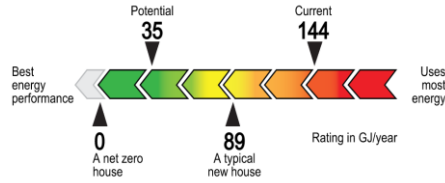


Homeowner Renovation Rebate Program



PROJECT INFORMATION

Homeowner Name : John Doe
 Project Address : 1234 Sample Project Rd
 Data Collected: 2020-11-01



\$ 14,538

A: Building Envelope Rebates: \$ 6,724

Windows and Doors - up to \$2,000 [Review rebate details link](#)

Tier 1 windows/ doors: \$50 per window/door
 Metric U-Factor between 1.23 and 1.40 (W/m2·K) (maximum \$1,000) Qty: 5 \$ 250

Tier 2 windows/doors: \$100 per window/door ****Double Rebate****
 Metric U-Factor of 1.22 (W/m2·K) or lower (maximum \$4,000) Qty: 20 \$ 4,000

Insulation – up to \$5,500 [Review rebate details link](#)

Exterior wall cavities (Min R12 / Max \$1,200)
 Update pony wall insulation from R10 to 28 \$ 0.09 x 18 R-Value x 330 ft2 = \$ 535

Exterior wall sheathing (Min R3.8 / Max \$1,200)
 Update exterior wall insulation from R10 to R23 \$ 0.09 x 13 R-Value x 1,520 ft2 = \$ 1,200

Basement/crawlspace walls (Min R10 / Max \$1,200)
 Update exposed foundation wall insulation from R0 to R12 \$ 0.09 x 12 R-Value x 160 ft2 = \$ 173

Other (exposed floor, floor over crawlspace, basement header) (Min R20 / Max \$1,000)
 Update exposed floor insulation from R10 to R32 \$ 0.07 x 22 R-Value x 368 ft2 = \$ 567

B: Space Heating Rebates \$ 4,000

Ductless Heat Pump – up to \$4,000 [Review rebate details link!](#) ****Double Rebate Offer****

Multi-Head Mini-Split Variable Speed Compressor SEER >16.00 HSPF >9.30 FortisBC Electricity \$ 4,000.00
[Qualifying Product List](#)

C: Water Heating Rebates \$ 2,000

Electric Heat Pump Water Heater – \$1,000 [Review rebate details link!](#) ****Double Rebate Offer****

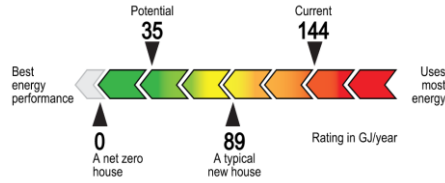
Electric heat pump water heater Recommended \$ 2,000.00
[Qualifying Product List](#)

Homeowner Renovation Rebate Program



PROJECT INFORMATION

Homeowner Name : John Doe
 Project Address : 1234 Sample Project Rd
 Data Collected: 2020-11-01



\$ 14,538

D: Bonus and Special Offers \$ 1,814

EnerGuide Home Evaluation Rebate Eligible \$ 300.00
[Refer to program requirements](#)

Two Upgrade Bonus (Installing two eligible upgrades) Eligible \$ 300.00
[Refer to program requirements](#)

Potential Home Energy Improvement Bonus up to \$2,000 (Installing three eligible upgrades)
 Pre-Retrofit EnerGuide Rating: 144 GJ/year
 Potential Post-Retrofit EnerGuide Rating: 35 GJ/year Eligible \$ 1,513.89
Potential Reduction in EnerGuide Rating: 76 %
[Refer to program requirements](#)

Important Note: Participants can receive either the Two Upgrade Bonus or the Home Energy Improvement Bonus, but not both.

Projected Estimated Home Renovation Rebates \$ 14,538

A: Building Envelope Rebates:	\$ 6,724
B: Space Heating Rebates	\$ 4,000
C: Water Heating Rebates	\$ 2,000
D: Bonus and Special Offers	\$ 1,814

The Home Renovation Rebate Program and CleanBC Home Efficiency Rebates is administered by FortisBC Energy Inc, BC Hydro, and the Province of British Columbia. To be eligible for rebates under the program, each applicant and each upgrade must satisfy the eligibility and other requirements set out in these terms and conditions. The listed pricing of projected rebates is provided as reference only. Rebate amounts are subject to revision and will be paid (by others) in accordance with the rebate amounts available on the purchase date of the upgrade as indicated by the invoice date. Egnite Sustainability Inc. is not responsible for submitting applications or providing financial compensation of listed rebates.

Home Renovation Rebate Program and CleanBC Home Efficiency Rebates

Terms and conditions—rebate eligibility requirements

Effective date: For invoices dated on or after October 1, 2020

GENERAL ELIGIBILITY REQUIREMENTS:

1. Home must be a year-round primary residence and one of the following types of residential buildings:
 - a. single family home (detached dwelling).
 - b. secondary suite in a single-family home (detached dwelling); the home and secondary suite must be individually metered.
 - c. mobile home that is permanently fixed, sits on a foundation and is structurally complete with installed and connected plumbing, heating, electrical, water and sewer services towing apparatus and axle must be removed.
 - d. side-by-side or stacked duplex, each unit must have its own natural gas and/or electricity meter. Utility accounts must be in the name of the resident and/or homeowner; utility accounts in the name of a strata corporation are not eligible.
 - e. side-by-side row home or townhomes, each unit must have its own natural gas and/or electricity meter. Utility accounts must be in the name of the resident and/or homeowner; utility accounts in the name of a strata corporation are not eligible.
2. The following types of homes are not eligible:
 - a. multi-unit residential buildings such as condominiums, high-rises and apartment buildings;
 - b. stacked townhomes;
 - c. garages, workshops, and outbuildings; and
 - d. new homes, including homes that are defined as “substantially reconstructed,” by the Homeowner Protection Act (as per **Regulatory Bulletin: Substantially Reconstructed Homes and the Home Owner Protection Act (No. 6)**) or additions to existing homes. An existing space, such as a garage or solarium, converted into a living space is considered a new addition.
3. The home must be connected to a residential account with one of the following utilities:
 - a. FortisBC natural gas
 - b. FortisBC Inc.
 - c. BC Hydro
 - d. City of New Westminster
 - e. City of Penticton
 - f. City of Grand Forks
 - g. Nelson Hydro
 - h. District of Summerland
 - i. Pacific Northern Gas

