

BC HYDRO INVOICE PAYBACK CONTEST – AIR SOURCE HEAT PUMP (CONVERT FROM ELECTRIC) BONUS REBATE PROMOTION

OFFICIAL CONTEST RULES

NO PURCHASE REQUIRED TO ENTER OR WIN. OPEN ONLY TO LEGAL RESIDENTS OF BRITISH COLUMBIA WHO MEET THE GENERAL ELIGIBILITY REQUIREMENTS TO PARTICIPATE IN THE APPLICABLE PROGRAM, AS SET OUT IN THE PROGRAM TERMS AND CONDITIONS, AND WHO OTHERWISE MEET ALL APPLICABLE ELIGIBILITY REQUIREMENTS SET OUT IN THESE CONTEST RULES.

1. CONTEST PERIOD:

The British Columbia Hydro and Power Authority (“**BC Hydro**” or “**Sponsor**”) Invoice Payback Contest – Air Source Heat Pump (Convert from Electric) Bonus Rebate Promotion (the “**Contest**”) relates to the BC Hydro Air Source Heat Pump (Convert from Electric) Bonus Rebates promotion (the “**Promotion**”). The Contest begins on August 1, 2026 at 12:01 a.m. Pacific Time (“**PT**”) and ends on the earlier of: (a) November 30, 2026 at 11:59 p.m. PT; or (b) the date and time on which the maximum aggregate amount of funding available for the Promotion has been reached, as determined by BC Hydro in its sole and absolute discretion (the “**Contest Period**”).

For greater certainty, to be eligible for an Eligible Purchase Entry, the applicable Promotion Work must be completed, invoiced and paid in full between August 1, 2026 and October 31, 2026 (the “**Completion Term**”), and the related Application must be completed and submitted during the Contest Period and by no later than November 30, 2026 (the “**Submission Deadline**”), in accordance with the Promotion Terms and Conditions.

2. AGREEMENT:

By participating in the Contest, each entrant acknowledges compliance with and agrees to be legally bound by (a) these Official Contest Rules (the “**Contest Rules**”) (available at [Heat pump rebates](#), the “**Contest Website**”), (b) the [BC Hydro Air Source Heat Pump \(Convert from Electric\) Bonus Rebates Terms and Conditions](#) (available at [Heat pump rebates](#), the “**Promotion Terms**”); (c) the applicable Program terms and conditions referenced therein, namely: (i) the [BC Hydro Home Renovation Rebate Program \(“HRR Program”\) 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 (ii) the [BC Hydro Condo and Apartment Rebate Program \(“CAR Program”\) 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)”), including all applicable eligibility requirements, application requirements,

funding limitations and other conditions (collectively, the “**Program Terms and Conditions**”).

The HRR Program and the CAR Program are each referred to in these Contest Rules as a “**Program**”, and the Program applicable to a particular entrant is referred to as the “applicable Program”.

Unless otherwise defined in these Contest Rules, capitalized terms used but not defined herein have the meanings given to them in the Promotion Terms, including the applicable Program Terms and Conditions incorporated therein.

In the event of any conflict or inconsistency between these Contest Rules and the Promotion Terms with respect to eligibility for an Eligible Purchase Entry, the Bonus Rebate or the Promotion, the Promotion Terms will govern to the extent of such conflict or inconsistency. For all other matters relating to the Contest, these Contest Rules will govern.

Each entrant understands that the Sponsor’s decisions in connection with the Contest are final and binding in all respects. The Contest is subject to all applicable federal, provincial, and local laws and regulations and is void where prohibited by law. Entrants who do not comply with any of the Contest Rules are subject to disqualification by the Sponsor, in the Sponsor’s sole and absolute discretion.

3. ELIGIBILITY:

To be eligible to enter the Contest or win a prize, an entrant must:

- (a) be a legal resident of British Columbia who is at least nineteen (19) years of age at the time of entry;
- (b) meet the general eligibility requirements to participate in the applicable Program, as set out in the Program Terms and Conditions;
- (c) satisfy the applicable utility account requirements under the Program Terms and Conditions. Specifically, the entrant must:
 - (i) have a current residential utility account with BC Hydro, or be served by a local municipal utility within BC Hydro service territory, such as New Westminster;
 - (ii) be the holder of the applicable utility account, or have obtained the valid consent of the account holder, in a form and manner acceptable to the Sponsor in its sole and absolute discretion; and
- (d) otherwise comply with these Contest Rules.

