

Home Renovation Rebate Program

Terms and conditions

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



1. The Home Renovation Rebate Program (the "Program") is administered by FortisBC Energy Inc., FortisBC Inc. (collectively, FortisBC Energy Inc. and FortisBC Inc. are "FortisBC") and BC Hydro (collectively, FortisBC and BC Hydro are the "Utility Partners"), in collaboration, from time to time, with additional third-party contributors (collectively, the "Collaborating Parties"). Eligible participants who make certain energy efficiency upgrades ("Upgrade(s)") to their homes in accordance with these terms and conditions are eligible to receive rebate(s) under this Program. Eligible participants who make three or more Upgrades to their homes in accordance with these terms and conditions qualify for a bonus rebate (the "Bonus Offer"). Collaborating Parties and rebate amounts may change from time to time. A complete list of current Collaborating Parties and rebates is provided on bchydro.com/homerebates or fortisbc.com/homerebates.

Eligibility

2. In order to be eligible for a rebate(s) under the Program, all participants must satisfy the following general eligibility requirements in this Eligibility section, in addition to the Upgrade-specific requirements (each individual that meets these eligibility requirements is a "Participant").
3. The premises that are the subject of an application (the "Premises") must:
 - a. be connected by a current residential utility service account to FortisBC Energy Inc., FortisBC Inc. and/or BC Hydro; and
 - b. be heated primarily by natural gas supplied by FortisBC Energy Inc. or electricity supplied by BC Hydro or FortisBC Inc. Electrically heated homes served by local municipal utilities within the service territories of BC Hydro or FortisBC (electricity) are also eligible. Premises primarily heated by oil, wood or other solid fuels are not eligible except for premises that
 - i. convert from oil or propane to natural gas supplied by FortisBC Energy Inc.; or
 - ii. participate in the Province of British Columbia's Oil to Heat Pump incentive program; or
 - iii. are eligible for rebates funded by Collaborating Parties such as municipalities.
 - c. be one of the following types of residential buildings:
 - i. single family detached dwelling;
 - ii. mobile home on a permanent foundation; or
 - iii. side-by-side duplex, side-by-side row home or townhouse, provided that each unit has its own natural gas and/or electricity meter. Utility accounts in the name of a strata corporation are not eligible. Multi-residential buildings such as highrises and apartment buildings are not eligible for the Program. Garages, workshops, and outbuildings are not eligible for the Program; and
 - d. have 12 months of consecutive utility billing history for the period immediately prior to the installation of the Upgrade(s).
4. Upgrades installed in a newly constructed building or a new addition to an existing building are not eligible.
5. Premises where the registered property owner is a separate person from the electric and/or gas utility account holder, such as rental properties, are eligible, provided that the appropriate forms are submitted as set out in sections 13, 14, and 15.
6. Participants may apply to the Program to receive rebates for any Upgrades for which they have not previously received rebates. However, a maximum of one Bonus Offer is available per Participant regardless of the number of Upgrades installed.
7. 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.
8. All equipment and products installed as part of an Upgrade must be new, in good working order, and not previously installed in another home or building. The Participant is responsible for safe decommissioning and disposal/recycling of old equipment and ensuring it is not resold or reused.
9. Participants 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.

EnerGuide[®] home evaluation

10. EnerGuide home evaluations are required for the draftproofing Upgrade, the Bonus Offer and the Energy Coach Home Evaluation Rebate² (collectively, the "Energy Advisor Supported Upgrades"). A pre-Upgrade EnerGuide home evaluation must be completed before the installation of draftproofing Upgrades, or any Upgrades which are to be counted toward the Bonus Offer. A post-Upgrade EnerGuide home evaluation must be completed after the installation of these Upgrades.
11. EnerGuide home evaluations must be performed by an energy advisor who is registered to deliver home evaluations under Natural Resources Canada's ("NRCan's") EnerGuide Rating System, version 15 (ERS v15). All EnerGuide home evaluations must be performed by a Program-qualified energy advisor using the ERS v15 and its designated version of the HOT2000 software. The list of Program-qualified energy advisors can be found at <http://homeperformance.ca/energy-advisors/>

Application process and deadlines

12. Rebates will be issued in the form of a cheque to the applicant named on the Home Renovation Rebate Application form.

Required forms:

13. All Participants must submit a Home Renovation Rebate Application form completed in full.
14. If the Participant is not the electric and/or gas utility account holder, the primary utility account holder(s) must complete and submit the Utility Account Holder Consent form.
15. For the Energy Advisor Supported Upgrades, the energy advisor who completes the post-Upgrade EnerGuide home evaluation must complete the Energy Advisor Supported Upgrades form, and the completed form must be submitted.

Required supporting documentation:

16. A copy of the purchase invoice(s) for each eligible Upgrade must be submitted, containing the required information for that particular Upgrade as set out on the Home Renovation Rebate Application form.