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4. The home must be primarily heated by one of the following (a primary heating system must have the capacity to heat a minimum of 50% of the home for the entire heating season to 21°C):
 - a. natural gas, propane or oil (a fireplace is not considered a primary heating system).
 - b. electricity (hard-wired electric heating systems such as electric baseboards, radiant ceilings, radiant floors, forced-air furnace/boiler, or heat pump).
 - c. homes primarily heated by wood or other solid fuels are only eligible for the following rebates:
 - i. air source heat pump (convert from wood)
 - ii. natural gas fireplace
 - iii. natural gas water heater or heat pump water heater
 - iv. pre-upgrade EnerGuide Home Evaluation
 - v. post-upgrade EnerGuide Home Evaluation
 - vi. Two Upgrade Bonus
 - d. homes primarily heated by natural gas supplied by Pacific Northern Gas Ltd. are only eligible for the following rebates:
 - i. insulation
 - ii. windows and doors
 - iii. air source heat pump (convert from fossil fuel)
 - iv. air source heat pump with fossil fuel back up (dual fuel system)
 - v. heat pump water heater (convert from fossil fuel or electric)
 - vi. air-to-water heat pump (convert from fossil fuel)
 - vii. pre-upgrade EnerGuide Home Evaluation
 - viii. post-upgrade EnerGuide Home Evaluation
 - ix. Two Upgrade Bonus
 - x. Home Energy Improvement Bonus
5. Homes must have 12 months of continuous utility billing for the period immediately prior to the installation of the Upgrade(s).
6. BC Hydro customers whose primary heating type is electricity (electric baseboard, furnace, boiler or heat pump) must meet a minimum electricity consumption to be eligible for rebates. BC Hydro program eligibility can be checked at bchydro.com/homerebates.
7. All upgrades must be installed by a contractor with a GST number and a valid B.C. business license for the trade related to the upgrade being installed (e.g. Contractor—Electrical, Contractor—Heating, Inter-municipal trades and construction business license).
8. Rebates cannot exceed the cost on the invoice and the paid cost of the upgrade.
9. Rebates can only be claimed once.

Note: Additional Terms and Conditions apply. Visit: bchydro.com/homerebates, fortisbc.com/homerebates or betterhomesbc.ca for full details.

Home Renovation Rebate Program and CleanBC Home Efficiency Rebates

Terms and conditions—rebate eligibility requirements

Effective date: For invoices dated on or after April 1, 2020

MUNICIPAL TOP-UPS

1. Municipal Top-Ups are a limited time special offer funded by participating municipalities. Participating municipalities are listed on betterhomesbc.ca/municipal-offers.
2. Municipal Top-Ups are subject to availability on a first-come, first-served basis while funds last.
3. Homes must be located within the municipal boundary of a participating municipality. Applicants, homes, upgrade eligibility requirements, and top-up amounts are listed on betterhomesbc.ca/municipal-offers.

Note: Additional Terms and Conditions apply. Visit: bchydro.com/homerebates, fortisbc.com/homerebates or betterhomesbc.ca for full details.

Home Renovation Rebate Program and CleanBC Home Efficiency Rebates

Terms and conditions—rebate eligibility requirements

Effective date: For invoices dated on or after April 1, 2020

INSULATION

Rebate requirements:

1. New insulation must be:
 - a. batt, loose fill, board or spray foam.
 - b. installed in accordance with the **Best Practice Guide Air Sealing and Insulation Retrofits for Single Family Homes**.
2. Rebates are calculated based on the R-value of new insulation added
 - a. in cases where pre-existing insulation was removed (e.g. due to pest infestation or mold), the rebate is calculated on the difference in R-Value between the newly added and pre-existing insulation.
3. Pest infestations and rodent tunnels in the location of the insulation upgrade must be resolved. Your rebate application will be not be processed until the issue has been resolved.
4. All upgrades must be installed by a contractor with a GST number and a valid B.C. business license for the trade related to the upgrade being installed (e.g. Contractor—Electrical, Contractor—Heating, Inter-municipal trades and construction business license).

Location of insulation upgrade	Rebate per sq. ft.	Minimum R-value of new insulation to be added	Rebate maximum	Bonus eligibility
Attic—flat and cathedral ceiling	\$0.02	R12	\$900	Each location that achieves a minimum \$500 rebate qualifies as one bonus-eligible upgrade
Exterior wall cavities	\$0.09	R12	\$1,200	
Exterior wall sheathing	\$0.09	R3.8	\$1,200	
Basement/crawlspace walls*	\$0.09	R10	\$1,200	
Other (exposed floor, floor over crawlspace*, basement header)	\$0.07	R20	\$1,000	Not bonus-eligible

*One rebate for basement/crawlspace walls or floor over crawlspace

Supporting documentation:

1. Paid invoice (see [sample invoice for requirements](#)).

Deadlines:

The rebate application and supporting documentation must be submitted within six (6) months of the invoice date.

Note: Additional Terms and Conditions apply. Visit: bchydro.com/homerebates, fortisbc.com/homerebates or betterhomesbc.ca for full details.

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Home Renovation Rebate Program and CleanBC Home Efficiency Rebates

Terms and conditions—rebate eligibility requirements

Effective date: For invoices dated on or after April 1, 2020

WINDOWS AND DOORS

Rebate requirements:

- The new windows and/or doors must:
 - replace existing windows and doors in the building envelope of the home between an unheated space (e.g. outdoors) and a heated space (e.g. indoors).
 - skylights are not eligible for a rebate.
 - be listed with one of the following certification bodies:
 - Canadian Standards Association (CSA)
 - Intertek Canada (Intertek)
 - Labtest Certification (LC)
 - QAI Laboratories (QAI)
 - National Fenestration Ratings Council (NFRC)
- The number of windows and/or doors eligible for rebates is based on the number of Rough Openings (“RO”) in which the 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. Each bay window will qualify for one rebate.
- All upgrades must be installed by a contractor with a GST number and a valid B.C. business license for the trade related to the upgrade being installed (e.g. Contractor—Electrical, Contractor—Heating, Inter-municipal trades and construction business license).

Upgrade	Rebate	U-Factor (As indicated on the product label)	Rebate maximum	Bonus eligibility
Tier 1 window*	\$50 each	1.40–1.23 W/m ² –K	\$1,000	Minimum of \$250 rebate achieved qualifies as one bonus-eligible rebate
Tier 2 window/door	\$100 each	1.22 W/m ² –K or less	\$2,000	

*Homes within the City of Vancouver municipal boundary are not eligible for the Tier 1 window rebate.

Supporting documentation:

- Paid invoice (see [sample invoice for requirements](#)).
- A photo of a manufacturer label from each installed window/door.

Deadlines:

- The rebate application and supporting documentation must be submitted within six (6) months of the invoice date.
- Invoices dated from October 1, 2019 to March 31, 2020 for doors with a U-Factor of 1.40–1.23 W/m²–K are eligible for a \$50 rebate.

Note: Additional Terms and Conditions apply. Visit: bchydro.com/homerebates, fortisbc.com/homerebates or betterhomesbc.ca for full details.

