

Free Powerlync Smart Hub – Promotion Terms & Conditions

Last updated: *February 18th, 2026*

These Terms & Conditions (“**Terms**”) govern BC Hydro’s Free Powerlync Smart Hub promotion (“**Promotion**”). By participating, you agree to these Terms.

1. Sponsor

British Columbia Hydro and Power Authority (“**BC Hydro**”).

2. Offer Summary

NO PURCHASE REQUIRED.

Eligible customers may receive one (1) **Powerlync Smart Hub** at no charge when they comply with these official Promotion rules (the “**Promotion Rules**”) during the Promotion Period. Employees of BC Hydro, its affiliates, advertising and promotional agencies, and the immediate family and household members of those persons are not eligible.

3. Promotion Period

The Promotion runs from **February 19th, 2026 at 12:00 a.m. PT** until the earlier of: (a) the date on which all available Powerlync Smart Hubs have been claimed; and (b) April 30th, 2026 “**Promotion Period**”); or (c) any earlier date on which BC Hydro elects to end the Promotion in its sole discretion.

4. Eligibility

To be eligible, you must:

1. Residency & Account

- Be a BC Hydro residential customer who has reached the age of nineteen (19) years at the time of entry with an active MyHydro account in good standing.
- Be the administrator of your home’s BC Hydro account
- Have a mobile device that can download the HydroHome app

- Reside at an eligible home type: Single Family detached home, Row House, Duplex, Townhouse or triplex.
 - Must be able to start a Team Power Smart Reduction Challenge on or after February 19th, 2026. Or.
 - Must be able to switch your home's electricity rate to a rate with time-of-day pricing. Note, that if your home was ever on a rate with time-of-day pricing before February 19th, 2026, you cannot take this qualifying action.
 - *Apartments/condos or other home types not listed above are ineligible.*
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5. How to Enter

Step 1: Log in to HydroHome

Log in to the [HydroHome app](#) with your MyHydro profile. If you don't already have the app, you can download it from the [App Store](#) or [Google Play](#).

Step 2: Complete a qualifying action

Complete at least one of the following actions:

- Join [Team Power Smart](#) and start a Reduction Challenge on or after February 19, 2026. If you're already in an active challenge, you cannot take this qualifying action. Team Power Smart members who are not in an active challenge must start a new Reduction Challenge to take this qualifying action.
- Switch your home's electricity rate to a rate with [time-of-day pricing](#). Please note that if your home was ever on a rate with time-of-day pricing before February 19, 2026, you cannot take this qualifying action.

Step 3: Submit application form

Submit a short [application form](#). Once we've confirmed your eligibility, we'll email you a promo code that needs to be used within 30 days.

[Step 4: Claim your Powerlync hub](#)

After receiving your promo code, go to the Toolkit section of the HydroHome app and enter your promo code, then follow the steps to place your order. Once complete, your Powerlync hub will be shipped to your home.

6. Limitations

- **While supplies last.** BC Hydro may, at its sole discretion, end the Promotion or pause redemptions if all available Powerlync Smart Hubs have been claimed.
 - **One (1) Powerlync Smart Hub per household/service address** for the duration of the Promotion Period.
 - **Non-transferable.** Promo codes cannot be sold, transferred, gifted, or exchanged for cash or credit.
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7. Verification & Validation

Upon form submission, BC Hydro's will:

- Verify customer records from **HydroHome**, **Team Power Smart**, and **Time-of-Day Rates** systems; and
- Confirm:
 - **HydroHome app login** using MyHydro credentials occurred **before, on or after** the start date of the Promotion;
 - **Program enrollment timing** (Team Power Smart new Reduction Challenge, or switch to Optional Time-of-Day Rate Plan) occurred **on or after** the start date of the Promotion;
 - **Home type** is eligible; and
 - if applicable, a customer on the Optional Time-of-Day Rate Plan has not switched to another rate and switched back within the Promotion Period.

If all checks pass, you will see an **on-screen confirmation** and receive a **confirmation email** with a unique promo code.

8. Redemption Process

1. Check your **confirmation email** for your unique promo code.
 2. Open the **HydroHome app**, log in with **MyHydro**, and go to the **Toolkit** section.
 3. Enter your promo code and **follow the steps to place your order**.
 4. Confirm your **shipping details** in the HydroHome app.
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9. Promo Code Validity

- Promo codes are valid for 30 days from the date of the confirmation email.

