

Terms and Conditions

HOPE NON-ELECTRICALLY HEATED HOME ENERGY SAVING KIT APPLICATION

The Direct Install Program (the “Program”) is offered by the British Columbia Hydro and Power Authority (“BC Hydro”). By applying to participate in the Program, the Participant agrees to be bound by these terms and conditions for the Program.

1. **Utility Funder:** The program is administered and/or funded, in whole or in part, by BC Hydro
2. **Program changes:** BC Hydro may modify or terminate the program at any time and for any reason, without penalty or obligation. Dates are subject to change.
3. **Acceptance/rejection of applications:** BC Hydro reserves the right, in its sole discretion, to accept or reject applications for any reason, whether or not eligibility criteria are met.
4. **Binding decisions:** Decisions of BC Hydro are final and binding and not subject to appeal. BC Hydro may provide reasons for their decisions but are under no obligation to do so.
5. **No liability:** BC Hydro, not being the designer, manufacturer, provider or installer of the products 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. BC Hydro accept no liability or responsibility for the products, improvements, the services or use of any contractor.
6. **Release:** The applicant irrevocably waives any and all claims against, and irrevocably releases and agrees not to sue, BC Hydro, its affiliates or any of its respective officers, directors, employees, agents, contractors or representatives for any and all loss or damage arising from participation in the program or the installation and/or use of products and improvements.
7. **Use and disclosure of information:** The applicant consents and agrees BC Hydro and its Contractors and authorized agents may:
 - a. 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;
 - b. 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 visits) and may disclose the information to affiliates and contractors, and other program partners, to administer, implement and evaluate the program, to conduct research, to confirm eligibility, to verify compliance, for quality assurance, and to develop
 - c. retrieve account information and bill data for a period of 3 years prior to, and 3 years after, program participation to evaluate consumption behavior and energy savings attributable to the program, and to collect, use and disclose such information and data pursuant to (b) above.

APPLICANT DECLARATION

I acknowledge and agree:

8. Information in this application and otherwise provided to BC Hydro, is true and correct. I will notify BC Hydro immediately of any changes.
9. I consent to BC Hydro collecting, using and sharing my information to determine program eligibility and as further set out in Section 10.

10. I meet the eligibility requirements of the program. I will confirm and provide proof of eligibility and verification information promptly upon request.
11. I accept and agree to the terms and conditions as contained in this application.
12. I acknowledge and understand participation in the program is not intended for increasing my home value.
13. If I rent the property, I agree the products installed and the improvements made will not be removed or altered upon vacating the property. I also confirm that I have obtained the landlord's permission to participate in this program.

BC Hydro collects, uses and discloses personal information in accordance with the following:

BC Hydro—Freedom of Information and Protection of Privacy Act and BC Hydro's Privacy Policy (available at [bchydro.com/privacy](https://www.bchydro.com/privacy)). BC Hydro's collection, use, and disclosure occurs 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.