

Terms and Conditions

REFRIGERATOR AND FREEZER PICK-UP

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. The BC Hydro Refrigerator Pick Up program (the “**Program**”) is administered by It’s On Electric and executed in collaboration with the pickup contractors (collectively, the “**Contractor(s)**”).
2. Registration for the Program will be made directly with It’s On Electric once the Direct Install application is approved by BC Hydro. No rewards, payments or other incentives will be offered by BC Hydro or the Contractors to applicants (the “**Applicant(s)**”) for eligible refrigerator(s) and/or freezer(s). BC Hydro or the Contractor may limit the number of Eligible Refrigerators (as defined below) that will be picked up from the Applicant.
3. “**Eligible Refrigerator**” is defined as either refrigerators (which may or may not have a freezer included as a single unit) no larger than 24 cubic feet, or chest freezers no larger than 24 cubic feet, or upright freezers no larger than 18 cubic feet. Eligible Refrigerators must be reasonably clean and operational (as defined below) to be accepted in this Program at the sole discretion of BC Hydro. Commercial size refrigerators will not be accepted. Refrigerators and freezers that are non-operational or otherwise do not meet the eligibility criteria of this Program will not be picked up
4. An “operational” refrigerator or freezer is defined as a unit that has the ability to cool when plugged into an electrical outlet. When it is plugged in, the compressor must start. The operational refrigerator or freezer must have the ability to cool, but does not have to be capable of reaching and/or maintaining specific low temperatures. The pickup Contractor will test the Eligible Refrigerator at the time of pickup.
5. The Applicant must ensure that the Eligible Refrigerator(s) is placed outside of the Property on the actual day of pickup by the Contractors, and are placed near an electrical outlet so that the Contractor can conduct the required operational test. BC Hydro is not responsible for any stolen or damaged refrigerators and freezers, and the Contractor will conduct the operational test at the time of pickup on an as-is basis. It is strongly recommended that Applicants put their Eligible Refrigerator(s) outside on the actual day of pickup, as risk of theft increases the longer a unit is left outside. Eligible Refrigerators must be labeled “For BC Hydro Fridge Pick Up.” Any format is acceptable.
6. If the Applicant is physically unable to move their Eligible Refrigerator(s) outside, arrangements may be available for the pickup Contractors to enter the Customer’s Property. For these exceptions, the Applicant must specify this request at time of registration with It’s On Electric.
7. The Contractor will take the Eligible Refrigerator(s) to a facility to be safely dismantled. The Contractor will work with an approved network of dismantlers. The refrigerant (usually CFC) will be recovered and recycled. The remaining parts will be recycled as scrap metal. By participating in the Program, the Applicant irrevocably transfers, assigns and otherwise conveys any and all title and interest in the Eligible Refrigerator(s) to BC Hydro.

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

The personal information collected in the Refrigerator and Freezer Pick-Up Program (personal contact information, fridge/freezer information, home address) is collected under the authority of Section 26(c) of the Freedom of Information and Protection of Privacy Act for BC. The personal information is collected for the purpose of administering the Program, contacting the participant (by the means supplied), and arranging the pickup time and place. If you have any questions concerning how your personal information is handled, please contact BC Hydro’s Customer Service at 604 224 9376 or 1 800 224 9376 outside of the Lower Mainland.