

Home Renovation Rebate and Efficiency BC Program Terms and Conditions

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



1. The Home Renovation Rebate and EfficiencyBC Program¹ (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 as of September 28, 2018.
- ### Eligibility
3. To be eligible for a rebate(s) under the Program, each applicant must satisfy the eligibility requirements in this Eligibility section (each applicant that meets these eligibility requirements is a “**Participant**”), in addition to the Upgrade-specific requirements set out below.
 4. The eligibility criteria of premises (the “**Premises**”) that are the subject of an application are as follows:
 - a. must be connected to a current residential utility service account with FortisBC Energy Inc., FortisBC Inc., and/or BC Hydro;
 - b. must be heated primarily by natural gas or piped-propane supplied by FortisBC Energy Inc. or 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. 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.
 - c. electrically heated homes served by local municipal utilities within the service territories of BC Hydro or FortisBC Inc.(electricity) are also eligible.
 - d. Premises primarily heated by wood or other solid fuels are not eligible.
 - e. Premises 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 meets the definition of a multi-unit residential building established by Natural Resources Canada (“**NRCan**”) EnerGuide Rating System Standard Version 15.5 Manual section 1.2.1.1;
 - iii. mobile home on a permanent foundation; 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. vacation homes or premises that are not year-round primary residences;
 - iii. garages, workshops, and outbuildings; and
 - iv. Upgrades installed in a newly constructed building or a new addition to an existing building.
 - g. Premises must have 12 months of consecutive utility billing history for the period immediately prior to the installation of the Upgrade(s).
 - h. Premises where the Participant is not the electric and/or gas utility account holder are eligible, provided the appropriate forms are submitted as set out in section 19.
 5. 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.
 6. All Upgrades must be installed by a licensed contractor with a valid BC business license for the trade applicable to the installation work.
 7. Rebates for any particular Upgrade, Bonus Offers or EnerGuide 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, the Province, and/or Collaborating Parties.
 8. 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.
- ### Individual Upgrade Rebates
9. Invoice dates for Upgrades must be on or after September 28, 2018.
 - a. Invoices dated before September 28, 2018 will be paid in accordance to rebate amounts available before September 28, 2018 as listed on bchydro.com/homerebates or fortisbc.com/homerebates.
 - b. Invoices dated on or after September 28, 2018 will be paid in accordance to rebate amounts available on and after September 28, 2018 as listed on bchydro.com/homerebates, fortisbc.com/homerebates or efficiencybc.ca.
 10. The maximum number of eligible Upgrade installations and rebate amounts are listed on bchydro.com/homerebates, fortisbc.com/homerebates or efficiencybc.ca.
 11. Refer to Appendix A (Invoice and Supplementary Documentation Requirements) for a full list of required forms and supporting documentation.
- ### EnerGuide Home Evaluation Rebate
12. A maximum of one EnerGuide Home Evaluation Rebate per Premises is eligible.
 13. 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.
 14. EnerGuide home evaluations must be performed by a Program-Qualified Energy Advisor (the “**Energy Advisor**”) listed at efficiencybc.ca.