Timing:

17. For draftproofing Upgrades and the Bonus Offer, all Upgrades must be installed and the post-Upgrade EnerGuide home evaluation must be completed within 36 months of the initial pre-Upgrade EnerGuide evaluation.
18. Rebate applications, together with all required supporting documentation, must be received within six months of the installation of the eligible Upgrade(s).
19. In order to qualify for the Energy Coach Home Evaluation Rebate, both the pre-Upgrade and post-Upgrade EnerGuide home evaluations must be completed after September 1, 2016.
20. Processing of applications may take up to 90 days from the date that all required application documents are received, or longer if application is selected for onsite verification. Utility Partners are not responsible for lost, delayed, damaged, illegible or incomplete applications.

Upgrade-specific requirements

21. The following rebates are available under the Program for Upgrades completed in accordance with requirements set out in this section:
 - a. insulation;
 - b. variable speed mini-split air source heat pumps (ductless heat pumps);
 - c. EnerChoice[®] fireplaces;
 - d. natural gas water heater; and
 - e. draftproofing.

The Upgrade-specific requirements for each of these Upgrades are set out under the applicable heading.

Insulation

22. To be eligible for an insulation rebate(s), Participants must satisfy the following requirements:
 - a. Insulation products must meet the applicable Canadian national thermal insulation standards. Only products with Canadian thermal resistivity values (R-values) provided by the manufacturer 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;
 - b. The insulation must be installed by a licensed contractor with a valid business licence;
 - c. Insulation must be installed in accordance with the [BC Standards of Practice Guide for Air Sealing and Insulation Retrofits](#);
 - d. Applications will only be processed for insulation rebates with a combined total value of \$50 or more;
 - e. Rebates are calculated based on the R-value of new insulation added and not the total combined final R-value of the new and pre-existing insulation, including in cases where the pre-existing insulation is removed;
 - f. The insulation added must have a minimum R-value added per location outlined below; and

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, floor over crawlspace, basement header)	R20

- g. The insulation rebate amount cannot exceed the installed cost of the eligible Upgrade indicated on the invoice.

Variable speed mini-split air source heat pumps (ductless heat pumps)

23. To be eligible for a variable speed mini-split ("VSMS") air source heat pump rebate, Participants must satisfy the following requirements:
 - a. A maximum of one (1) VSMS air source heat pump is eligible for a rebate per Premises, regardless of the number of such heat pumps installed;
 - b. The primary heating source of the Premises prior to the installation of a VSMS heat pump must be electric. To be classified as primarily electrically heated, the Premises must have a functioning hard-wired electric heating system (such as electric baseboards) that heats the main living areas of the Premises (such as the kitchen, living or dining room). Premises heated primarily by natural gas, oil, wood, or any other fuel are not eligible for an air source heat pump rebate. Determination of primary heating type is at the sole discretion of the electric utility;

¹ EnerGuide is an official mark of Natural Resources Canada.

² Funded by the Province of B.C.

- c. At least one head (indoor unit) must serve a main living area of the Premises;
- d. Replacement of an existing heat pump or adding a head to an existing heat pump is not eligible for a rebate. Both the indoor and outdoor units must be new and not part of previous installation;
- e. The system may include a ducted component provided that the system qualifies as a VSMS system as rated by the Air Conditioning, Heating and Refrigeration Institute (AHRI); and
- f. The system 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 (equivalent to HSPF 7.4 for Region V). Check the [AHRI directory](#) for eligibility.

EnerChoice® fireplaces

- 24. Details on eligible products and complete terms and conditions for high-efficiency natural gas fireplace rebates are available at fortisbc.com/enerchoice.

High-efficiency natural gas water heaters

- 25. Details on eligible products and complete terms and conditions for high-efficiency natural gas water heater rebates are available at fortisbc.com/waterheater.

Energy Advisor Supported Upgrades

Draftproofing

- 26. To be eligible for a draftproofing rebate, Participants must satisfy the following requirements:
 - a. A pre- and post-Upgrade EnerGuide home evaluation must be completed in accordance with the EnerGuide Home Evaluation section of these terms and conditions. The energy advisor who completes the post-Upgrade EnerGuide home evaluation must complete the Energy Advisor Supported Upgrades form;
 - b. The energy advisor must determine the pre- and post-Upgrade air leakage rate, using blower door fan test results based on standard Hot 2000 methodology. The draftproofing rebate amount is calculated by the difference between the air leakage rate (in air changes per hour at 50 kPa) of the Premises before and after the implementation of draftproofing Upgrades; and
 - c. Applications will only be processed for draftproofing rebates of \$50 or more.

