

BC Hydro Air Source Heat Pump (Convert from Electric) Bonus Rebates Terms and Conditions for the Home Renovation Rebate Program and the Condo and Apartment Rebate Program

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For a limited time, and subject to available funding (see Section 6 – Funding), eligible BC Hydro customers who apply for a Bonus Rebate (as defined below) under the Promotion (each, an “**Applicant**”) and who meet all the applicable rebate eligibility requirements for an air source heat pump (convert from electric) upgrade under the Home Renovation Rebate Program (also referred to as the “**HRR Program**”) or the Condo and Apartment Rebate Program (also referred to as the “**CAR Program**” and, together with the HRR Program, the “**Program**”) may be eligible to receive additional bonus rebate amounts from British Columbia Hydro and Power Authority (“**BC Hydro**”) (the “**Promotion**”).

At all times, the Promotion is subject to all applicable Program terms and conditions, including (a) the [BC Hydro Home Renovation Rebate Program Terms and Conditions – rebate eligibility requirements \(available on bchydro.com\)](#), together with the specific rebate eligibility criteria requirements for “air source heat pumps (convert from electric)”, and (b) the [BC Hydro Condo and Apartment Rebate Program Terms and conditions – rebate eligibility requirements \(available at bchydro.com\)](#), together with the specific rebate eligibility criteria requirements for “air source heat pumps (convert from electric)” (collectively, the “**Program Terms and Conditions**”).

The Program Terms and Conditions and the Promotion-specific terms and conditions set out herein are collectively referred to as the “**Promotion Terms and Conditions**”. Unless otherwise defined herein, capitalized terms have the meanings given to them in the applicable Program Terms and Conditions.

By participating in the Promotion or applying for a Bonus Rebate, the Applicant agrees to be bound by the Promotion Terms and Conditions, including the applicable Program Terms and Conditions. The Applicant further acknowledges and agrees that references “rebates” include Bonus Rebates where applicable to the Promotion. If there is any conflict or inconsistency between the Program Terms and Conditions and the Promotion-specific terms and conditions set out herein, the Promotion-specific terms and conditions shall prevail to the extent of any such conflict or inconsistency.

1. **Effective Date and Completion Term:** Certain air source heat pump (convert from electric) upgrades for which an Applicant seeks a Bonus Rebate may be eligible for the Promotion only if the installation is completed, and the related invoice is issued and fully paid, between August 1, 2026 and October 31, 2026 (the “**Completion Term**”).
 - a. **Submission Deadline:** Applicants must complete an Application (as defined below) by no later than November 30th, 2026 (the “**Submission Deadline**”) to be eligible for the Promotion.
2. **Promotion Work:** The Promotion applies to Applicants who undergo eligible air source heat pumps (convert from electric) upgrade installations under the applicable Program that meet the requirements of these Promotion Terms and Conditions (the “**Promotion Work**”), and that are completed, invoiced and paid in full during the Completion Term. For the avoidance of doubt, all invoices for the Promotion Work must be issued and paid between the Completion Term.
3. **Application:** An Applicant must complete the following steps on or before the Submission Deadline, i.e. November 30th, 2026, to be eligible for a Bonus Rebate under this Promotion:

- a. **HRR Program Bonus Rebate – Air Source Heat Pump (Convert from Electric):** Fully complete and submit the Application using the form available at: Application form - Home renovation rebate, or
- b. **CAR Program Bonus Rebate – Air Source Heat Pump (Convert from Electric):** Request the necessary pre-approval at: [Request pre-approval for condo and apartment rebates](#), and once pre-approval has been granted, fully complete and submit the Application using the form available at: [Application: Condo and Apartment Rebate Program](#).

(each, an “**Application**”).

Each Application must be completed in full and must include all paid invoices ([see sample invoice for requirements](#)), as indicated by a \$0 balance owing, proof of full payment, etc., for the Promotion Work, together with all other documents required under the applicable Program terms and conditions. The Applicant’s account with BC Hydro must be in good standing.

BC Hydro reserves the right, in its sole and absolute discretion, to accept or reject any Application for any reason without liability. Applicants must provide complete and accurate information. Failure to do so may result in Promotion eligibility or Bonus Rebate being withdrawn.