Employees of BC Hydro, its affiliates, advertising and promotional agencies and the immediate family and household members of those persons are not eligible.

For greater certainty, the Sponsor shall have the right at any time to require proof of identity and/or eligibility (in a form acceptable to the Sponsor – including, without limitation, government issued identification) to participate in the Contest or win a prize. Failure to provide such proof may result in disqualification, in the Sponsor's sole and absolute discretion. All personal and other information requested by and supplied to the Sponsor for the purpose of the Contest must be truthful, complete, accurate and in no way misleading. The Sponsor reserves the right, in its sole and absolute discretion, to disqualify any entrant should they at any stage supply untruthful, incomplete, inaccurate or misleading personal details and/or information.

4. HOW TO ENTER:

NO PURCHASE IS REQUIRED TO ENTER OR WIN.

There are two (2) ways to obtain an entry (each an **"Entry"** and collectively, **"Entries"**) into the Contest:

(a) With a purchase:

During the Contest Period, an eligible entrant who completes and submits an Application for a Bonus Rebate in accordance with the Promotion Terms will automatically receive one (1) Entry into the Contest (an **"Eligible Purchase Entry"**). For the avoidance of doubt, to submit an Application, the applicable Promotion Work must be validly completed, invoiced and paid in full during the Completion Term in accordance with the applicable Program Terms and Conditions and the Application must be received by the Sponsor by the Submission Deadline.

(b) Without a purchase:

To obtain an Entry without completing an Eligible Purchase Entry, an eligible entrant may send a FREE handwritten request with (a) the entrant's first name, last name, telephone number, home address and email address, (b) such information as is reasonably necessary for the Sponsor to verify that the entrant meets all the eligibility requirements set out in Section 3 of these Contest Rules; and (c) a three hundred (300) word or more unique and original handwritten essay (for greater certainty, the entrant must personally complete the essay and must not generate or copy their essay from any third party, or any part thereof, nor submit that same essay, or any part thereof, more than once) on the topic "How I am making my home energy efficient." on a 3"-x 5" white card or piece of paper by mail in an envelope with sufficient postage to P.O. Box 8910, Vancouver, B.C. V6B 4X3 (a **"Mail-in Entry"**).

Upon receipt of a Mail-in Entry request in accordance with the Contest Rules (as determined by the Sponsor in its sole and absolute discretion), the applicable entrant who submitted such Mail-in Entry request will be eligible to receive one (1) Entry. To be eligible, Mail-in Entry requests must be postmarked during the Contest Period and received at the applicable mailing address within seven (7) calendar days after the end of the Contest Period.

For greater certainty, an entrant is not required to complete Promotion Work or submit an Application for a Bonus Rebate to obtain a Mail-in Entry.

Limit of one (1) Mail-in Entry per outer mailing envelope with sufficient postage received. No photocopies, mechanically generated or other reproductions of Mail-in Entry requests permitted; each request must be unique, original and hand-written. The Released Parties (defined below) are not responsible for late, lost, stolen, misdirected, delayed, incomplete, damaged, destroyed or illegible Mail-in Entries (all of which are automatically void).

IMPORTANT: Anyone who obtains an Entry in accordance with either entry method described above and otherwise complies with these Contest Rules, including the eligibility requirements, will be entered for a chance to win. All Entries must be submitted, postmarked or received, as applicable, in accordance with these Contest Rules. BC Hydro is not responsible for and accepts no liability for late, lost, misdirected, delayed, incomplete or ineligible Entries.

LIMIT ONE (1) ENTRY PER PERSON, regardless of the method of Entry. Any person who enters more than the allowable number of Entries into the Contest or uses multiple names or identities will be automatically disqualified by BC Hydro.

5. PRIZES:

There are three (3) prizes available to be won, each consisting of CAD \$5,000 (each, a “**Prize**” and collectively, the “**Prizes**”). Each confirmed winner may elect to receive their Prize either as a credit applied to their BC Hydro account or by cheque.

LIMIT ONE (1) PRIZE PER ENTRANT. Prizes are not transferable and must be accepted as awarded, except that each confirmed winner may elect to receive their Prize either as a credit applied to their BC Hydro account or by cheque, as described above. BC Hydro reserves the right, in the event that any Prize or any component of a Prize cannot be awarded as described for any reason, to substitute another prize or component of a prize of equal or greater value, without liability. Prizes are subject to any terms, conditions and restrictions imposed by their issuer or administrator.