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Home Renovation Rebate Program and CleanBC Home Efficiency Rebates

Terms and conditions—rebate eligibility requirements

Effective date: For invoices dated on or after April 1, 2020

NATURAL GAS FURNACE AND CONNECTED THERMOSTAT

Rebate requirements:

- The home must:
 - have a residential account with FortisBC natural gas.
 - be primarily heated by a natural gas heating system (a primary heating system must have the capacity to heat a minimum of 50% of the home for the entire heating season to 21°C).
- The new natural gas furnace must:
 - replace an existing natural gas furnace that is at least 10 years old.
 - be installed with a two-pipe direct vent system. Manufacturer's instructions permitting alternatives are not eligible.
 - be sufficiently sized to operate and serve as the primary heating system for the home.
 - be listed as an eligible system on fortisbc.com/furnace.
 - must be installed in accordance with the **High-efficiency furnace installation guide for existing houses**.
- Emergency replacement of a broken heating system is not eligible.
- The connected thermostat must be installed by a licensed contractor at the same time as the new eligible natural gas furnace.
- All upgrades must be installed by a contractor with a GST number and a valid B.C. business license for the trade related to the upgrade being installed (e.g. Contractor—Electrical, Contractor—Heating, Inter-municipal trades and construction business license).

Upgrade	Rebate	Rebate maximum	Bonus eligibility
Natural gas furnace (95 to 96.9% AFUE)	\$800	Maximum of one primary space heating system rebate per home, as part of the Home Renovation Rebate Program and CleanBC Home Efficiency Rebates, regardless of the number of systems installed.	Qualifies as one bonus-eligible rebate
Natural gas furnace (97–99% AFUE)	\$1,000		
Connected thermostat	\$150	Maximum of one connected thermostat rebate	Not bonus-eligible

Supporting documentation:

- Paid invoice (**see sample invoice for requirements**).
- Photo of the two-pipe direct vent system. (see **sample 1** and **sample 2**)
- Copy of the commissioning sheet.

Deadlines:

The rebate application and supporting documentation must be submitted within six (6) months of the invoice date.

Note: Additional Terms and Conditions apply. Visit: bchydro.com/homerebates, fortisbc.com/homerebates or betterhomesbc.ca for full details.

Home Renovation Rebate Program and CleanBC Home Efficiency Rebates

Terms and conditions—rebate eligibility requirements

Effective date: For invoices dated on or after April 1, 2020

NATURAL GAS BOILER AND COMBINATION SYSTEM

Rebate requirements:

- The home must:
 - have a residential account with FortisBC natural gas.
 - be primarily heated by a natural gas heating system (a primary heating system must have the capacity to heat a minimum of 50% of the home for the entire heating season to 21°C).
- The new natural gas boiler/combination system must:
 - replace an existing natural gas boiler that is at least 10 years old.
 - be installed with a two-pipe direct vent system. Manufacturer's instructions permitting alternatives are not eligible (this is not required for P9 certified combination systems).
 - be sufficiently sized to operate and serve as the primary heating system for the home.
 - be listed as an eligible system on fortisbc.com/boiler.
- Emergency replacement of a broken system is not eligible.
- All upgrades must be installed by a contractor with a GST number and a valid B.C. business license for the trade related to the upgrade being installed (e.g. Contractor—Electrical, Contractor—Heating, Inter-municipal trades and construction business license).

Upgrade	Rebate	Rebate maximum	Bonus eligibility
Natural gas boiler (≥94% AFUE)	\$1,000	Maximum of one primary space heating system rebate per home, as part of the Home Renovation Rebate Program and CleanBC Home Efficiency Rebates, regardless of the number of systems installed.	Qualifies as one bonus-eligible rebate
Combination heating and hot water system	\$1,200 + \$300 Two Upgrade Bonus	Qualifies as one primary space heating upgrade and one primary water heating rebate.	Qualifies as two bonus-eligible rebates

Supporting documentation:

- Paid invoice (see [sample invoice for requirements](#)).
- Photo of the two-pipe direct vent system (not required for P9 certified tankless water heater with air handler combination systems). (see [sample 1](#) and [sample 2](#))
- Copy of the commissioning sheet (not required for P9 certified tankless water heater with air handler combination systems).

Deadlines:

The rebate application and supporting documentation must be submitted within six (6) months of the invoice date.

Note: Additional Terms and Conditions apply. Visit: bchydro.com/homerebates, fortisbc.com/homerebates or betterhomesbc.ca for full details.

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Home Renovation Rebate Program and CleanBC Home Efficiency Rebates

Terms and conditions—rebate eligibility requirements

Effective date: For invoices dated on or after April 1, 2020

NATURAL GAS WATER HEATER

Rebate requirements:

1. The home must have a residential account with FortisBC natural gas.
2. The new natural gas water heater must be listed as an eligible system on fortisbc.com/waterheater.
3. The existing water heater being replaced must be the primary water heater for the home.
4. All upgrades must be installed by a contractor with a GST number and a valid B.C. business license for the trade related to the upgrade being installed (e.g. Contractor—Electrical, Contractor—Heating, Inter-municipal trades and construction business license).

Upgrade	Rebate	Rebate maximum	Bonus eligibility
O.67 EF storage tank	\$200	Maximum one primary water heating system rebate per home, as part of the Home Renovation Rebate Program and CleanBC Home Efficiency Rebates, regardless of the number of systems installed.	Qualifies as one bonus-eligible rebate
Condensing storage tank	\$1,000		
Condensing tankless	\$1,000		

Supporting documentation:

1. Paid invoice ([see sample invoice for requirements](#))

Deadlines:

The rebate application and supporting documentation must be submitted within six (6) months of the invoice date.

Note: Additional Terms and Conditions apply. Visit: bchydro.com/homerebates, fortisbc.com/homerebates or betterhomesbc.ca for full details.

Home Renovation Rebate Program and CleanBC Home Efficiency Rebates

Terms and conditions—rebate eligibility requirements

Effective date: For invoices dated on or after October 1, 2020

NATURAL GAS FIREPLACE

Rebate requirements:

1. The home must have a residential account with FortisBC natural gas.
2. Owners of a home where the FortisBC natural gas account is in the strata's name are also eligible. Please submit the fireplace rebate application for stratas instead.
3. The new natural gas fireplace must be listed as an eligible system on fortisbc.com/fireplace.
4. Fireplaces must be used for heating interior spaces; outdoor fireplace installations are not eligible for a rebate.
5. All upgrades must be installed by a contractor with a GST number and a valid B.C. business license for the trade related to the upgrade being installed (e.g. Contractor—Electrical, Contractor—Heating, Inter-municipal trades and construction business license).

