

# Home Energy Rebate Offer Program

## Terms and conditions

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1. The Home Energy Rebate Offer Program (the “Program”) is a collaboration between BC Hydro and FortisBC (collectively, the “Program Partners”), who jointly administer and fund the Program. BC Hydro and FortisBC customers (each, a “Customer”) who make energy efficiency upgrades to their homes that meet these terms and conditions (“Upgrade[s]”) after April 22, 2014 are eligible to receive rebate(s) under this Program.

### Eligibility

2. The Customer must be a current residential customer of FortisBC Energy Inc. or FortisBC Inc. (collectively, “FortisBC”) and/or BC Hydro and Upgrades must be installed in a BC Hydro and/or FortisBC service territory. Electrically heated customers served by local municipal utilities within the service territories of BC Hydro or FortisBC (electricity) are also eligible.

3. Newly constructed homes and homes with new additions that have less than 12 months of utility billing history are not eligible.

4. Upgrades must be installed in one of the following types of residential properties: single family dwellings, duplexes, row homes, townhouses or mobile homes on a permanent foundation. Multi-residential buildings such as high-rises and apartment buildings are not eligible for the program. Duplexes, row homes and townhouses are eligible if each unit has its own natural gas and/or electric meter. Utility accounts under a strata corporation are not eligible.

5. The property must be in a condition considered to be habitable 12 months of the year, including having a functional heating system(s) and electrical and plumbing. The building envelope (walls including drywall, insulation and windows) must be intact and the home should be in a state that an Energy Advisor (as hereinafter defined) can test/depressurize the building, if applicable. Free-standing garages or other buildings do not qualify.

6. The primary heating type of the property must be electricity, natural gas or propane supplied by either BC Hydro or FortisBC. All customers whose primary heating type is electricity must have at least 12 months of utility billing history and electricity consumption must be greater than 10,000 kWh/yr.

7. Homes heated primarily by oil, wood or other solid fuels are not eligible, except for customers who switch to gas or electric heating prior to installing Program eligible upgrades by participating in either a. FortisBC’s Switch ‘n’ Shrink program for conversion of oil or propane to natural gas, or b. the Province of British Columbia’s incentive program for oil to heat pump conversions.

8. Pre- and post-Upgrade EnerGuide®\* home evaluations are required for the draftproofing rebate and the Bonus Offer, as further detailed in these terms and conditions. EnerGuide home evaluations are recommended for all other upgrades. Required EnerGuide home evaluations must be performed by an Energy Advisor who represents a service organization licensed to deliver Natural Resource Canada’s (“NRCan’s”) EnerGuide home evaluation (“Energy Advisor”), a service offered under the EnerGuide Rating System initiative. Typical costs are \$300 for a pre-Upgrade EnerGuide home evaluation and \$150 for a post-Upgrade EnerGuide home evaluation, but additional costs may be required (e.g. travel). The Program Partners are not responsible in any circumstances whatsoever for the actions, omissions, recommendations or advice of any service organization or Energy Advisor engaged by Program participants in connection with the Program.

9. Customers who received incentives under the LiveSmart BC Efficiency Incentive Program are eligible to participate in the Program for additional Upgrades installed after April 22, 2014. Customers who completed pre- or post-Upgrade EnerGuide home evaluations after April 1, 2013 can use those EnerGuide home evaluation results as a baseline for participating in the Bonus Offer or draftproofing if Upgrades are completed after April 22, 2014.

10. At any time during the Term, previous applicants may reapply to the Program to receive additional rebates for any Upgrades for which they have not previously received rebates.

11. Rebates for any particular Upgrade may only be claimed once, either through this Program or through other programs funded by BC Hydro and/or FortisBC (including the former LiveSmart BC Efficiency Incentive Program).

12. All equipment and products installed as part of an Upgrade must be new and not previously installed in another home or building. The Customer is responsible for safe decommissioning and disposal/recycling of old equipment and ensuring it is not resold or reused.

13. Properties where the registered property owner is a separate person from the electric and/or gas utility account holder, such as rental properties, are eligible. The Landlord/Tenant Home Energy Rebate Offer Application Form and Tenant Consent Form must be completed in this circumstance.

14. Customers on the BC Hydro electric Plus (EPlus) rate for service may no longer be eligible for the EPlus rate if there is an upgrade or change in the space heating or water heating equipment attached to their EPlus meter.

We’re working together to help B.C. save energy.



## Upgrade Requirements

### Insulation

15. Insulation products must meet the applicable Canadian national thermal insulation standards. Only Canadian thermal resistivity values (R-values) are accepted. "System values" or values of materials not tested to Canadian national thermal insulation standards cannot be used for determining the amount of insulation added.
16. The insulation must be installed by a licensed contractor with a valid business licence.
17. Insulation must be installed in accordance with the **BC Standards of Practice Guide for Air Sealing and Insulation Retrofits**.
18. A minimum of 150 square feet in one location (walls/cladding, attic/ceiling, basement/crawlspace or other) must be installed.
19. The insulation must have the minimum R-value added per location outlined below.