6. **WINNER SELECTION:**

A random draw will be conducted on or around the tenth (10th) business day after the end of the Contest Period at 11:00 a.m. PT at 333 Dunsmuir St, Vancouver, BC V6B 5R3 by BC Hydro or its designated agent to select three (3) potential winners from all eligible Entries received in accordance with these Contest Rules.

Each potential winner is subject to verification of eligibility and compliance with these Contest Rules.

The odds of winning depend on the total number of eligible Entries received in accordance with these Contest Rules.

7. **WINNER NOTIFICATION:**

Before being declared a winner, the potential winners will be contacted by phone or email and be required to (a) correctly answer a time-limited mathematical skill-testing question without mechanical or other assistance and (b) sign and return a Declaration, Consent, and Release form ("**Winner Release**") which confirms compliance with the Contest Rules, acknowledges acceptance of the prize as awarded, and releases BC Hydro, its departments and agencies, parent, related and affiliated companies, subsidiaries, franchisees, advertising and promotional agencies, counsel, marketing partners, and each of their respective directors, officers, employees, shareholders, successors, sponsors, partners, licensees, subsidiaries, agents, artists, advisors, assignees, and all others associated with the administration, development and execution of the Contest ("**Released Parties**") from any and all liability in connection with the Contest and the prize. As part of the winner confirmation process, each potential winner will be required to indicate whether they wish to receive the Prize as a credit applied to their BC Hydro account or by cheque. BC Hydro will make at least three (3) attempts over five (5) business days following the draw to contact the potential winner. If the potential winner cannot be contacted, fails to correctly answer the mathematical skill-testing question, fails to complete and return the Winner Release within three (3) business days after being contacted, or cannot accept the prize for any reason, then BC Hydro may, in its sole and absolute discretion, select another potential winner by random draw from among the remaining eligible Entries in accordance with these Contest Rules. BC Hydro is not responsible for the failure for any reason whatsoever, including its own negligence or due to computer, telephone or technical problems, of a selected entrant to receive notification or for BC Hydro to receive a response from a potential winner. In the event of a dispute regarding the identity of an entrant, the Entry will be deemed to have been submitted by the individual identified in the applicable Entry materials, as determined by the Sponsor in its sole and absolute discretion. Once an entrant is confirmed as a prize winner, the Sponsor will promptly coordinate the prize fulfillment process. Except as otherwise indicated by the Sponsor, a confirmed winner must accept and complete any steps required

to receive the Prize as instructed by the Sponsor. If a confirmed winner fails to do so, they will be disqualified and deemed to have forfeited any claim to the Prize. In such circumstances, BC Hydro may, in its sole and absolute discretion, select another potential winner in accordance with these Contest Rules.

8. PRIVACY:

BC Hydro will use any personal information provided with an Entry, an Application, and in connection with Prize fulfilment, including the entrant's name, address, postal code, phone number, and email address for the purpose of administering the Contest as contemplated by the Contest Rules. Personal information submitted in connection with the Promotion may also be collected, used and disclosed in accordance with the Promotion Terms and applicable Program Terms and Conditions. BC Hydro collects and uses personal information and runs the Contest in furtherance of its conservation mandate under the *Clean Energy Act* (British Columbia) as amended or replaced from time to time and in accordance with the provisions of the *Freedom of Information and Protection of Privacy Act* (British Columbia).

If you have any questions about how BC Hydro collects, uses or discloses your personal information, please contact our Contact Centre at 1 800 224 9376. You may also consult the Privacy Statement found at www.bchydro.com for more information.

9. INDEMNIFICATION:

By entering the Contest, each entrant releases and holds the Released Parties harmless from and against any and all liability for any injuries, loss or damage of any kind to the entrant or any other person, including personal injury, death, or property damage, resulting in whole or in part, directly or indirectly, from acceptance, receipt, possession, use or misuse of a Prize or any element of a Prize (if won), participation in the Contest, any breach of the Contest Rules, or in any prize-related activity (if won). Each entrant agrees to fully indemnify the Released Parties from any and all claims by third parties relating to the Contest, without limitation.