Upgrade	Rebate	Rebate maximum	Bonus eligibility
Natural gas fireplace	\$300 each	N/A	Maximum of one fireplace qualifies as one bonus-eligible rebate; must replace an existing natural gas fireplace.

Supporting documentation:

1. Paid invoice ([see sample invoice for requirements](#))

Deadlines:

The rebate application and supporting documentation must be submitted within six (6) months of the invoice date.

Note: Additional Terms and Conditions apply. Visit: bchydro.com/homerebates, fortisbc.com/homerebates or betterhomesbc.ca for full details.

Home Renovation Rebate Program and CleanBC Home Efficiency Rebates

Terms and conditions—rebate eligibility requirements

Effective date: For invoices dated on or after October 1, 2020

AIR SOURCE HEAT PUMP (CONVERT FROM ELECTRIC)

1. The home must primarily be heated by electricity (a primary heating system must have the capacity to heat a minimum of 50% of the home for the entire heating season to 21°C).
2. The new heat pump must:
 - a. replace an existing hard-wired electric heating system (e.g. electric baseboards, radiant ceilings, radiant floors, or forced-air furnace).
 - b. be sized to function as the primary heating system of the home.
 - c. serve a main living area (e.g. family room, living room or open-concept kitchen-living room).
 - d. have an AHRI certified reference number that references all components of the heat pump.
 - e. be listed as a qualifying system on the **Qualified Heat Pump Product List**.
 - f. be installed in accordance with the **Heat Pump Best Practices Installation Guide for Existing Homes**.
3. Replacing an existing heat pump or adding a head to an existing heat pump are not eligible.
4. Emergency replacement of broken electrical systems is not eligible.
5. Products with a maximum static pressure of less than 0.6" Water Column (WC) are considered mini-split or multi-split systems.
6. All upgrades must be installed by a contractor with a GST number and a valid B.C. business license for the trade related to the upgrade being installed (e.g. Contractor—Electrical, Contractor—Heating, Inter-municipal trades and construction business license).

	Efficiency requirements
Variable speed mini-split	<ol style="list-style-type: none"> 1. SEER \geq 18; HSPF (Region IV) \geq 10.00 2. Variable speed compressor
Variable speed multi-split	<ol style="list-style-type: none"> 1. SEER \geq 16; HSPF (Region IV) \geq 9.30 2. Variable speed compressor
Central system (Tier 1)	<ol style="list-style-type: none"> 1. Only homes heated primarily by electricity provided by FortisBC, City of Penticton, City of Grand Forks, Nelson Hydro, and District of Summerland are eligible. 2. SEER \geq 15; HSPF (Region IV) \geq 8.50
Variable speed central system (Tier 2)	<ol style="list-style-type: none"> 1. SEER \geq 16; HSPF (Region IV) \geq 9.30 2. Variable speed compressor

Heat pump type	FortisBC	BC Hydro	Rebate maximum	Bonus eligibility
Variable speed mini-split	\$1,200	\$1,000	Maximum one primary space heating system rebate per home, as part of the Home Renovation Rebate Program and CleanBC Home Efficiency Rebates, regardless of the number of systems installed.	Qualifies as one bonus-eligible rebate
Variable speed multi-split	\$2,000	\$1,000		
Central system (Tier 1)	\$1,200	N/A		
Variable speed central system (Tier 2)	\$2,000	\$2,000		

Supporting documentation:

- 1. Paid invoice (see sample invoice for requirements).

Deadlines:

The rebate application and supporting documentation must be submitted within six (6) months of the invoice date.

Note: Additional Terms and Conditions apply. Visit: bchydro.com/homerebates, fortisbc.com/homerebates or betterhomesbc.ca for full details.

Home Renovation Rebate Program and CleanBC Home Efficiency Rebates

Terms and conditions—rebate eligibility requirements

Effective date: For invoices dated on or after April 1, 2020

ELECTRIC HEAT PUMP WATER HEATER (CONVERT FROM ELECTRIC)

Rebate requirements:

1. The existing water heater being replaced must be the primary water heater for the home.
2. Replacing an existing electric heat pump water heater is not eligible.
3. Eligible systems are listed as Tier 2 or higher on NEEA's **Advanced Water Heater Specification Qualified Products List for Heat Pump Water Heaters**.
4. Emergency replacement of broken electrical water heaters is not eligible.
5. All upgrades must be installed by a contractor with a GST number and a valid B.C. business license for the trade related to the upgrade being installed (e.g. Contractor—Electrical, Contractor—Heating, Inter-municipal trades and construction business license).

Upgrade	Rebate	Rebate maximum	Bonus eligibility
Heat pump water heater	\$1,000	Maximum one primary water heating system rebate per home, as part of the Home Renovation Rebate Program and CleanBC Home Efficiency Rebates, regardless of the number of systems installed.	Qualifies as one bonus-eligible rebate

Supporting documentation:

1. Paid invoice ([see sample invoice for requirements](#)).

Deadlines:

The rebate application and supporting documentation must be submitted within six (6) months of the invoice date.

Note: Additional Terms and Conditions apply. Visit: bchydro.com/homerebates, fortisbc.com/homerebates or betterhomesbc.ca for full details.

Home Renovation Rebate Program and CleanBC Home Efficiency Rebates

Terms and conditions—rebate eligibility requirements

Effective date: For invoices dated on or after October 1, 2020

AIR SOURCE HEAT PUMP (CONVERT FROM FOSSIL FUEL)

Rebate requirements:

1. The home must be primarily heated by fossil fuel (oil, propane or natural gas). A primary heating system must have the capacity to heat a minimum of 50% of the home for the entire heating season to 21°C. A fireplace is not considered a primary heating system.
2. The new heat pump must:
 - a. be sized to function as the primary heating system for the home.
 - b. serve a main living area (e.g. family room, living room or open-concept kitchen-living room).
 - c. replace the existing fossil fuel heating system and all fossil fuel heating equipment (piping, appliances, fuel containers, vents and associated infrastructure) must be removed or decommissioned in accordance with all applicable laws.
 - d. have an AHRI certified reference number that references all components of the heat pump.
 - e. be listed as a qualifying system on the **Qualified Heat Pump Product List**.
 - f. be installed in accordance with the **Heat Pump Best Practices Installation Guide for Existing Homes**.
3. Emergency replacement of fossil fuel space heating systems are eligible.
4. Homes in Non-Integrated Areas of the electricity grid must contact betterhomesbc@gov.bc.ca for pre-approval prior to installation.
5. Products with a maximum static pressure of less than 0.6" Water Column (WC) are considered mini-split or multi-split systems.
6. All upgrades must be installed by a contractor with a GST number and a valid B.C. business license for the trade related to the upgrade being installed (e.g. Contractor—Electrical, Contractor—Heating, Inter-municipal trades and construction business license).