 15. The pre-Upgrade EnerGuide home evaluation must be completed on or after September 28, 2018. The post-Upgrade EnerGuide home evaluation must be completed after September 28, 2018 and within 18 months of the pre-Upgrade EnerGuide home evaluation.
- ### Bonus Offers
16. 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.
 17. **Two Upgrade Bonus**
 - a. 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.
 - b. Application for the Two Upgrade Bonus must be submitted within 18 months of the invoice date of the first Upgrade and after the installation of the second Upgrade.
 - c. The bonus-eligible Upgrades are:
 - i. Attic insulation – must have a minimum rebate value of \$500
 - ii. Exterior wall cavity insulation – must have a minimum value of \$500
 - iii. Exterior wall sheathing insulation – must have a minimum value of \$500
 - iv. Basement insulation – must have a minimum value of \$500.
 - v. Windows and doors – must be a minimum of 5 windows and doors and up to a maximum of 20 windows and doors
 - vi. Air source heat pump – maximum one heating system; cannot be combined with a gas furnace or boiler rebate
 - vii. Electric heat pump water heater – maximum one water heating system; cannot be combined with a gas water heater rebate
 - viii. FortisBC rebate eligible furnace - maximum one heating system; cannot be combined with an air source heat pump or gas boiler rebate
 - ix. FortisBC rebate eligible boiler – maximum one heating system, cannot be combined with an air source heat pump or gas furnace rebate
 - x. FortisBC rebate eligible water heater – maximum one water heating system; cannot be combined with an electric heat pump water heater rebate
 - xi. FortisBC rebate eligible EnerChoice® Fireplace (must replace an existing gas fireplace in the Premises) – maximum one system
 - d. Eligible Upgrades must meet the Upgrade-specific requirements outlined in sections 21-33 and the minimum required rebate values as listed on bchydro.com/homerebates, fortisbc.com/homerebates or efficiencybc.ca to be eligible.
 - e. Refer to Appendix A (Invoice and Supplementary Documentation Requirements) for a full list of required forms and supporting documentation.
 18. **Home Energy Improvement Bonus**
 - a. To be eligible to receive the Home Energy Improvement Bonus, a pre-Upgrade and post-Upgrade EnerGuide home evaluation must be completed on or after September 28, 2018 in accordance with the EnerGuide Home Evaluation Rebate section of these Program Terms.
 - b. 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.
 - c. Application for the Home Energy Improvement Bonus must be submitted within 18 months of the invoice date of the pre-Upgrade EnerGuide home evaluation and after the completion of the post-Upgrade EnerGuide home evaluation.
 - d. The bonus-eligible Upgrades are:
 - i. Attic insulation – must have a minimum rebate value of \$500
 - ii. Exterior wall cavity insulation – must have a minimum value of \$500
 - iii. Exterior wall sheathing insulation – must have a minimum value of \$500
 - iv. Basement insulation – must have a minimum value of \$500
 - v. Windows and doors – must be a minimum of 5 windows and doors and up to a maximum of 20 windows and doors
 - vi. Air source heat pump – maximum one heating system; cannot be combined with a gas furnace or boiler rebate
 - vii. Electric heat pump water heater – maximum one water heating system; cannot be combined with a gas water heater rebate
 - viii. FortisBC rebate eligible furnace - maximum one heating system; cannot be combined with an air source heat pump or gas boiler rebate
 - ix. FortisBC rebate eligible boiler – maximum one heating system, cannot be combined with an air source heat pump or gas furnace rebate
 - x. FortisBC rebate eligible water heater – maximum one water heating system; cannot be combined with an electric heat pump water heater rebate