4. **Additional Bonus Rebate Amount and Payment:** In addition to eligible rebates provided under the Program, and subject to the Promotion Terms and Conditions, an Applicant may be eligible to receive one of the following additional bonus rebates:

a. **HRR Program Bonus Rebate – Air Source Heat Pump (Convert from Electric):**

- i. Partial Home Heating (as described in the HRR Program eligibility criteria and subject to the applicable Program Terms and Conditions) - \$500*; or
- ii. Whole Home Heating (as described in the HRR program eligibility criteria and subject to the applicable Program Terms and Conditions) - \$1,000*.

b. **CAR Program Bonus Rebate – Air Source Heat Pump (Convert from Electric):**

- i. Ductless Mini-split (as described in the CAR Program eligibility criteria and subject to the applicable Program Terms and Conditions) - \$500*; or
- ii. Ductless Multi-split (as described in the CAR Program eligibility criteria and subject to the applicable Program Terms and Conditions) - \$1,000*.

(each, a “**Bonus Rebate**”).

*Rebates under the Program (i.e., any Bonus Rebates together with any other rebates available under the Program) cannot exceed the cost on the invoice and the paid cost of the upgrade.

For the avoidance of doubt, a Bonus Rebate is available only to Applicants for eligible air source heat pump (convert from electric) upgrades that convert an existing electric heating system, and no other upgrades under the Program are eligible for a Bonus Rebate under this Promotion.

A Bonus Rebate will be issued in the form of a bill offset against the amount owed by the Applicant to BC Hydro for electricity provided by BC Hydro. Such an offset is a mechanism for providing the Applicant a reward for the Applicant's participation in the Promotion and is not a deduction of, variance from, or waiver of, the amounts or charges owed by the Applicant for electricity provided by BC Hydro under the applicable rate schedule.

Bonus Rebates are non-transferable, have no cash surrender value, and may be provided only in the manner contemplated by these Promotion Terms and Conditions.

5. Eligibility Requirements: The Promotion is only available to Applicants who meet all of the following requirements:

- a. be a customer of BC Hydro in good standing, with any outstanding debts paid;
- b. comply with the Promotion Terms and Conditions (as defined above);
- c. meet the general eligibility requirements for the applicable HRR Program or CAR Program, as applicable; and
- d. upgrade an existing electric heating system with an air source heat pump (convert from electric) on the list of qualified products, in accordance with the applicable Program Terms and Conditions.

All upgrades must be installed by a licensed contractor with a GST number and a valid B.C. business license for the trade applicable to the upgrade being installed (e.g. heat pump water heaters must be installed by a licensed heating and cooling contractor and/or plumber). Self-installations are not eligible.

For the avoidance of doubt, the Promotion Work that does not qualify for the Promotion may still be eligible for other rebates under the Program, and any eligibility for such other rebates would be subject to the Program terms and conditions.

6. Funding: Funding for the Promotion is limited to and subject to a maximum aggregate amount determined by BC Hydro in its sole and absolute discretion. Bonus Rebates are available only while funding remains available and will be allocated and paid, if at all, on a "first come, first served" basis to eligible Applicants who have submitted complete Applications, as determined by BC Hydro in its sole and absolute discretion. Completion of Promotion Work, submission of an Application, pre-approval, satisfaction of eligibility requirements, or any communication from BC Hydro or its contractors does not guarantee approval, allocation, reservation or payment of any Bonus Rebate. BC Hydro has no obligation to approve, allocate, reserve or pay any Bonus Rebate after available funding has been fully allocated, reserved, exhausted, withdrawn or otherwise made unavailable, as determined by BC Hydro in its sole and absolute discretion. BC Hydro may, at any time and without notice, in its sole and absolute discretion, increase, reduce, reallocate, withdraw or otherwise modify available funding for the Promotion, determine the amount of any Bonus Rebate, prioritize, accept or reject Applications, and decline to pay all or any part of a Bonus Rebate or any other rebate under the Program. Applicants whose Applications are not approved for a Bonus Rebate due to unavailable Promotion funding may still be considered for other rebates under the Program, subject to the applicable Program Terms and Conditions and available funding. All decisions of BC Hydro regarding funding, eligibility, allocation, approval and payment are final and binding and not subject to appeal.