Upgrade	Efficiency requirements
Variable speed mini-split	<ol style="list-style-type: none"> 1. SEER ≥ 16; HSPF (Region IV) ≥ 9.30 2. Variable speed compressor
Variable speed multi-split	<ol style="list-style-type: none"> 1. SEER ≥ 16; HSPF (Region IV) ≥ 9.30 2. Variable speed compressor
Central system (Tier 1)	<ol style="list-style-type: none"> 1. SEER ≥ 15; HSPF (Region IV) ≥ 8.50 2. Variable speed compressor not required
Variable speed central system (Tier 2)	<ol style="list-style-type: none"> 1. SEER ≥ 16; HSPF (Region IV) ≥ 9.30 2. Variable speed compressor

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Upgrade	Rebate	Rebate maximum	Bonus eligibility
Variable speed mini-split	\$3,000	Maximum one primary space heating system rebate per homes, as part of the Home Renovation Rebate Program and CleanBC Home Efficiency Rebates, regardless of the number of systems installed.	Qualifies as one bonus-eligible rebate
Variable speed multi-split	\$3,000		
Variable speed multi-split	\$1,200		
Variable speed central system (Tier 2)	\$3,000		

Supporting documentation:

1. Paid invoice (see sample invoice for requirements).
2. Proof of fossil fuel (oil, propane or natural gas) system removal or decommissioning. 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 or decommissioning company or heat pump installation company, which must include:
 - i. description of the work completed (e.g. the oil system, including oil tank, was removed according to applicable regulations and local government bylaws)
 - ii. date of removal or decommissioning

Deadlines:

1. The rebate application and supporting documentation must be submitted within six (6) months of the invoice date.

Note: Additional Terms and Conditions apply. Visit: bchydro.com/homerebates, fortisbc.com/homerebates or betterhomesbc.ca for full details.

Home Renovation Rebate Program and CleanBC Home Efficiency Rebates

Terms and conditions—rebate eligibility requirements

Effective date: For invoices dated on or after October 1, 2020

AIR SOURCE HEAT PUMP WITH FOSSIL FUEL BACK-UP (DUAL FUEL SYSTEM)

Rebate requirements:

1. The home must be primarily heated by propane or natural gas. A primary heating system must have the capacity to heat a minimum of 50% of the home for the entire heating season to 21°C. A fireplace is not considered a primary heating system.
2. The new heat pump must:
 - a. be sized to function as the primary heating system for the home. Serve a main living area (e.g. family room, living room or open-concept kitchen-living room).
 - b. be integrated with a propane or natural gas heating system and all propane or natural gas heating equipment (piping, appliances, fuel containers, vents and associated infrastructure) must be modified in accordance with all applicable laws.
 - c. have the thermostat, outdoor temperature switch-over control or equipment control board set to the following region-specific temperatures for the duration of the product lifetime:
 - i. Lower Mainland and Vancouver Island regions: 5°C
 - ii. Southern Interior and Northern B.C. regions: 2°C
 - d. be sized to ensure it has the capacity to meet the home's 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).
 - e. be listed as an eligible system on **Qualified Heat Pump Product List**.
 - f. have an AHRI certified reference number that references the outdoor unit and the indoor unit(s) of the heat pump, or the outdoor unit, indoor unit, and air handler or furnace model number.
 - g. be installed in accordance with the **Heat Pump Best Practices Installation Guide for Existing Homes**
3. A program approved heat load calculation is required 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. Program approved methodology can be found at betterhomesbc.ca/faqs/heat-load-calculations.
4. Emergency replacement of fossil fuel space heating systems are eligible.
5. Homes in Non-Integrated Areas of the electricity grid must contact betterhomesbc@gov.bc.ca for pre-approval prior to installation.
6. Homes primarily heated by oil are not eligible for an air source heat pump with fossil fuel back up with the following exception:
 - a. Homes in Northern B.C. (B.C. building Code Climate Zone 6, 7A, 7B or 8) provided:
 - i. the indoor and outdoor unit(s) of the heat pump are 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.

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- ii. the requirement to remove, decommission or modify the oil furnace does not apply. The oil furnace may still be used as a back-up heating source.
7. All upgrades must be installed by a contractor with a GST number and a valid B.C. business license for the trade related to the upgrade being installed (e.g. Contractor—Electrical, Contractor—Heating, Inter-municipal trades and construction business license).

Upgrade	Efficiency requirements
Central system	<ol style="list-style-type: none"> 1. SEER \geq 16; HSPF (Region IV) \geq 9.30 2. Variable speed compressor not required

Upgrade	Rebate	Rebate maximum	Bonus eligibility
Central system	\$3,000	Maximum one primary space heating system rebate per home, as part of the Home Renovation Rebate Program and CleanBC Home Efficiency Rebates, regardless of the number of systems installed.	Qualifies as one bonus-eligible rebate

Supporting documentation:

1. Paid invoice (**see sample invoice for requirements**).
2. Proof of fossil fuel (oil, propane or natural gas) system 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
3. Copy of the heat load calculation based on program-approved methodology found at betterhomesbc.ca/faq/heat-load-calculations.

Deadlines:

1. The rebate application and supporting documentation must be submitted within six (6) months of the invoice date.

Note: Additional Terms and Conditions apply. Visit: bchydro.com/homerebates, fortisbc.com/homerebates or betterhomesbc.ca for full details.

Home Renovation Rebate Program and CleanBC Home Efficiency Rebates

Terms and conditions—rebate eligibility requirements

Effective date: For invoices dated on or after October 1, 2020

AIR-TO-WATER HEAT PUMP (CONVERT FROM FOSSIL FUEL)

Rebate requirements:

1. The home must be primarily space and/or water heated by a fossil fuel (oil, propane or natural gas). A primary heating system must have the capacity to heat a minimum of 50% of the home for the entire heating season to 21°C. A fireplace is not considered a primary heating system.
2. The new air-to-water heat pump system must:
 - a. be sized to function as the primary heating system for the home.
 - b. serve a main living area (e.g. family room, living room or open-concept kitchen-living room).
 - c. replace the existing fossil fuel heating system and all the fossil fuel heating equipment (piping, appliances, fuel containers, vents and associated infrastructure) must be removed or decommissioned in accordance with all applicable laws.
 - d. be listed as an eligible system on the **Air-to-Water Heat Pump Qualifying List**.
 - e. be installed in accordance with the **Heat Pump Best Practices Installation Guide for Existing Homes**.
3. Emergency replacement of fossil fuel space heating systems are eligible.
4. Homes in Non-Integrated Areas of the electricity grid must contact betterhomesbc@gov.bc.ca for pre-approval before the installation.
5. Homes 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.
6. All upgrades must be installed by a contractor with a GST number and a valid B.C. business license for the trade related to the upgrade being installed (e.g. Contractor—Electrical, Contractor—Heating, Inter-municipal trades and construction business license).