Bonus Offer

- 27. To be eligible to receive the Bonus Offer, Participants must, in addition to meeting all other Program criteria, meet all of the criteria in this Bonus Offer section.
- 28. To be eligible to receive the Bonus Offer, a pre- and post-Upgrade EnerGuide home evaluation must be completed in accordance with the EnerGuide Home Evaluation section of these terms and conditions. The energy advisor who completes the post-Upgrade EnerGuide home evaluation must complete the Energy Advisor Supported Upgrades form.
- 29. Participants must install at least three eligible Upgrades within 36 months of their pre-Upgrade EnerGuide home evaluation to qualify for the Bonus Offer. The bonus-eligible Upgrades are:
 - a. insulation;
 - b. air source heat pump;
 - c. natural gas furnace;
 - d. natural gas boiler;
 - e. EnerChoice fireplace;
 - f. water heater;
 - g. heat recovery ventilator;
 - h. draftproofing; and
 - i. ENERGY STAR windows and exterior doors.

The Upgrade-specific requirements for each of these Upgrades are set out in section 34.

- 30. Only one of each type of bonus-eligible Upgrade can qualify towards the Bonus Offer with the exception of insulation.
- 31. Only one type of primary space heating system Upgrade (air source heat pump, natural gas furnace, or natural gas boiler) qualifies toward the Bonus Offer. Only one type of high-efficiency water heater Upgrade qualifies toward the Bonus Offer (natural gas water heater or electric heat pump water heater).
- 32. In addition to satisfying the requirements outlined in the terms and conditions above for each Upgrade (as applicable), the following requirements must be met for an Upgrade to qualify as one of the three eligible Upgrades for the Bonus Offer:
 - a. **Insulation** – each insulation Upgrade in a single location (attic or wall or basement/crawlspace or other) must have a minimum rebate value of \$150 to qualify as one bonus-eligible Upgrade.
 - b. **Air source heat pump** – a variable speed mini-split air source heat pump need only satisfy the Upgrade requirements set out above. A central system air source heat pump must have a SEER of 15 or higher and an HSPF of 8.5 or higher for Region IV. Eligibility for central system air source heat pumps can be checked on the [AHRI directory](#). The primary heating source of the Premises prior to the installation of the air source heat pump must be electricity or oil for participants in the Province of British Columbia's Oil to Heat Pump incentive program.
 - c. **Natural gas furnace** – a natural gas furnace must be [ENERGY STAR certified](#) (Version 4.0) and rated 95 per cent Annual Fuel Utilization Efficiency ("AFUE") or higher. A replacement furnace must be used as the primary space heating source.
 - d. **Natural gas boiler** – a natural gas boiler and combination boiler system used for both space and domestic water heating must be [ENERGY STAR certified](#) and rated 94 per cent AFUE or greater.

- e. **EnerChoice fireplace** – the EnerChoice fireplace need only satisfy the Upgrade requirements set out above.
- f. **Water heater** – a natural gas water heater need only satisfy the Upgrade requirements set out above. An electric heat pump water heater must be sized correctly and listed as Tier 2 or higher on the [NEEA's qualified product list](#). The new electric heat pump water heater must be: (i) the primary water heater for the Premises, and (ii) installed in either a conditioned space or a semi-conditioned space, such as an unfinished basement, attached garage or heated detached garage.
- g. **Heat recovery ventilator** – a heat recovery ventilator must be ENERGY STAR and Home Ventilating Institution ("HVI") certified (as per section three of the [HVI directory](#)). Premises' airtightness must be three ACH@50Pa or lower measured at the post-Upgrade EnerGuide home evaluation.
- h. **Draftproofing** – the draftproofing Upgrade must have a minimum rebate value of \$150 to qualify as one bonus-eligible Upgrade.
- i. **ENERGY STAR windows and doors** – a minimum of 65 per cent of the Premises' existing windows and exterior doors must be replaced by ENERGY STAR models rated one zone above the Premises' current climate zone. Eligibility is based on the number of Rough Openings ("RO") in which windows or exterior doors were replaced between the pre- and post-Upgrade EnerGuide home evaluation. Each RO is counted as one window/exterior door. A bay window, which may be made up of several window sections, is regarded as one RO. Only windows or exterior doors located in the building envelope of the heated space count toward bonus eligibility.

Energy Coach Home Evaluation Rebate

- 33. The Energy Coach Home Evaluation Rebate is funded by the Province of British Columbia through an Innovative Clean Energy (ICE) Fund Financial Contribution to support energy coaching. The Energy Coach Home Evaluation Rebate will be paid to Participants who use a Program-qualified energy advisor to complete both a pre- and post-Upgrade EnerGuide home evaluation of their Premises after September 1, 2016, and submit a Program application form and a completed Energy Advisor Supported Upgrades form. The Energy Coach Home Evaluation Rebate will be paid on a first-come, first-served basis according to the date the completed application is received, until all available supplemental funds are exhausted.