Insulation location	Min R-value added
Attic—flat and cathedral ceiling	R12
Exterior wall cavities	R12
Exterior wall sheathing	R3.8
Basement/crawlspace walls	R10
Other—exposed floor, joist header	R20

### Draftproofing

20. Pre- and post-Upgrade EnerGuide home evaluations must be performed by an Energy Advisor for the draftproofing rebate. A pre-Upgrade EnerGuide home evaluation must be completed after April 1, 2013. A post-Upgrade EnerGuide home evaluation must be completed before applying for rebates.
21. The Energy Advisor must complete and sign a Home Energy Rebate Offer – Form A: Bonus Offer and Draftproofing indicating the home's pre- and post-Upgrade air leakage rates, which they will submit on the Customer's behalf with the Program application form. An overall reduction in air leakage rate of at least five per cent is required to be eligible for a rebate.
22. The rebate for draftproofing is based on the difference between the air leakage rate (in air changes per hour) of the home measured at 50Pa before and after the implementation of air leakage reduction Upgrades as determined by the Energy Advisor using the blower door fan test results with the standard approach in Hot 2000. A combustion spillage test will be completed by the Energy Advisor during both pre- and post-Upgrade EnerGuide home evaluations to identify the potential risk for backdrafting of combustion appliances into the home.
23. Customers are responsible for ensuring that the level of draftproofing is appropriate for their home and does not compromise indoor air quality or building durability.

### Ductless or Mini-Split Air Source Heat Pump

24. A maximum of one (1) air source heat pump is eligible for rebate per home, regardless of the number of air source heat pumps installed.
25. The Customer's existing primary heating system must be electric.
26. Replacement of an existing heat pump is not eligible for a rebate.
27. The installer must supply an invoice with the makes and model numbers of all components and the Air-Conditioning, Heating and Refrigeration Institute (AHRI) certified reference number and/or a copy of the AHRI certificate for the system.
28. The heat pump must meet Seasonal Energy Efficiency Ratio (SEER) of 15 or higher and Heating Seasonal Performance Factor (HSPF) of 8.5 or higher for Region IV. Eligibility can be checked on the AHRI website:  
[ahridirectory.org/ahridirectory/pages/vsmshp/defaultSearch.aspx](http://ahridirectory.org/ahridirectory/pages/vsmshp/defaultSearch.aspx).
29. It is strongly recommended that the system be installed by a TECA Quality First Contractor or HRAI Member Contractor or ASCT Mechanical Technologist. To find a TECA or HRAI accredited contractor or an ASCT Mechanical Technologist, visit [teca.ca/Q1st\\_contractors.php](http://teca.ca/Q1st_contractors.php), [hrai.ca/certification\\_canada.php](http://hrai.ca/certification_canada.php) or [asttbc.org/registration/technologists](http://asttbc.org/registration/technologists).

### High-Efficiency Natural Gas Water Heaters

30. Eligible natural gas units include 0.67 EF storage tanks, condensing storage tanks, tankless or hybrid water heaters. Details on eligible products and complete terms and conditions are available at [fortisbc.com/waterheater](http://fortisbc.com/waterheater).

## Bathroom Ventilation Fans

31. Fans must be ENERGY STAR® certified and listed on [energystar.gov/productfinder/product/certified-ventilating-fans/](http://energystar.gov/productfinder/product/certified-ventilating-fans/).
32. Fans must be ducted to the outside of the home and at least one fan must be installed in the main bathroom, which contains a bathtub and/or shower.
33. Maximum of two fans per home.