Upgrade	Rebate	Rebate maximum	Bonus eligibility
Air-to-water heat pump	\$3,000	Maximum one primary space heating system rebate per home, as part of the Home Renovation Rebate Program and CleanBC Home Efficiency Rebates, regardless of the number of systems installed.	Qualifies as one bonus-eligible rebate
Combined space and hot water heat pump	\$1,000—4,000	Qualifies as one primary space heating upgrade and one primary water heating rebate.	Qualifies as two bonus-eligible rebates

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Supporting documentation:

1. Paid invoice (see sample invoice for requirements).
2. Proof of fossil fuel (i.e. oil, propane or natural gas) system removal or decommissioning. 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 or decommissioning 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

Deadlines:

The rebate application and supporting documentation must be submitted within six (6) months of the invoice date.

Note: Additional Terms and Conditions apply. Visit: bchydro.com/homerebates, fortisbc.com/homerebates or betterhomesbc.ca for full details.

Home Renovation Rebate Program and CleanBC Home Efficiency Rebates

Terms and conditions—rebate eligibility requirements

Effective date: For invoices dated on or after April 1, 2020

ELECTRIC HEAT PUMP WATER HEATER (CONVERT FROM FOSSIL FUEL)

Rebate requirements:

1. The heat pump water heater must replace a fossil fuel (oil, propane or natural gas) water heating system and all fossil fuel water heating equipment (piping, appliances, fuel containers, vents and associated infrastructure) must be removed or decommissioned in accordance with all applicable laws.
2. The existing water heater being replaced must be the home's primary water heater.
3. Eligible systems are listed as Tier 2 or higher on NEEA's **Advanced Water Heater Specification Qualified Products List for Heat Pump Water Heaters**.
4. Emergency replacement of fossil fuel water heating systems with heat pump water heaters are eligible.
5. All upgrades must be installed by a contractor with a GST number and a valid B.C. business license for the trade related to the upgrade being installed (e.g. Contractor—Electrical, Contractor—Heating, Inter-municipal trades and construction business license).

Upgrade	Rebate	Rebate maximum	Bonus eligibility
Heat pump water heater	\$1,000	Maximum one primary water heating system rebate per home, as part of the Home Renovation Rebate Program and CleanBC Home Efficiency Rebates, regardless of the number of systems installed.	Qualifies as one bonus-eligible rebate

Supporting documentation:

1. Paid invoice (**see sample invoice for requirements**).
2. 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

Deadlines:

The rebate application and supporting documentation must be submitted within six (6) months of the invoice date.

Note: Additional Terms and Conditions apply. Visit: bchydro.com/homerebates, fortisbc.com/homerebates or betterhomesbc.ca for full details.

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Home Renovation Rebate Program and CleanBC Home Efficiency Rebates

Terms and conditions—rebate eligibility requirements

Effective date: For invoices dated on or after April 1, 2020

ELECTRICAL SERVICE UPGRADE

Rebate requirements:

1. Only homes that convert from a fossil fuel (oil, propane or natural gas) primary space and/or water heating system to a heat pump are eligible. A primary heating system must have the capacity to heat a minimum of 50% of the home for the entire heating season to 21°C.
2. The service upgrade (new wire) is for 100, 200– or 400–amp service to an existing home.
3. Eligible expenses include:
 - a. utility connection fees
 - b. electrical panel or sub–panel upgrade
 - c. service mast alterations or replacement
 - d. conduit replacement, meter base alterations or replacements
 - e. weather head alteration or replacement
 - f. labour
4. All upgrades must be installed by a contractor with a GST number and a valid B.C. business license for the trade related to the upgrade being installed (e.g. Contractor—Electrical, Contractor—Heating, Inter–municipal trades and construction business license).

Upgrade	Rebate	Rebate maximum	Bonus eligibility
Electrical service upgrade	\$500	Maximum of one electrical service upgrade rebate per home	Not bonus–eligible

Supporting documentation:

1. Paid utility bill or invoice for the electrical service upgrade (100, 200, or 400 amp service) (**see sample invoice for requirements**).
2. Paid contractor invoice (**see sample invoice for requirements**).

Deadlines:

The rebate application and supporting documentation must be submitted within six (6) months of the invoice date.

Note: Additional Terms and Conditions apply. Visit: bchydro.com/homerebates, fortisbc.com/homerebates or betterhomesbc.ca for full details.

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Home Renovation Rebate Program and CleanBC Home Efficiency Rebates

Terms and conditions—rebate eligibility requirements

Effective date: For invoices dated on or after October 1, 2020

ENERGUIDE HOME EVALUATIONS

Rebate requirements:

1. EnerGuide home evaluations must be performed by a Program Qualified Energy Advisor listed at betterhomesbc.ca/ea.
2. A pre-upgrade EnerGuide home evaluation must be completed before a post-upgrade EnerGuide home evaluation.
3. Pre-upgrade EnerGuide home evaluation must have been completed on or after September 28, 2018

Rebate details:

Upgrade	Rebate	Rebate maximum	Bonus eligibility
Pre-Upgrade EnerGuide Home Evaluation Rebate	\$200	Maximum of one Pre-upgrade EnerGuide Home Evaluation Rebate per home	Not bonus-eligible
Post-Upgrade EnerGuide Home Evaluation Rebate	\$100	Maximum of one Post-upgrade EnerGuide Home Evaluation Rebate per home	Not bonus-eligible

Supporting documentation:

1. Paid invoice for pre-upgrade EnerGuide home evaluation (see **sample invoice** for requirements) and/or post-upgrade EnerGuide home evaluation (see **sample invoice** for requirements).

Deadlines:

1. The Pre-Upgrade EnerGuide Home Evaluation Rebate application and supporting documentation must be submitted within six (6) months of the date of the evaluation.
2. The post-upgrade EnerGuide home evaluation must be completed within 18 months of the pre-Upgrade EnerGuide Home evaluation. The rebate application and supporting documentation must be submitted within six (6) months of the date of the evaluation.

Note: Additional Terms and Conditions apply. Visit: bchydro.com/homerebates, fortisbc.com/homerebates or betterhomesbc.ca for full details.

Home Renovation Rebate Program and CleanBC Home Efficiency Rebates

Terms and conditions—rebate eligibility requirements

Effective date: For invoices dated on or after April 1, 2020

TWO UPGRADE BONUS

Rebate requirements:

1. At least two (2) bonus-eligible upgrades must be installed in the home within 18 months of each other.
2. Refer to the list of **bonus-eligible rebates**.