Contractor application process

- 34. FortisBC is offering an additional rebate of \$50 to gas contractors that install an approved natural gas water heater Upgrade or EnerChoice fireplace Upgrade for a Participant who submits a Home Renovation Rebate Application form.
- 35. In addition to the Participant 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 Participant; and
 - b. Contractor rebates will only be paid upon FortisBC's approval of the corresponding Participant rebate.

Rebate amounts

- 36. Current rebate amounts available for the Upgrades are available at bchydro.com/homerebates or fortisbc.com/homerebates.
- 37. Rebate amounts are subject to revision at the Utility Partners' sole discretion, and will be paid in accordance with the rebate amounts available on the purchase date of the Upgrade as indicated by the invoice date. 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

- 38. The Utility Partners reserve the right to revise the Program terms and conditions without notice, including revisions to rebate amounts and eligibility requirements.
- 39. The Utility Partners reserve the right, without incurring any liability, to refuse applications to the Program that the Utility Partners determine, in their sole discretion, are incomplete, inaccurate, or otherwise do not meet applicable Program requirements.
- 40. Participants 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 Premises' structure, indoor air quality and safety.
- 41. Participants are solely responsible for researching Program criteria, choosing eligible products, choosing licensed contractors, choosing a Program-qualified energy advisor and meeting all Program requirements.
- 42. The Utility Partners do not endorse any specific product, retailer, energy advisor or contractor, and the Utility Partners are not liable for the Participant's selection of materials or products, or the workmanship, operation, performance or warranty associated with any Upgrades or associated work performed, whether by a contractor, energy advisor, or otherwise, in relation to the Program. The Utility 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, or with respect to the energy consumption figures or energy-efficiency recommendations included in any EnerGuide home evaluation. Actual energy consumption and costs depend on a host of factors beyond the control of NRCAN and the Utility Partners.
- 43. The Utility Partners do not guarantee, and accept no liability, for the level of energy savings achieved by a Participant under this Program.
- 44. The Utility Partners are not responsible in any circumstances whatsoever for the actions, omissions, recommendations or advice of any service organization or energy advisor engaged by a Participant in connection with the Program.
- 45. Participants hereby agree to indemnify and save harmless the Utility 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).

46. 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

47. The Utility Partners reserve the right to perform onsite verifications to confirm the eligibility of any Upgrade and to confirm any other relevant information related to Program eligibility. Participants agree to provide reasonable access to their premises for the purpose of Program verification for one year following the receipt of a rebate application. Site verification contractors will need access to every room in the applicable Premises, including without limitation, the attic and any crawlspaces. They will be required to document and take pictures of the Premises and/or installed equipment. Before issuing a rebate, the Utility Partners are entitled to verify information provided on the Program application, by directly contacting any party associated with the Upgrade(s), or by any other reasonable means. Participants must retain copies of all supporting documentation required for rebate eligibility (including Bonus Offer eligibility) for at least one year from the date of application, including but not limited to, all contractor agreements, invoices and product receipts.

Access and use of personal information and protection of privacy

48. BC Hydro and FortisBC are collecting, using and disclosing the personal information on the Program application materials for the purpose 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.
49. FortisBC collects, uses and discloses personal information in accordance with provisions of the Personal Information Protection Act ("PIPA") and its Privacy Policy (which is located at fortisbc.com/privacy).
50. BC Hydro collects, uses and discloses personal information in accordance with provisions of the Freedom of Information and Protection of Privacy Act ("FOIPPA") and its Privacy Policy (which is located at bchydro.com/privacy). BC Hydro's collection, use and disclosure of the personal information on application forms is undertaken in furtherance of BC Hydro's energy conservation mandate and obligations under the Clean Energy Act and the Utilities Commission Act. 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.

51. By signing the Program application form, the Participant consents to:
- a. the disclosure of their personal information, as provided by the Participant in any Program application materials, to the Utility Partners and any Collaborating Party (if the Participant is eligible for a rebate funded or enabled by that Collaborating Party), and their respective affiliates and contractors, 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;
 - b. the disclosure of their utility billing and energy consumption data for a period of up to 60 months before, and up to 60 months after their participation in the Program to the Utility Partners and their respective affiliates and contractors, 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;
 - c. specifically with respect to the EnerGuide home evaluation program, the disclosure of their personal information to NRCan, the Utility Partners and any Collaborating Party (if the Participant is eligible for a rebate funded by that Collaborating Party) 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 Participant hereby authorizes the applicable Utility Partners and Collaborating Parties to collect this information indirectly through NRCan and/or the energy advisor, knowing that all parties must, at a minimum, safeguard the Participant's information according to information protection standards under applicable federal and provincial privacy legislation;
 - d. the disclosure of their personal information to the installation contractor(s) named on the application form for the purpose of administering the Program and conducting site verification; and
 - e. be contacted by any of the Utility 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.