- xi. FortisBC rebate eligible EnerChoice® Fireplace (must replace an existing gas fireplace in the Premises) – maximum one system
- e. Eligible Upgrades must meet the Upgrade-specific requirements outlined in sections 21-33 and the minimum required rebate values as listed on bchydro.com/homerebates, fortisbc.com/homerebates or efficiencybc.ca
- f. The Home Energy Improvement Bonus rebate amount will be calculated based on the percentage reduction in the Premises' EnerGuide Rating, measured in gigajoules per year (GJ/year), according to the difference in the EnerGuide Rating between the pre-Upgrade and post-Upgrade EnerGuide home evaluation.
- g. Refer to Appendix A (Invoice and Supplementary Documentation Requirements) for a full list of required forms and supporting documentation.
19. **Required forms, documentation and deadlines:**
- a. A Participant must submit a Program application form completed in full for all rebate applications.
- b. The Program application, invoices and required supporting documentation for each Upgrade must be submitted within six months of the invoice date of the Upgrade.
- c. Refer to Appendix A (Invoice and Supplementary Documentation Requirements) for a full list of required forms and supporting documentation.
- d. If the Participant is not the electric and/or gas utility account holder, the primary utility account holder(s) must complete and submit the Utility Account Holder Consent form.
- e. The Energy Advisor Supported Rebates form must be completed and submitted by the Energy Advisor who completed the post-Upgrade EnerGuide home evaluation within 30 days of the Participant's Program application submission for the EnerGuide Home Evaluation Rebate and Home Energy Improvement Bonus.
20. **Timing and payment of rebate(s)**
- a. 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.
- b. 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.
21. **Upgrade-specific requirements**
The following rebates are available under the Program for Upgrades completed in accordance with requirements set out in this section. The maximum number of eligible Upgrade installations and rebate amounts are listed on bchydro.com/homerebates, fortisbc.com/homerebates or efficiencybc.ca
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 and not the total combined final R-value of the new and pre-existing insulation, including in cases where the pre-existing insulation is removed.
- 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 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 |
- Refer to Appendix A (Invoice and Supplementary Documentation Requirements) for a full list of required forms and supporting documentation.
23. **Windows and doors**
- a. Windows and/or 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.
- b. 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.
- c. Windows and doors must be ENERGY STAR® certified and have a maximum U-Factor of 1.22 (W/m²-K) as listed on Natural Resource Canada's [ENERGY STAR certified fenestration product list](#).
- d. Refer to Appendix A (Invoice and Supplementary Documentation Requirements) for a full list of required forms and supporting documentation.
24. **Air source heat pump – All systems**
- a. If the Premises is heated primarily by electricity, the heat pump must replace an existing hard-wired electric heating system such as electric baseboards, radiant ceiling, radiant floors or forced-furnace.
- b. Premises in Non-Integrated Areas of the electricity grid that are currently primarily heated with oil, gas or propane require pre-approval from the Province prior to installation of an air source heat pump to confirm eligibility. Visit efficiencybc.ca for contact information for the pre-approval process.
- c. The heat pump must be sufficiently sized to operate as the primary heating system for the home.
- d. Air to water heat pumps and combination heat and water heating systems require pre-approval from the Province prior to installation to confirm eligibility for a rebate. The proposed system must replace an existing fossil-fueled (oil, natural gas or propane) primary heating system to be eligible. Visit efficiencybc.ca for contact information for the pre-approval process.
- e. Residents of Northern BC (ASHRAE Climate Zone 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.
- f. Refer to Appendix A (Invoice and Supplementary Documentation Requirements) for a full list of required forms and supporting documentation.
25. **Air source heat pump – Variable Speed Mini-Split (Single head installation)**
- a. 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.
- b. If the Premises was heated primarily by fossil fuel (oil, natural gas or propane) before the heat pump upgrade, the heat pump must replace the fossil fuel 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.
- c. Premises with a natural gas or propane fireplace are eligible if the fireplace is a secondary heating system (i.e. sized to only heat part of the home).
- d. The indoor unit of the heat pump (head) must serve a main living area (such as a family room, living room or open-concept kitchen-living room) of the Premises.
- e. The system must have a Seasonal Energy Efficiency Ratio (SEER) of 18 or higher, a Heating Seasonal Performance Factor (HSPF Region IV) of 10 or higher, a 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. Certified systems are listed on the [Variable Speed Mini-Split and Multi-Split directory](#) with the Indoor Type in the search criteria listed as "Mini-Splits."
26. **Air source heat pump – Variable Speed Multi-Split (Multiple head installation)**
- a. 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.
- b. If the Premises was heated primarily by fossil fuel (oil, natural gas or propane) before the heat pump upgrade, the heat pump must replace the fossil fuel 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.
- c. Premises with a natural gas or propane fireplace are eligible if the fireplace is a secondary heating system (i.e. sized to only heat part of the home).
- d. At least one indoor unit (head) must serve a main living area (such as a family room, living room, open-concept kitchen-living room) of the Premises.
- e. The system must have a Seasonal Energy Efficiency Ratio (SEER) of 16 or higher, a Heating Seasonal Performance Factor (HSPF Region IV) of 9.5 or higher, a variable speed compressor (single speed and two stage compressors are not eligible), and an AHRI certified reference number that references the outdoor unit. Certified systems are listed on the [AHRI Variable Speed Mini-Split and Multi-Split directory](#) with the Indoor Type in the search criteria listed as "Ducted Indoor Units," "Non-Ducted Indoor Units," "Mixed Ducted and Non-Ducted Indoor Units," or "Specific."
27. **Air source heat pump – Central system (Tier 1)**
- a. Only Premises that are heated primarily by electricity provided by FortisBC are eligible for the Air source heat pump – Central system (Tier 1) rebate.
- b. Replacement of an existing heat pump is not eligible for a rebate. Both the indoor and outdoor units must be new and not part of a previous installation.
- c. The system must have a Seasonal Energy Efficiency Ratio (SEER) of 15, a Heating Seasonal Performance Factor (HSPF) of 8.5, and an AHRI certified reference number that references all components of the heat pump, including outdoor unit, indoor unit(s), and air handler. A variable speed compressor is not required. Certified systems are listed on the [AHRI Heat Pump and Heat Pump Coils directory](#).
28. **Air source heat pump – Variable speed central system (Tier 2)**
- a. Replacement of an existing heat pump is not eligible for a rebate. Both the indoor and outdoor units must be new and not part of a previous installation. Notwithstanding the foregoing, a system created by retrofitting an existing natural gas or propane furnace is eligible if it meets the criteria in section 27.c.