Rebate details:

Upgrade	Rebate	Rebate maximum
Two Upgrade Bonus	\$300	Maximum of one Two Upgrade Bonus or Home Energy Improvement Bonus per home

Supporting documentation:

N/A

Deadlines:

The bonus application must be submitted within six (6) months of the invoice date of the second bonus-eligible upgrade.

Note: Additional Terms and Conditions apply. Visit: bchydro.com/homerebates, fortisbc.com/homerebates or betterhomesbc.ca for full details.

Home Renovation Rebate Program and CleanBC Home Efficiency Rebates

Terms and conditions—rebate eligibility requirements

Effective date: For invoices dated on or after October 1, 2020

HOME ENERGY IMPROVEMENT BONUS

Rebate requirements:

1. A pre-upgrade EnerGuide home evaluation and post-upgrade EnerGuide home evaluation must be completed according to the requirements of the **EnerGuide Home Evaluations** rebate requirements.
2. Pre-upgrade EnerGuide home evaluations completed prior to September 28, 2018 are not eligible.
3. Refer to the list of **bonus-eligible rebates**.

Rebate details:

Upgrade	Rebate	Rebate maximum
Home Energy Improvement Bonus	\$20 per percentage improvement in EnerGuide rating (GJ/year), minimum \$750 up to \$2,000.	Maximum of one Two Upgrade Bonus or Home Energy Improvement Bonus per premises

Supporting documentation:

N/A

Deadlines:

The bonus application must be submitted within six (6) months of the date of the post-upgrade EnerGuide home evaluation.

Note: Additional Terms and Conditions apply. Visit: bchydro.com/homerebates, fortisbc.com/homerebates or betterhomesbc.ca for full details.

Home Renovation Rebate Program and CleanBC Home Efficiency Rebates

Terms and conditions—rebate eligibility requirements

Effective date: For invoices dated on or after April 1, 2020

REBATE MAXIMUMS AND BONUS-ELIGIBILITY

Upgrade	Rebate maximum	Bonus eligibility
Attic insulation	\$900	Qualifies as one bonus-eligible upgrade if minimum \$500 rebate achieved
Exterior wall cavity insulation	\$1,200	Qualifies as one bonus-eligible upgrade if minimum \$500 rebate achieved
Exterior wall sheathing insulation	\$1,200	Qualifies as one bonus-eligible upgrade if minimum \$500 rebate achieved
Basement/crawlspace walls insulation	\$1,200	Qualifies as one bonus-eligible upgrade if minimum \$500 rebate achieved
Other insulation	\$1,000	Not bonus-eligible
Windows and doors	\$1,000 for Tier 1 windows \$2,000 for Tier 2 windows/doors	Qualifies as one bonus-eligible upgrade if minimum \$250 rebate achieved
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 one primary space heating system rebate per home, as part of the Home Renovation Rebate Program and CleanBC Home Efficiency Rebates, regardless of the number of systems installed.	Qualifies as one bonus-eligible upgrade.
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 one primary water heating system rebate per home, as part of the Home Renovation Rebate Program and CleanBC Home Efficiency Rebates, regardless of the number of systems installed.	Qualifies as one bonus-eligible upgrade.
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 primary space heating upgrade and one primary water heating rebate.	Qualifies as two bonus-eligible upgrades.
EnerChoice fireplace	\$300 each	Maximum of one fireplace upgrade is bonus-eligible; Must replace an existing gas fireplace in the home
Connected thermostat	Maximum of one connected thermostat rebate per home	Not bonus-eligible
Electrical service upgrade	Maximum of one electrical service upgrade rebate per home	Not bonus-eligible

Note: Additional Terms and Conditions apply. Visit: bchydro.com/homerebates, fortisbc.com/homerebates or betterhomesbc.ca for full details.

Home Renovation Rebate Program and CleanBC Home Efficiency Rebates

Terms and conditions—Double the rebates requirements

Effective date: For invoices dated on or after October 1, 2020

DOUBLE THE REBATES OFFER

For a limited time, British Columbia Hydro and Power Authority (“BC Hydro”), FortisBC Energy Inc., FortisBC Inc. (collectively, “FortisBC”), and the Province of British Columbia as represented by the Minister of Energy, Mines and Petroleum Resources (“the Province”) are offering double the rebates on select home renovation projects (the “Promotion”) as part of the Home Renovation Rebate Program and CleanBC Home Efficiency Rebates (the “Program”) subject to the regular Program terms and conditions, available at bchydro.com/homerebates, fortisbc.com/homerebates or betterhomesbc.com and the additional terms and conditions set out below:

- 1. Registration:** An applicant (the “Applicant”) must complete the **registration form** (the “Form”) between October 1, 2020 and December 31, 2020 to be eligible for the Promotion. Upon submission of a completed Form acceptable to BC Hydro, the Applicant will receive a promotional code (the “Promo Code”) via email, to be used by the Applicant when applying for the Promotion.
- 2. Term and Completion of Promotion Work:** The Promotion is available for certain selected renovation work under the Program (the “Promotion Work”), and the Promotion Work must be completed between October 1, 2020 and March 31, 2021 (the “Term”). All invoices for the Promotion Work must be dated no later than March 31, 2021.
- 3. Eligible Rebates:** Only Promotion Work is eligible for the Promotion. Rebate requirements for eligibility upgrades that qualify as Promotion Work are available at:

bchydro.com/doublehomerebate
fortisbc.com/doubletherebate
betterhomesbc.ca/double-the-rebate

Renovations under the Program that are not Promotion Work may remain eligible for the regular Program rebates.

- 4. Application Term:** Applicants will have until September 30, 2021 to submit their complete application, including all invoices for the Promotion Work, in order to receive the Promotion rebate. Applications must include the Promo Code. Applications submitted after September 30, 2021 will not be eligible for the Promotion rebate but may be eligible for the regular Program rebates.
- 5. Funding:** Funding for the Promotion is limited and will be paid on a “first come, first served” basis. Applicants may be eligible for regular Program rebates after all funding for the Promotion has been paid out. BC Hydro or FortisBC may at its sole discretion decline to pay a Promotion or Program rebate.
- 6. Personal Information:** BC Hydro will be collecting and storing all personal information submitted via the Form on behalf of FortisBC and the Province. BC Hydro is collecting the personal information in furtherance of its energy conservation mandate and objectives under the Clean Energy Act and to administer the Promotion. BC Hydro will disclose personal information to FortisBC, including Applicant name, email address, Promo Code, and account number, for rebates administered by FortisBC as part of the Promotion. By submitting the Form, the Applicant consents to BC Hydro disclosing the Applicant’s personal information to FortisBC for the purposes of administering the Promotion.
- 7. CleanBC Home Efficiency Rebates:** BC Hydro and FortisBC will administer the Promotion on behalf of CleanBC.

