

## TERMS AND CONDITIONS FOR RESIDENTIAL CUSTOMERS

1. To be eligible for the Power Smart Appliance Rebate Program (the "Program") all terms and conditions must be met to BC Hydro, FortisBC (formerly Terasen Gas) and Abbotsford Mission Water & Sewer Commission (AMWSC) satisfactions.
2. I understand the rebate offer is limited to residential customers on a residential rate. The energy-efficient appliance(s) must be installed in a residential dwelling within the BC Hydro or City of New Westminster service areas, and/or FortisBC gas service territory and/or AMWSC service territory.
3. A rebate cheque is generally mailed within 10–12 weeks unless your Application is selected for verification, which may result in additional processing time.
4. Appliance(s) must be ordered, purchased and paid in full between **April 1, 2011 and December 31, 2011** and the rebate Application must be submitted to BC Hydro within **90 days** of the appliance purchase in order to qualify for the rebate.
5. The newly installed appliance(s) must be a model included on the "Qualifying Products Lists" found at [bchydro.com/saveboth](http://bchydro.com/saveboth).
6. Any rebate(s), discount(s) and/or incentive(s) offered and/or provided by any manufacturer, distributor dealer and/or installer, are separate and distinct from this Program. BC Hydro will not be responsible for any rebate(s), discount(s) and/or incentive(s) offered and/or provided by any manufacturer, distributor dealer and/or installer, or the administration thereof.
7. Only one application for each appliance type (i.e. clothes washer, refrigerator dishwasher, and freezer) will be accepted for each individual household/suite/rental unit.
8. Customers who have received a rebate for their qualified ENERGY STAR clothes washers, refrigerator or dishwasher from the BC Hydro Power Smart New Home program are not eligible for additional rebates under the Power Smart Appliance Rebate Program.
9. Application forms must be accurately and fully completed and must be submitted to BC Hydro with all information and copies of all supporting receipts with respect to the appliance for which the Customer is claiming a rebate. Completed Application forms and copies of receipts must be received (or postmarked) no later than 90 days after appliance purchase date as is evidenced by the corresponding sales receipt. BC Hydro will not be responsible for any late, lost, incomplete, illegible, misdirected, stolen, delayed, damaged, destroyed Application forms, or otherwise failures or circumstances affecting, disrupting or corrupting the Program. Any Application forms that are incomplete or tampered with may be voided by BC Hydro.
10. Only those appliance(s) purchases that fall within the announced Program deadlines will be considered by BC Hydro for rebate eligibility.
11. BC Hydro reserves the right to audit and evaluate newly installed appliance(s) at the residence at any reasonable time for verification of the purchase and installation prior to issuing a rebate. A rebate may not be paid if an inspection or evaluation is refused or upon discovery of any failure to comply with any requirement of the Program.
12. The Customer agrees that the selection, purchase, installation and ownership/maintenance of the appliance(s) listed in the application form are its sole responsibility and that the provider(s) of same is/are not affiliated with BC Hydro or any of its Power Smart programs or FortisBC or AMWSC. The Customer understands that BC Hydro, FortisBC and AMWSC make no representation or warranty, whether expressed or implied in respect of any such appliances, services or measures that the Customer has chosen and applied a rebate for. The Customer agrees that BC Hydro, FortisBC and AMWSC have no liability concerning any estimated energy savings of any appliance(s), services or measures, and/or the installation, performance, use or fitness, of the same for the Customer's purpose.
13. The Customer is responsible for meeting all Program requirements and complying with any laws, regulations or by-laws regarding permits, codes, restrictions or inspections in relations to appliances, products or equipment installed.
14. BC Hydro's decisions relating to the Program, including without limitation product acceptability, customer eligibility and amount of rebate, shall be final and binding and not subject to appeal.
15. BC Hydro reserves the right to change or terminate the Program at any time without notice. A completed eligible application received prior to a change or termination of the Program will be administered in accordance with the Program as it existed effective as of the date of the Rebate Application.
16. By applying for this offer, the Customer acknowledges that BC Hydro or one of its agents may contact the Customer in the future to participate in a survey regarding this program.
17. BC Hydro is collecting your personal information on this form for the purpose of processing your application for the appliance rebate. In connection with this purpose, by signing this application form, you consent to BC Hydro disclosing all of the information provided on this form to FortisBC, if you have indicated that hot water in your residence is heated with gas and/or to Abbotsford Mission Water and Sewer Commission (AMWSC) if you have indicated that your home is serviced by AWMSC. BC Hydro administers the Power Smart Appliance Rebate Program and related activities in furtherance of BC Hydro's energy conservation mandate and obligations under the Clean Energy Act and the Utilities Commission Act. If you have any questions regarding the Power Smart Appliance Rebate Program, and/or the information collection undertaken on this form, please contact the BC Hydro Power Smart Residential Programs Confidentiality and Privacy information Help Desk at **1 877 209 2999**. Please note that this telephone number is for privacy concerns only, if you are calling regarding a general question or inquiry for a Power Smart program, please call **604 224 9376** or outside the lower mainland **1 800 224 9376**.