- b. If the Premises was heated primarily by oil before the heat pump upgrade, the heat pump must replace the oil heating system and all such oil heating equipment (tank, furnace or boiler, and associated infrastructure) must be removed or decommissioned in accordance with all applicable laws.
- c. If the Premises was heated primarily by natural gas or propane before the heat pump upgrade:
- In the case of the heat pump replacing the gas or propane system, all gas heating equipment (piping, appliances, fuel containers, vents and associated infrastructure) must be removed, decommissioned or modified in accordance with all applicable laws.
 - In the case of a heat pump being integrated into a combination gas furnace/electric heat pump, all such gas heating equipment (piping, appliance, fuel containers, vents and associated infrastructure) must be modified in accordance with all applicable laws. Combination gas furnace/electric heat pump systems are only eligible provided:
 - If it has been installed on or after November 1, 2018, a heating and cooling load calculation is completed to properly size the system. Rule-of thumb equipment sizing will not be accepted. The load calculation must be performed using program-approved methodology. Approved methodology can be found at efficiencybc.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:
 - Switch-over temperature for the Lower Mainland and Vancouver Island regions: 0°C.
 - Switch-over temperature for the 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). Supplemental heating from other electric or non-fossil fuel heating systems may be taken into account in the heat load calculation; and
 - The system, whether purchased as a whole new system or created by retrofitting an existing gas furnace, must have an AHRI certified reference number that shows the outdoor unit, indoor unit and furnace are a tested combination. An existing furnace air handler may be re-used if its model number is included on the AHRI certificate for the new system.
- d. The system must have a Seasonal Energy Efficiency Ratio (SEER) of 16 or higher, a Heating Seasonal Performance Factor (HSPF) of 9.5 or higher, a 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 not eligible. Certified systems are listed on the [AHRI Heat Pump and Heat Pump Coils directory](#) or [AHRI Variable Speed Mini-Split and Multi-Split directory](#) with the Indoor Type in the search criteria listed as "Ducted Indoor Units," "Mixed Ducted and Non-Ducted Indoor Units," or "Specific." The following exemption applies to residents of Northern BC (ASHRAE Climate Zone 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.
29. **Natural gas furnace**
- A replacement furnace must be used as the primary space heating source.
 - Details on eligible products and complete terms and conditions for high-efficiency natural gas furnace rebates are available at fortisbc.com/furnace.
30. **Natural gas boiler**
- A replacement boiler must be used as the primary space heating source.
 - Details on eligible products and complete terms and conditions for high-efficiency natural gas boiler rebates are available at fortisbc.com/boiler.
31. **Electric heat pump water heater**
- The existing water heater being replaced must be the primary water heater (if the Premises contains more than one water heater).
 - The electric heat pump water heater must be certified to meet Canadian safety requirements by a Standard Council of Canada (SCC) accredited organization, including Canadian Standards Association (CSA) or Underwriters Laboratories of Canada (ULC).
 - Eligible electric heat pump water heaters are located at <https://neea.org/img/documents/qualified-products-list.pdf>. Only models listed in Tier 2 or higher are eligible for a rebate.
 - 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.
 - Add-on systems, split systems and combination space and water heating systems require pre-approval from the Province prior to installation to confirm eligibility for a rebate. The proposed system must replace an existing fossil-fueled (oil, natural gas or propane) water heating system to be eligible. Visit efficiencybc.ca for contact information for the pre-approval process.
- f. Refer to Appendix A (Invoice and Supplementary Documentation Requirements) for a full list of required forms and supporting documentation.
32. **EnerChoice@ fireplace**
- Details on eligible products and complete terms and conditions for high-efficiency natural gas fireplace rebates are available at fortisbc.com/enerchoice.
33. **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.
34. **General terms and conditions**
- The Partners reserve the right to revise the Program Terms without notice, including revisions to rebate amounts and eligibility requirements.
 - 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.
 - Rebate amounts are available at bchydro.com/homerebates, fortisbc.com/homerebates or efficiencybc.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.
 - 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.
 - 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.
 - 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.
 - Participants must ensure appropriate products and installation techniques are used that do not compromise their Premises' structure, indoor air quality and safety.
 - Participants are solely responsible for choosing eligible products, licensed contractors, Energy Advisors and meeting all Program requirements.
 - 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.
 - The Partners do not guarantee, and accept no liability, for the level of energy savings achieved by a Participant under this Program.
 - 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.
 - 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).
 - The Program, including its Program Terms are governed by and interpreted in accordance with the laws of the Province of British Columbia.
35. **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.

