

# BC Hydro Appliance Rebate Program

## Terms and conditions for commercial customers

1. The BC Hydro Appliance Rebate Program (the “Program”) is a collaboration between BC Hydro, FortisBC Energy Inc. (“FortisBC”), Abbotsford Mission Water & Sewer Commission, City of Richmond, City of Vancouver, District of West Vancouver, North Vancouver City and District, City of Nanaimo, City of New Westminster, Township of Langley, and the City of Coquitlam (collectively the “Program Partners”) who fund the Program which is administered by BC Hydro.
2. All BC Hydro and FortisBC commercial customers on a 1111, 1211, 12XX, 13XX, 15XX, 16XX or 18XX commercial rate (each, a “Customer”) who buy and install certain energy efficient appliances as described in paragraph 5 (“Eligible Appliances”), and who meet all the terms and conditions set out below are eligible for rebate(s) under the Program.
3. A rebate cheque is generally mailed within 10–12 weeks unless the Customer’s application for the rebate (the “Application”) is selected for verification, which may result in additional processing time.
4. If rebate via your bill is selected as the rebate method, the rebate will appear on the Customer’s BC Hydro bill. This may take 6–8 weeks, depending on the Customer’s billing cycle.
5. If Interac e-Transfer is selected as the rebate method the transferred money goes to the bank account of the Customer, who in most cases is also the account holder. Also note that if the Customer doesn’t have online banking set up, we recommend avoiding a setup fee for e-Transfer payment of a BC Hydro rebate by setting up online banking in advance of selecting this option. It will take 3–4 weeks for payment.
6. Eligible Appliance(s) must be ordered, purchased and paid for in full between **October 2–November 27, 2020**, and the rebate application must be submitted to BC Hydro within 60 days of the appliance(s) purchase in order to qualify for the rebate.
7. The newly installed Eligible Appliance(s) must be included on the “Product Eligibility Search Tool” found at [bchydro.com/findappliances](https://bchydro.com/findappliances).
8. 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 with respect to Eligible Appliances, which are separate and distinct from this Program.
9. Applications 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(s) for which the Customer is claiming a rebate. Completed Applications and copies of receipts must be received (or postmarked) no later than 60 days after the Eligible 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 other failures or circumstances affecting, or disrupting, the submission of any Applications. Any application forms that are incomplete or tampered with may be voided by BC Hydro.
10. In the event of an incomplete Application, BC Hydro may void the Application if Customer fails to respond within five (5) business days to all reasonable email inquiries by BC Hydro with respect to properly completing the Application.
11. Only those appliance(s) purchases that fall within the announced Program deadlines will be considered by BC Hydro for rebate eligibility.
12. BC Hydro reserves the right to audit and evaluate the newly installed appliance(s) at the commercial business 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.
13. The Customer takes sole responsibility for the selection, purchase, installation and ownership/maintenance of the Eligible Appliance(s) listed in the Application, and confirms the Customer has no affiliation with BC Hydro or any of its programs or the Program Partners. The Customer understands that the Program Partners make no representation or warranty, whether expressed or implied in respect of any Eligible Appliance(s) that the Customer has chosen and listed on an Application. The Customer agrees that the Program Partners have no liability concerning any estimated energy savings of any Eligible Appliance(s), services or measures, and/or the installation, performance, use or fitness, of the same for the Customer’s purpose.
14. The Customer is responsible for meeting all Program requirements and complying with any laws, regulations or by-laws regarding permits, codes, restrictions or inspections with respect to Eligible Appliances listed on an Application.
15. 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.
16. BC Hydro reserves the right to change or terminate the Program and these Terms and Conditions at any time without notice including but not limited to: Program eligibility criteria, dates, and rebate amounts funded by BC Hydro or any Program Partner. Rebates are available for purchases made between October 2 and November 27, 2020, or until program funding is exhausted. A completed eligible Application received prior to a change or termination of the Program will be administered in accordance with the Program Terms and Conditions as it existed in effective on as of the date of the Application was received by BC Hydro.
17. 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.

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

