

# BC Hydro Appliance Rebate Program

## Terms and conditions for residential 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 residential customers (each, a “Customer”) who buy and install certain energy efficient appliances as described in paragraph 6 (“Eligible Appliances”), and who meet all the terms and conditions set out below are eligible for rebate(s) under the Program.
3. The energy-efficient appliance(s) must be installed in a residential dwelling within the service areas of BC Hydro and the Program Partners.
4. A rebate cheque is generally mailed within 10–12 weeks unless the Customer’s application for a rebate (the “Application”) is selected for verification, which may result in additional processing time.
5. 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.
6. 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.
7. Eligible Appliance(s) must be ordered, purchased and paid in full between **Oct. 5–Nov. 16, 2018**.
8. Applications for rebates must be received by BC Hydro within **60 days** of purchase, and each Application must be accurate and fully complete, including all copies of supporting receipts for purchase of the Eligible Appliance(s), in order to be eligible for a rebate.
9. The newly installed Eligible Appliance(s) must be a model included on the “Product Eligibility Search Tool” found at [powersmart.ca/appliances](http://powersmart.ca/appliances).
10. 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.
11. BC Hydro will not be responsible for any late, lost, incomplete, illegible, misdirected, stolen, delayed, damaged, destroyed Applications, or other failures or circumstances affecting, or disrupting, the submission of any Applications.
12. In the event of an incomplete Application, BC Hydro may void the Application if the Customer fails to respond within five (5) business days to all reasonable email inquiries by BC Hydro with respect to properly completing the Application.
13. BC Hydro reserves the right to audit and evaluate newly installed Eligible Appliance(s) at the Customer’s 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.
14. 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.
15. The Customer is responsible for complying with any laws, regulations or by-laws regarding permits, codes, restrictions or inspections with respect to installation of Eligible Appliances listed on an Application.
16. 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.
17. 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 Application.
18. 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.
19. BC Hydro is collecting your personal information on this form for the purpose of processing your application for the Program. In connection with this purpose, by signing this Application, you consent to BC Hydro disclosing all of the information provided on this form to FortisBC and its Program Partners, and authorize the indirect collection by BC Hydro of information from the applicable Program Partner regarding details of the Customer’s water service, and whether the Customer residence is heated with natural gas. BC Hydro administers the 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 BC Hydro Appliance Rebate Program, and/or the information collection undertaken on this form, please call **604 224 9376** or outside the lower mainland **1 800 224 9376**.

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