## Bonus Offer

34. Applications that, in addition to meeting all other Program criteria, meet all of the criteria in this Bonus Offer section are eligible to receive a bonus of \$750 (the “Bonus Offer”).
35. Pre- and post-Upgrade EnerGuide home evaluations conducted by an Energy Advisor are required to receive the Bonus Offer. A pre-Upgrade EnerGuide home evaluation must be completed after April 1, 2013 and before the installation of all Bonus Offer Upgrades. A post-Upgrade EnerGuide home evaluation must be completed after the installation of Bonus Offer Upgrades.
36. Home Energy Rebate Offer Form A: Bonus Offer and Draftproofing will be completed by the Energy Advisor and submitted on behalf of the Customer with the Program application form.
37. Customers must install at least three eligible Upgrades during the Term to qualify for a Bonus Offer.
38. A maximum of one Bonus Offer is available per property regardless of the number/type of Upgrades installed or the characteristics of the property.
39. One of the three Upgrades must be either insulation or draftproofing if recommended as one of the top three Upgrades by the Energy Advisor in the pre-Upgrade EnerGuide home evaluation report.
40. The rebate for the insulation Upgrade must amount to a minimum of \$300 for each type of insulation and draftproofing must result in a minimum 15 per cent reduction in the air leakage rate or a minimum of \$150 rebate.
41. Only one space heating system and/or one water heater Upgrade qualifies towards the Bonus Offer.
42. Furnaces must be ENERGY STAR certified (Version 4.0) and rated 95 per cent Annual Fuel Utilization Efficiency (“AFUE”) or higher. Replacement furnaces must be used as the primary space heating source. Furnaces used with a heat pump are not eligible.
43. Boilers and combination boiler systems used for both space and domestic water heating must be ENERGY STAR certified and rated 94 per cent AFUE or greater.
44. Gas furnaces or boilers installed in homes where the primary fuel source is electricity are not eligible. Eligible natural gas fireplaces qualify as an upgrade for the Bonus Offer only. Eligible natural gas fireplaces are listed at [enerchoice.org](http://enerchoice.org).
45. A minimum of 65 per cent of the home's existing windows and exterior doors must be replaced by ENERGY STAR models rated one zone above the home's current climate zone to be eligible as one Upgrade for the Bonus Offer. Eligibility is based on the number of Rough Openings (“RO”) in which windows were replaced between the pre and post-Upgrade EnerGuide home evaluation. Each RO is counted as one window. A bay window, which may be made up of several window sections, is regarded as one RO. Only windows located in the building envelope of the heated space count towards bonus eligibility.
46. The heat recovery ventilator (HRV) must be ENERGY STAR and Home Ventilating Institute (“HVI”) certified (as per section three of the HVI directory located at [hvi.org/proddirectory/index.cfm](http://hvi.org/proddirectory/index.cfm)) to qualify for the Bonus Offer. House air tightness must be three ACH@50Pa or lower.

## Customer Application Process

47. The Homeowner Home Energy Rebate Offer Application Form must be completed if the electric utility account holder and/or gas utility account is in the name of the registered property owner.
48. The Landlord/Tenant Home Energy Rebate Offer Application Form and Tenant Consent Form must be completed if the electric utility account and/or gas utility account is not in the property owner's name. The forms are available at [bchydro.com/homerebates](http://bchydro.com/homerebates) or [fortisbc.com/homerebates](http://fortisbc.com/homerebates).
49. The Customer must return a copy of the applicable completed application form(s) with the contractor details completed in full. Application forms must be submitted with a copy of the purchase invoice(s) for the eligible Upgrades that contains the purchase date, details of the work performed, make and model number(s) and the BC Safety Authority gas contractor licence number and installation permit number (if applicable).
50. Processing of applications may take a minimum of 90 days. BC Hydro and FortisBC are not responsible for lost, delayed, damaged, illegible or incomplete applications. Rebates will be issued in the form of a cheque to:
  - a) the property owner/utility account holder in Homeowner Home Energy Rebate Offer Applications; or
  - b) the party designated as the Primary Applicant in Landlord/Tenant Home Energy Rebate Offer Applications.

## Contractor Application Process

51. FortisBC is offering an additional rebate of \$50 to gas contractors that install an approved Customer's Upgrade for the natural gas Water Heater and Fireplace measures.

52. In addition to the Customer rebate application process outlined above, the following terms apply to the contractor rebate process:

- a) Contractor rebates will be issued to the contractor business name as identified on the application form submitted by the Customer.
- b) Contractor rebates will only be paid upon FortisBC's approval of the corresponding Customer rebate.

## Rebate Amounts

53. Rebate amounts available for the Upgrades are listed on the Home Energy Rebate Offer Table at [bchydro.com/homerebates](http://bchydro.com/homerebates) or [fortisbc.com/homerebates](http://fortisbc.com/homerebates).

54. Rebate amounts are subject to revision at the Program Partners' sole discretion, and will be paid in accordance with the rebate amounts available on the purchase date of the Upgrade. Notwithstanding anything in these terms and conditions, payment of rebates is subject to the availability of funds and may change at any time without notice.

## General Terms and Conditions

55. The Program Partners reserve the right to revise the Program terms and conditions without notice, including revisions to rebate amounts and eligibility requirements.

56. The Program Partners reserve the right, without incurring any liability, to refuse applications to the Program that the Program Partners determine, in their sole discretion, are incomplete, inaccurate or otherwise do not meet applicable Program requirements.

57. Customers are responsible for complying with all applicable laws, regulations and bylaws regarding permits, codes, restrictions and inspections in relation to any Upgrade, improvement, product or equipment installed for this Program and for ensuring that appropriate products and installation techniques are used that do not compromise their home's structure, indoor air quality and safety.

