or after September 28, 2018 and within 18 months of each other.
 - The Two Upgrade Bonus application must be submitted within six (6) months of the invoice date of the second bonus-eligible Upgrade.
 - To be eligible for the Home Energy Improvement Bonus, a pre-Upgrade and post-Upgrade EnerGuide home evaluation must be completed in accordance with section 43-44 of these Program Terms.
 - Participants must have at least three (3) bonus-eligible Upgrades installed and complete the post-Upgrade EnerGuide home evaluation within 18 months after the completion of their pre-Upgrade EnerGuide® home evaluation.
 - The Home Energy Improvement Bonus application must be submitted within six (6) months of the date of the post-Upgrade EnerGuide Home evaluation.
- Bonus-eligible Upgrades and requirements are outlined below and must meet the Upgrade-specific requirements:

	Upgrade	Bonus eligibility requirements
a.	Attic insulation	Minimum \$500 rebate achieved
b.	Exterior wall cavity insulation	Minimum \$500 rebate achieved
c.	Exterior wall sheathing insulation	Minimum \$500 rebate achieved
d.	Basement/crawlspace walls insulation	Minimum \$500 rebate achieved
e.	Other insulation	Not bonus-eligible
f.	Windows and doors	Minimum of \$250 rebate achieved
g.	Primary space heating system: 1. Air source heat pump 2. Natural gas furnace 3. Natural gas boiler 4. Air to water heat pump for space heating only	Maximum of one (1) type of primary space heating system Upgrade
h.	Combined space and water heating systems: 1. Natural gas combination heating and hot water system 2. Air to water heat pump for space and water heating	Qualifies as one (1) primary space heating Upgrade and one (1) primary water heating Upgrade for a total of two bonus-eligible Upgrades.
i.	Primary water heating system: 1. Electric heat pump water 2. Natural gas water heater 3. Air to water heat pump for water heating only	Maximum of one (1) type of primary water heating system Upgrade is bonus-eligible.
j.	EnerChoice fireplace	Maximum of one (1) fireplace Upgrade is bonus-eligible; Must replace an existing gas fireplace in the Premises
k.	Connected thermostat	Not bonus-eligible
l.	Electrical service upgrade	Not bonus-eligible

46. **Rebate amounts**

- Rebate amounts are available at bchydro.com/homerebates, fortisbc.com/homerebates or betterhomesbc.ca.
- Rebate amounts are subject to revision at the Partners' sole discretion and will be paid in accordance with the rebate amounts available on the purchase date of the Upgrade as indicated by the invoice date.
- Notwithstanding anything in the Program Terms, payment of rebates is subject to the availability of funds and may change at any time without notice.

47. General terms and conditions

- a. The Partners reserve the right to revise the Program Terms without notice, including revisions to rebate amounts and eligibility requirements.
- b. Decisions of Partners are final and binding and not subject to appeal. Partners may provide reasons for their decisions but are under no obligation to do so.
- c. The Partners reserve the right, without incurring any liability, to reject applications to the Program that the Partners determine, in their sole discretion, are incomplete, inaccurate, or otherwise do not meet applicable Program requirements. A Program application will be considered incomplete if it is missing supporting documents, information is incomplete or if the Partners request additional details.
- d. If a Program application is received incomplete, the Partners may void the application, if the Participant fails to provide a fully completed application within ten business days after receiving a request to do so by the Partners.
- e. Participants are responsible for meeting all Program requirements and ensuring equipment and products are installed and operated in accordance with all applicable laws, orders, ordinances, standards, codes and other rules, licenses and permits of all lawful authorities, and in accordance with manufacturer's specifications, requirements of Technical Safety BC and, if applicable, the gas authority having jurisdiction.
- f. Participants must ensure appropriate products and installation techniques are used that do not compromise their Premises' structure, indoor air quality and safety.
- g. Participants are solely responsible for choosing eligible products, licensed contractors, Energy Advisors and meeting all Program requirements.
- h. The Partners do not endorse any specific product, retailer, Energy Advisor or contractor, and are not liable for the Participant's selection of materials or products, or the workmanship, operation, performance or warranty associated with any Upgrades or associated work performed, whether by a contractor, Energy Advisor, or otherwise, in relation to the Program. The Partners make no representation or warranty, whether express or implied, in respect of any product, materials, services or measures associated with any Upgrades installed in relation to the Program, or with respect to the energy consumption figures or energy-efficiency recommendations included in any EnerGuide home evaluation. Actual energy consumption and costs depend on a host of factors beyond the control of NRCan and the Partners.
- i. The Partners do not guarantee, and accept no liability, for the level of energy savings achieved by a Participant under this Program.
- j. The Partners are not responsible in any circumstances whatsoever for the actions, omissions, recommendations or advice of any contractor or Energy Advisor engaged by a Participant in connection with the Program.
- k. Participants hereby agree to indemnify and save harmless the Partners and their respective directors, officers, agents and employees from all liability, damages, claims, demands, expenses, and costs for claims, costs for injury or death of any person, damage to or destruction of property and all economic loss suffered by any person arising from or occurring by reason of the Program, receipt of a rebate(s) or actual or alleged preparation or installation or use of the Upgrade(s), including any actions or omissions by third-party consultants or contractors in the preparation or installation of the Upgrade(s).
- l. The Program, including its Program Terms are governed by and interpreted in accordance with the laws of the Province of British Columbia.