36. **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 efficiencyBC@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

- 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.

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.

Appendix A – Invoice and Supplementary Documentation Requirements

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General invoice requirements

Invoices or product receipts are required for all upgrades. Invoices must be legible, itemized and include:

- Contractor's company name and address
- Contractor's contact information and GST number
- Invoice number
- Invoice date
- Installation address
- Make and model number of all items purchased and installed, total cost (including labour), and proof of payment or payment plan (e.g. PAID stamp).
- Additional Upgrade-specific invoice requirements are further outlined below.

In addition to the above general invoice requirements, the following Upgrade-specific information is required on the invoice. Supplementary documentation requirements are also listed.

Insulation	Windows and Doors
<p><i>Additional invoice requirements:</i></p> <ul style="list-style-type: none">• Location(s) of installation• Type of insulation (batt, loose fill, board or spray foam)• R-value of new insulation added• Total coverage area in square feet	<p><i>Additional invoice requirements:</i></p> <ul style="list-style-type: none">• Number of windows and doors installed• Canadian ENERGY STAR® qualification of each window/door• U-Factor rating (must be 1.22 W/m²-K or less) from the ENERGY STAR® label of each window/door• Description of work completed (e.g. replacement of 10 single-pane windows)

Air Source Heat Pumps

Additional invoice requirements:

- AHRI reference number or copy of AHRI certificate
- Number of tons
- Indicate that a variable speed compressor has been installed (Not required for Air source heat pump – Central system (Tier 1)
- For variable speed central systems (Tier 2) with a fossil fuel (natural gas, oil or propane) back up heating system, the invoice must indicate the switch-over temperature of the thermostat, outdoor temperature switch-over control or equipment control board (e.g. switch-over temperature set-point: 0°C)

Additional supporting documentation requirements for Premises that convert the primary heating system from gas, oil or propane to an electric heat pump:

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

Natural gas space heating systems

Additional invoice requirements:

- Technical Safety BC gas contractor license number
- Installation permit number
- Indicate the fuel source of your old fireplace that was replaced (For fireplace Upgrades only).

Additional supporting documentation requirements for furnace and boiler installations:

- Commissioning Sheet
- Photograph of the two-pipe direct vent system installed

Natural gas water heaters

Additional invoice requirements:

- Technical Safety BC gas contractor license number
- Installation permit number

EnerGuide® Home Evaluation

Additional supporting documentation requirements:

- Energy Advisor Supported Rebates form to be completed and submitted by your post-Upgrade evaluation Energy Advisor

Electric Heat Pump Water Heaters

Additional supporting documentation requirements for Premises that convert the primary water heater from gas, oil or propane to an electric heat pump water heater:

- Proof of gas water heater removal. Either of the following documents will be accepted:
 - Local government permit or inspection report. The permit or inspection report must include:
 - Date of inspection
 - Address where inspection took place
 - Invoice from removal company or heat pump water heater installation company. In addition to the General Invoice Requirements, the invoice must include:
 - Description of work completed (e.g. the gas hot water heater was removed according to applicable regulations and local government bylaws)
 - Date of removal

Home Energy Improvement Bonus

Additional supporting documentation requirements:

- Energy Advisor Supported Rebates form to be completed and submitted by your post-Upgrade evaluation Energy Advisor

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