10. LIMITATION OF LIABILITY

The Sponsor assumes no responsibility or liability for: (i) incorrect or inaccurate Entry information that may affect a person's ability to participate in the Contest or be awarded a prize, including but not limited to human error, technical malfunctions, lost or delayed Entries for any reason, mail failures, omission, or any combination thereof, and Entries that fail to fully comply with the Contest Rules; (ii) technical failures of any kind, including, but not limited to malfunctions, interruptions, or disconnections in phone lines or network hardware or software; (iii) lost, incomplete, delayed, mutilated or misdirected Entries or Winner Releases; (iv) injury or damage to entrants' computers or to any other individual's computer related to or resulting from participating in, or downloading any material regarding

the Contest or accepting a prize; (v) any injury or damage to persons or property which may be caused, directly or indirectly, in whole or in part, from an entrant's participation in the Contest or receipt, use or misuse of any Prize; (vi) the security or privacy of information transmitted via computer networks or for breaches of privacy due to interference by third-party computer hackers or otherwise; or (vii) late, lost, misdirected or unsuccessful efforts to notify an entrant.

11. GENERAL:

- (a) The Sponsor reserves the right to terminate, suspend or amend the Contest at any time and in any way, without prior notice to entrants. Without limiting the foregoing, if, for any reason, the Contest is not capable of running as originally planned for any reason, the Sponsor reserves the right to cancel the Contest and conduct a random draw from among all eligible Entries received in accordance with these Contest Rules prior to the cancellation or termination of the Contest.
- (b) Any attempt or suspected attempt to use robotic, automatic, programmed or otherwise illicit means to enter the Contest, or any other methods not authorized by the Contest Rules, for example, but not limited to, creating multiple accounts, identities, or registrations, all in the Sponsor's sole and absolute discretion, shall be deemed as tampering and may disqualify an entrant from entering, participating and/or winning a prize. Entries that contain false or incomplete information are automatically void. Entries that are late, lost, stolen, illegible, contain false information, are damaged, misdirected, mutilated, garbled or incomplete, altered or otherwise irregular or that do not conform with or satisfy any or all of the conditions of the Contest Rules are automatically void. Entrants grant the Sponsor a non-exclusive license to use all Entries for any purpose. No correspondence will be entered into except with selected Entrants. Proof of transmission (for example, screenshots or captures) does not constitute proof of Entry or receipt of an Entry.
- (c) Without limiting the foregoing, the Sponsor reserves the right, in its sole and absolute discretion, to disqualify any entrant found to be: (i) violating the Contest Rules; (ii) tampering or attempting to tamper with the Entry process or the operation of the Contest and/or the Contest Website in any manner or form; and/or (iii) acting in an unsportsmanlike or disruptive manner, or with intent to annoy, abuse, threaten or harass any other person.

12. PUBLICITY:

By participating in the Contest, entrants consent to the use of their name, address, email address, postal code, telephone number, social media handle(s), comments and image,

whether on videotape, photograph or any other means, for the administration of the Contest or any publicity carried out by the Sponsor, without further notice or compensation.

13. LAW:

The Contest is void where prohibited by law and is subject to all applicable Canadian federal, provincial, territorial, municipal and local laws. The Contest shall be governed exclusively by the laws of the Province of British Columbia including all issues and questions concerning the construction, validity, interpretation and enforceability of the Contest Rules, rights and obligations between entrants and the Sponsor, and procedural provisions, without giving effect to any choice of law or conflict of law rules. Any dispute shall be adjudicated by the courts sitting in British Columbia.

14. AMENDMENTS:

Without limiting the foregoing, the Sponsor reserves the right, in its sole and absolute discretion, to amend or modify the Contest Rules, or modify, cancel or suspend the Contest, without prior notice for any reason whatsoever, including without limitation in the event that any cause beyond the reasonable control of the Sponsor corrupts, or threatens to corrupt, the security or proper administration of the Contest.

15. INTELLECTUAL PROPERTY:

All intellectual property, including but not limited to trademarks, logos, designs, promotional materials, web pages, source codes, images, drawings, illustrations, slogans and representations are owned by the Sponsor. All rights reserved. Unauthorized copying or use of any of the Sponsor's intellectual property without the express written consent of the Sponsor is strictly prohibited.

16. DISCREPANCY AND UNENFORCEABILITY:

In the event of any discrepancy or inconsistency between the terms and conditions of the English version of the Contest Rules and disclosures or other statements contained in any Contest-related materials, including but not limited to the Entry materials, or point of sale, television, print or online advertising, the terms and conditions of the English version of the Contest Rules shall prevail, govern and control. If any part of the Contest Rules is legally unenforceable or inapplicable, then that part will be deemed invalid; however, the remainder of the Contest Rules will otherwise continue to be legally binding.