48. Measurement, verification and evaluation

The Partners reserve the right to perform onsite verifications to confirm the eligibility of any Upgrade, entitlement to rebates and bonuses, and to confirm any other relevant information related to Program eligibility. Participants agree to provide reasonable access to their premises for the purpose of Program verification for one year following the receipt of a rebate application. Site verification contractors will need access to every room in the applicable Premises, including without limitation, the attic and any crawlspaces. They will be required to document and take pictures of the Premises and/or installed equipment. Before issuing a rebate, the Partners are entitled to verify information provided on the Program application, by directly contacting any party associated with the Upgrade(s), or by any other reasonable means. Participants must respond and provide access to the Premises and any requested information within 30 days of receipt of an on-site verification notice or risk their application being declined and/or rebates and bonuses forfeited, at the sole discretion of the Partners. Participants must retain copies of all supporting documentation required for rebate eligibility

(including Bonus Offers eligibility) for at least one year following the receipt of the application, including but not limited to, all contractor agreements, invoices and product receipts

49. Access and use of personal information and protection of privacy

- a. BC Hydro, FortisBC and the Province are collecting, using and disclosing the personal information on the Program application materials for the purpose of administering the Program, evaluating the effectiveness of the Program and undertaking analysis and research to inform changes to existing programs and the design of new energy-efficiency programs.
- b. FortisBC collects, uses and discloses personal information in accordance with provisions of the *Personal Information Protection Act* ("PIPA") and its Privacy Policy (which is located at fortisbc.com/privacy). For more information, contact: Chief Privacy Officer at privacyofficer@fortisbc.com or Suite 100, 1975 Springfield Road, Kelowna, British Columbia, V1Y 7V7.
- c. BC Hydro collects, uses and discloses personal information in accordance with provisions of the *Freedom of Information and Protection of Privacy Act* ("FOIPPA") and its Privacy Policy (which is located at bchydro.com/privacy). BC Hydro's collection, use and disclosure of the personal information on application forms is undertaken in furtherance of BC Hydro's energy conservation mandate and obligations under the *Clean Energy Act* and the *Utilities Commission Act*. If BC Hydro customers have any questions regarding the information collected on the Program application form, they are invited to call BC Hydro's Customer Service at **604-224-9376** or **1-800-224-9376** outside of the Lower Mainland.
- d. The Province of British Columbia as represented by the Minister of Energy, Mines and Petroleum Resources collects your personal information under section 26(c) of FOIPPA. If customers have any questions regarding the collection, use or disclosure of the information collected on the Program application form, please contact: a Senior Energy Efficiency Coordinator at betterhomesbc@gov.bc.ca or PO Box 9314 Stn Prov Govt, 4th floor, 1810 Blanshard St, Victoria, BC, V8W 9N1.
- e. By signing the Program application form, the Participant consents to:
 - i. the disclosure of their personal information, as provided by the Participant in any Program application materials, to the Partners and any Collaborating Party (if the Participant is eligible for a rebate funded or enabled by that Collaborating Party), and their respective affiliates and contractors, for the purposes of administering the Program, evaluating the effectiveness of the Program and undertaking analysis and research to inform changes to existing programs and the design of new energy-efficiency programs;
 - ii. the disclosure of their utility billing and energy consumption data for a period of up to 60 months before, and up to 60 months after their participation in the Program to the Partners and their respective affiliates and contractors, for the purposes of administering the Program, evaluating the effectiveness of the Program and undertaking analysis and research to inform changes to existing programs and the design of new energy-efficiency programs;
 - iii. specifically with respect to the EnerGuide home evaluation program, the disclosure of their personal information to NRCan, the Partners and any Collaborating Party (if the Participant is eligible for a rebate funded by that Collaborating Party) for the purposes of administering the Program, evaluating the effectiveness of the Program and undertaking analysis and research to inform changes to existing programs and the design of new energy-efficiency programs. The Participant hereby authorizes the applicable Partners and Collaborating Parties to collect this information indirectly through NRCan and/or the Energy Advisor, knowing that all parties must, at a minimum, safeguard the Participant's information according to information protection standards under applicable federal and provincial privacy legislation;
 - iv. the disclosure of their personal information to the installation contractor(s) named on the application form for the purpose of administering the Program and conducting site verification;
 - v. upon request by NRCan, the disclosure of any of the above-listed information (including personal information) to NRCan; and
 - vi. be contacted by any of the Partners (or their authorized agents) by phone, email, direct mail or similar method for the purposes of administering, evaluating and researching all elements of the Program.