58. Customers are solely responsible for researching Program criteria, choosing eligible products, choosing licensed contractors and meeting all Program requirements.

59. The Program Partners do not endorse any specific product, retailer or contractor and the Program Partners are not liable for the Customer's selection of materials or products, or the workmanship, operation, performance or warranty associated with any Upgrades or associated work performed in relation to the Program. The Program Partners make no representation or warranty, whether express or implied, in respect of any product, materials, services or measures associated with any Upgrades installed in relation to the Program.

60. The Program Partners do not guarantee and accept no liability for the level of energy savings achieved by a Customer under this Program.

61. Program participants hereby agree to indemnify and save harmless the Program Partners and their respective directors, officers, agents and employees from all liability, damages, claims, demands, expenses and costs for claims, costs for injury or death of any person, damage to or destruction of property and all economic loss suffered by any person arising from or occurring by reason of the Program, receipt of a rebate(s) or actual or alleged preparation or installation or use of the Upgrade(s), including any actions or omissions by third party consultants or contractors in the preparation or installation of the Upgrade(s).

62. The terms and conditions outlined in this document will be governed by and interpreted in accordance with the laws of the Province of British Columbia.

## Measurement, Verification and Evaluation

63. The Program Partners reserve the right to perform onsite inspections to verify the eligibility of any Upgrade and to confirm any other relevant information related to Program eligibility. Customers agree to provide reasonable access to their premises for the purpose of Program inspection for one year following the receipt of a rebate application. Payment of Program rebates may be withheld until the completion of any required onsite inspections to validate Program eligibility. Energy Advisors and site inspection contractors will need access to every room in the applicable house, including without limitation, the attic and any crawl spaces. They will be required to document and take pictures of the home and/or installed equipment during the EnerGuide home evaluation and/or inspection process.

64. Customers must retain copies of all supporting documentation required for rebate eligibility for at least three years from date of application, including but not limited to all contractor agreements, invoices and product receipts. Invoices and receipts must clearly indicate purchase and installation dates and the make and model number of the product. It is recommended that Customers take photos of work that is difficult to verify, such as insulation of walls or cathedral ceilings, while the work is conducted. Before issuing a rebate, the Program Partners are entitled to verify information provided on the Program application, by directly contacting the Energy Advisor, the installation contractor, the inspection contractor or by any other reasonable means.

## Access and Use of Personal Information and Protection of Privacy

65. BC Hydro and FortisBC are collecting, using and disclosing the personal information on the Program application form for the purpose of processing the Customer's application for the Program. In connection with this purpose, by signing the Program application form, the Customer consents to the disclosure of the information provided on the form to:

- a. the other Program Partners if the Customer has indicated that their home is serviced by one of them; and
- b. to NRCan if the Customer has indicated that they are completing pre- and post-Upgrade EnerGuide home evaluations (please note that if the Customer is completing the pre- and post-Upgrade EnerGuide home evaluations, the Customer will be required to sign an additional customer waiver form allowing NRCan to collect, use and disclose your personal information).

If BC Hydro Customers have any questions regarding the information collected on the Program application form, they are invited to call BC Hydro's Customer Service at **604 224 9376** or **1 800 224 9376** outside of the Lower Mainland.

66. FortisBC collects, uses and discloses personal information in accordance with provisions of the Personal Information Protection Act ("PIPA") and their Privacy Policy (which is located at [fortisbc.com/privacy](http://fortisbc.com/privacy)).

67. BC Hydro collects, uses and discloses personal information in accordance with provisions of the Freedom of Information and Protection of Privacy Act ("FOIPPA") and their Privacy Policy (which is located at [bchydro.com/privacy](http://bchydro.com/privacy)). BC Hydro's collection, use and disclosure of the personal information on application form is undertaken in furtherance of BC Hydro's energy conservation mandate and obligations under the Clean Energy Act and the Utilities Commission Act.

68. By signing the Program application form, the Customer also consents to:

- a. the disclosure of their personal information to the other Program Partners for the purposes of administering the Program, evaluating the effectiveness of the Program and undertaking analysis and research to inform changes to existing programs and the design of new energy-efficiency programs. Such personal information may include the Customer's energy consumption data for a period of up to 60 months before, and up to 60 months after their participation in the Program;
- b. specifically with respect to the EnerGuide home evaluation program, the disclosure of their personal information to NRCan and the other Program Partners for the purposes of administering the program, evaluating the effectiveness of the Program and undertaking analysis and research to inform changes to existing programs and the design of new energy-efficiency programs. The Customer hereby authorizes the Program Partners to collect this information indirectly through NRCan and/or the Energy Advisor;
- c. be contacted by the Program Partners (or their authorized agents) by phone, email, direct mail or similar method for the purposes of administering, evaluating and researching all elements of the Program.

\*EnerGuide is an official mark of Natural Resources Canada