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Home renovation rebate program and CleanBC home efficiency rebates¹

Additional terms and conditions

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In addition to the Home Renovation Rebate Program and CleanBC Home Efficiency Rebates (the "Program") terms and conditions set out on bchydro.com/homerebates, fortisbc.com/homerebates and betterhomesbc.ca, the following additional terms and conditions will apply (together, the "Program Rebate Requirements"):

- Administrators.** The Program is administered in whole or in part, 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"), together the "Administrators", in collaboration, from time to time, with additional third-party contributors (each, a "Collaborating Party").
- Each eligible applicant, ("Applicant") who makes certain energy-efficiency upgrades to their home in accordance with the Program Rebate Requirements ("Upgrade(s)") is eligible to receive a corresponding rebate(s) under the Program.
- 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 the Program Rebate Requirements.
- The Program Rebate Requirements are effective for Upgrade invoices dated on or after October 1, 2020.
- Product Installation.**
 - All equipment and products (as listed on the Program webpages) installed as part of an Upgrade must be new, in good working order and not previously installed in another home or building.
 - The Applicant is responsible for the safe removal, decommissioning, modification (where applicable), and disposal/recycling of old equipment and products in accordance with all applicable laws, including environmental laws and regulations. Further, the Applicant hereby agrees to the disposal of old equipment and products in accordance with the manufacturer's specifications, requirements of Technical Safety BC and, if applicable, the gas authority having jurisdiction. Old equipment must not be resold or reused.
- Site verification:** The Applicant will provide or ensure the Administrators or Administrators' contractors are granted access to the home and the eligible products/improvements upon written request to conduct a site verification of the home. The purpose of the site verification is to verify compliance, eligibility, disposal of old equipment and installation/operation of eligible Upgrades. Site verification may take place for one year following the receipt of a rebate application. The Applicant agrees to respond and provide access to the home and any requested information within 30 days of receipt of a site verification notice or risk their application being declined and/or rebates and bonuses forfeited. The Applicant must retain copies of all supporting documentation required for rebate eligibility for at least one year following the Administrators' receipt of the application.
- Required forms, documentation and deadlines**

The Applicant must submit a Program application form completed in full for all the Program rebates. If the Applicant is not the electric and/or gas utility account holder, the Applicant must submit the [Utility Account Holder Consent form](#) completed and signed by the account holder.
- Program changes.** The Administrators may modify the terms or terminate the Program at any time and for any reason, without penalty or further obligation.
- Availability of funding.** Funding is limited. Administrators, at their sole discretion, may prioritize applications and determine level of rebate amount(s), if any, that the Applicant will receive.
- Rebate amounts**

Are as described on the Administrators' following websites:
bchydro.com/homerebates
fortisbc.com/homerebates
betterhomesbc.ca
- Timing and payment of rebate(s)**

Rebate payments will be issued either in the form of a cheque, rebate provided via bill, or e-transfer to the Applicant. Only customers of BC Hydro are eligible for rebates provided via a bill offset. 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. FortisBC will only pay rebates by cheque to the Applicant. If a cheque has not been cashed within six months from the date of issue, the cheque will be considered null and void. Administrators are under no obligation to re-issue a cheque or transfer returned as, or otherwise undeliverable or to replace a stale-dated cheque.

 - 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 site verification. Administrators are not responsible or liable for lost, delayed, damaged, illegible or incomplete applications.
- Acceptance/rejection of applications.** Administrators reserve the right, in their sole discretion, to accept or reject applications for any reason.
- Binding decisions.** Decisions of Administrators are final and binding and not subject to appeal. Administrators may provide reasons for their decisions but are under no obligation to do so.
- No liability.** Administrators, not being the designer, manufacturer, provider or installer of the products, equipment, services and/or improvements, make no representations or warranties whatsoever as to the fitness of, the necessity for, the quality of, or the energy efficiency/savings of, any product, improvement or service, or skill of any contractor or energy advisor.
 - The Applicant and the energy advisor (if applicable) jointly and severally, hereby indemnify and save harmless the Administrators and their affiliates and their respective directors, officers, agents, contractors and employees, from all liability, damages, claims, demands, expenses and costs for claims, costs for injury or death of any person (including from any infectious disease outbreaks), damage to or destruction of property, and all economic loss suffered by any person (collectively, "Losses") arising from or occurring by reason of the Applicant's participation in the Program and/or the implementation of any Program recommendations, including the installation and/or use of recommended products and improvements.
 - The Applicant and the energy advisor (if applicable), jointly and severally, irrevocably waive any and all claims against, and irrevocably release and agree not to sue, any of the Administrators and any of their respective directors, officers, agents, contractors or representatives, and employees for and against all Losses arising from the Applicant's participation in the Program and/or the implementation of any Program recommendations, including the installation and/or use of recommended products and improvements.
 - This section will survive termination of the Program.
- Use and disclosure of information.** By submitting an application, the Applicant consents and agrees that the Administrators and their contractors and authorized agents may:
 - contact the Applicant by phone, mail, email or other method to administer, implement, evaluate and research all elements of the Program, verify information, and to conduct surveys;
 - collect and use information (including personal information) contained in the application or acquired during participation in the Program (including in home assessments and during site verification) and may disclose the information to affiliates and contractors, the other Administrators, any Collaborating Party, Administrators, and the landlord and/or strata corporation (if applicable), to administer, implement and evaluate the Program, to conduct research, to confirm eligibility, to verify compliance, for quality assurance, and to develop other energy efficiency programs; and
 - retrieve account information and bill data for a period of 5 years prior to, and 5 years after, the Program participation to evaluate consumption and energy savings attributable to the Program, and to collect, use and disclose such information and data pursuant to (b) above.
 - specifically with respect to the EnerGuide home evaluation program, the disclosure of their personal information to NRCAN, the Administrators and any Collaborating Party for the purposes of administering the Program, evaluating effectiveness, undertaking analysis, research, and designing new energy-efficiency programs. The Participant hereby authorizes the Administrators 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 Applicant's information according to information protection standards under applicable federal and provincial privacy legislation;
- Administrators collect, use and disclose personal information pursuant to section 15(b), in accordance with the following:
 - FortisBC** - *Personal Information Protection Act* and FortisBC's Privacy Policy (available at fortisbc.com/privacy).
 - BC Hydro** - *Freedom of Information and Protection of Privacy Act* and BC Hydro's Privacy Policy (available at bchydro.com/privacy). BC Hydro's collection, use, and disclosure occur in furtherance of its energy conservation mandate and obligations under the *Clean Energy Act* and the *Utilities Commission Act*. For more information, contact BC Hydro's Customer Service at 604-224-9376 or 1-800-224-9376 outside of the Lower Mainland.
 - The Province** - *Freedom of Information and Protection of Privacy Act, section 26(c)*. For more information, 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.

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