Appendix A – Supplementary Documentation Requirements

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In addition to a copy of the paid invoice, supplementary documentation is required for the upgrades listed below. Invoice requirements and sample invoices can be found at fortisbc.com/homerebates, bchydro.com/homerebates or betterhomesbc.ca.

Windows and doors

1. A photo of a least one label from the installed window/door showing one or more of the following:
 - a. Manufacturer model code/number
 - b. NRCan reference number or NFRC Certified Products Directory (CPD) number

Natural gas furnace, boiler, and combination heating and hot water systems

1. Commissioning sheet (Go to fortisbc.com/furnace and fortisbc.com/boiler for templates)
2. Photograph of the two-pipe direct vent system installed

Air source heat pumps

Note: Supplementary documentation is only required for Premises that convert from a fossil fuel primary heating system to an air source heat pump.

1. Proof of oil system removal or decommissioning or gas furnace removal, decommissioning or modification (where applicable). One of the following documents will be accepted:
 - a. Local government permit or inspection report, which must include:
 - i. Date of inspection
 - ii. Address where inspection took place
 - b. Invoice from the removal, decommissioning or modification company or heat pump installation company, which must include:
 - i. Description of work completed (e.g. the oil system, including oil tank, was removed according to applicable regulations and local government bylaws)
 - ii. Date of removal, decommissioning or modification
2. Copy of the heat load calculation based on program-approved methodology, if a heat pump is being integrated into a combination natural gas or propane furnace/electric heat pump

Electric heat pump water heaters

Note: Supplementary documentation is only required for Premises that convert from a fossil fuel primary water heating system to an electric heat pump water heater.

1. Proof of gas water heater removal. One of the following documents will be accepted:
 - a. Local government permit or inspection report, which must include:
 - i. Date of inspection
 - ii. Address where inspection took place
 - b. Invoice from the removal company or heat pump water heater installation company, which must include:
 - i. Description of work completed (e.g. the gas water heater was removed according to applicable regulations and local government bylaws)
 - ii. Date of removal

Electrical service upgrade

1. Utility bill or invoice for the electrical service upgrade (100, 200, or 400 amp service)
2. Any additional invoices for eligible electrical service upgrade expenses, which must include:
 - a. Contractor details, full address, phone number, GST number
 - b. Installation address
 - c. Electric permit number
 - d. Description of work completed to upgrade electrical service
 - e. Invoice number and date
 - f. Total cost (Including equipment and installation costs)
 - g. Proof of payment



¹ This program is funded, in part, by the Province of British Columbia and Government of Canada.

² EnerGuide is an official mark of Natural Resources Canada