- 7. Personal Information:** By submitting an Application, the Applicant consents and agrees that BC Hydro and its contractors and authorized agents may collect and use information (including personal information) contained in the Application or acquired during participation in the Promotion (including in home assessments and during site verification) and may disclose the information to its affiliates and contractors, and the landlord and/or strata corporation (if applicable) to administer, implement and evaluate the Promotion, to conduct research, to confirm eligibility, to verify compliance, for quality assurance, and to develop other energy efficiency programs. BC Hydro's collection, use and disclosure of personal information occur in furtherance of its energy conservation mandate and obligations under the *Clean Energy Act* and the *Utilities Commission Act*. Please see sections 16 and 17 of the Additional Program Terms and Conditions for additional information on BC Hydro's collection, use and disclosure of personal information under the Program (including the Promotion).
- 8. Administrators:** BC Hydro will administer the Promotion.
- 9. Verification:** BC Hydro reserves the right, in its sole discretion, to request a site verification of the home, condo or apartment in accordance with the Promotion Terms and Conditions.
- 10. Disqualification:** In the event that BC Hydro determines, acting reasonably, that an Applicant has uninstalled, removed, or decommissioned or caused to uninstall, remove, or decommission all or any portion of the equipment or products for which they received a Bonus Rebate within two (2) years after receipt of the Bonus Rebate, the Applicant agrees that they will be disqualified from the Promotion and the Program and the Applicant agrees to return the funds received for the Bonus Rebate to BC Hydro in the form and method indicated by BC Hydro. The Applicant will remain liable to BC Hydro for the Bonus Rebate amount until such funds are returned to BC Hydro.
- 11. No liability; Indemnity:** BC Hydro, not being the designer, manufacturer, provider or installer of the products, equipment, services and/or improvements, makes no representations or warranties whatsoever as to the fitness of, the necessity for, the quality of, or the energy efficiency/savings of, any product, equipment, service or improvement, or the skill or suitability of any contractor. BC Hydro accepts no liability or responsibility for the products, equipment, services, improvements, or use of any contractor as it relates to the Program (including the Promotion). For Program or Promotion products and installations that require an Applicant to choose a contractor from the HPCN, the purpose of that requirement is that those contractors have met the HPCN standards. The Applicant agrees that notwithstanding that the Applicant is required to choose a contractor from the HPCN, BC Hydro makes no representation or warranty whatsoever, express or implied, as to the quality of any service or skill of any contractor or their suitability to perform any work associated with the Program (including the Promotion). BC Hydro accepts no responsibility or liability for the services, including, but not limited to, the quality of the work done by the contractor, or the Applicant's choice of contractor. The Applicant hereby agrees to indemnify and hold harmless BC Hydro, its affiliates, and any of its and their respective officers, directors, employees, agents, contractors, representatives, and those for whom BC Hydro is responsible at law (collectively, the "**BC Hydro Parties**") from and against any and all losses, claims, damages, actions, causes of action, cost and expenses that the BC Hydro Parties may, whether directly or indirectly, sustain, incur, suffer or be put to at any time during or after the Applicant's participation in the Program and/or the Promotion, where the same or any of them are based upon, arise out of or occur, directly or indirectly, by reason of any act, negligence, or omission on the part of the Applicant or by reason of the Applicant's breach of the Promotion Terms and Conditions. This section will survive the termination of the Applicant's participation in the

Program and/or the Promotion, and the expiration or completion of the Program and/or the Promotion.

- 12. Release:** The Applicant hereby irrevocably waives any and all claims against, and irrevocably releases and agrees not to sue, any of the BC Hydro Parties for any and all loss or damage arising from his/her/their participation in the Program (including the Promotion), the Promotion Work, or any other installation and/or use of products, equipment, services or improvements that may be required under the Program (including the Promotion). This section will survive the termination of the Applicant's participation in the Program and/or the Promotion, and the expiration or completion of the Program and/or the Promotion.

13. General:

- a. Promotion Changes:** BC Hydro may at any time, in its sole and absolute discretion, modify or amend the Promotion Terms and Conditions or suspend or terminate the Promotion at any time and for any reason, without penalty or further obligation. Amounts of the Bonus Rebates are subject to change. An Application received prior to such change or termination will be administered in accordance with the Promotion Terms and Conditions that existed on the date the Application was received.
- b. Non-Compliance:** If BC Hydro determines, in its sole discretion, that an Applicant has failed to comply with the Promotion Terms and Conditions, BC Hydro may elect to decline to issue all or any part of a Bonus Rebate or require the Applicant to repay the Bonus Rebate(s).
- c. Governing Law; Jurisdiction:** The Promotion Terms and Conditions are governed by the laws of the Province of British Columbia and the federal laws of Canada applicable therein. The sole jurisdiction to resolve any disputes concerning the Promotion or the Promotion Terms and Conditions is the Province of British Columbia.