- You must redeem your promo code within 30 days. If it is not redeemed within this period, you will no longer be eligible to use it.
 - BC Hydro reserves the right to cancel any promo code that has not been redeemed within 30 days and reassign it to another eligible customer.
 - Expired or cancelled promo codes will not be reissued, extended, or replaced.
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10. Shipping & Delivery

- Shipping address must match the eligible BC Hydro service address, unless otherwise permitted by BC Hydro.
 - Standard shipping times apply; delays may occur due to inventory or carrier constraints.
 - Risk of loss passes upon delivery to the address provided.
 - BC Hydro is not responsible for incorrect addresses, missed deliveries, or unclaimed packages.
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11. Device Setup

- After ordering through the app, BC Hydro will provide step-by-step setup instructions. [bchydro.com]
 - Powerlync enables live energy data via the HydroHome app, helping you see usage, identify savings opportunities, and make smarter decisions about when and how you use electricity. [
 - **Customers agree to complete the setup of their Powerlync device** — including pairing it with their BC Hydro smart meter and the HydroHome app — **within 30 days of receiving the device.**
 - **Failure to complete setup within 30 days gives BC Hydro the right to require the customer to return the Powerlync device at the customer's expense.**
 - Returned devices will not be reissued, and customers who fail to complete setup may lose eligibility for the Free Powerlync Program.
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12. Privacy & Data

- BC Hydro will use any personal information provided with the Promotion entry and fulfilment, including the customers' name, address, postal code, phone number, and email address for the purpose of administering the Promotion as contemplated by these Promotion Rules. BC Hydro collects and uses personal information and runs this Promotion 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 hydrohome@bchydro.com. You may also consult the Privacy Statement found at www.bchydro.com for more information.

- Participation may require data sharing between HydroHome, Team Power Smart, and Rate Plan systems solely for **verification and fulfillment**.
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13. Fraud, Misuse & Disqualification

BC Hydro may, in its sole discretion, **audit, suspend, or disqualify** any participant for suspected:

- Account manipulation, false information, or identity/address misrepresentation;
 - Unauthorized promo code acquisition, sale, or transfer;
 - Rate switching intended to circumvent eligibility;
 - Automated or bulk submissions; or
 - Any conduct that violates these Terms or applicable law.
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14. Changes, Suspension & Termination

BC Hydro may **modify, suspend, or terminate** the Promotion or these Terms at any time, including due to **inventory constraints, system issues, regulatory changes, or security concerns**.

15. Disclaimers

- The Promotion and the Powerlync Hub are provided **“as is.”**
 - BC Hydro makes no warranties, express or implied, regarding the device’s performance, compatibility, or fitness for a particular purpose, beyond manufacturer warranty (if any).
 - Real-time data availability may be impacted by **network connectivity, device compatibility, metering infrastructure, or system maintenance/outages**.
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16. Liability Limitations

By entering this Promotion, all customers agree to release, discharge and hold harmless BC Hydro and its partners, affiliates, advertising/promotional agencies, and their employees, officers, directors, representatives and assigns from any claims, losses and damages arising out of their participation in this Promotion and the acceptance, possession, use, or misuse of the any prize awarded hereunder. BC Hydro and its employees, officers, directors, agents, contractors, representatives, affiliates, subsidiaries, independent judges or advertising/promotion agencies (collectively, the **“Released Parties”**) assume no responsibility whatsoever for delayed, failed, partial or garbled computer or fax transmissions; technical failures of any kind, including, but not limited to lost, interrupted or unavailable network server, Internet

Service Provider (ISP), website or other connections, availability or accessibility or miscommunications or failed computer, satellite, telephone, fax or cable transmissions, lines or technical failures or difficulties; the incorrect or inaccurate capture or failure to capture information whether caused by site users, tampering, hacking, or by any equipment or programming associated with or utilized in this Promotion or other information; the failure to capture any such information; errors of any kind whether human, mechanical, electronic, network or otherwise arising out of or relating to this Promotion; theft, loss, destruction or damage to entries, in whole or in part; or other factors beyond their reasonable control. Released Parties are not responsible for injury or damage to participants' or to any other person's computer related to or resulting from participating in this Promotion or downloading materials to or from or use of the website or Hydrohome app. Persons who tamper with or abuse any aspect of this Promotion or website or Hydrohome app, as solely determined by BC Hydro will be disqualified. CAUTION: ANY ATTEMPT BY ANY PERSON TO DELIBERATELY DAMAGE ANY WEBSITE OR HYDROHOME APP OR UNDERMINE THE LEGITIMATE OPERATION OF THIS PROMOTION IS A VIOLATION OF APPLICABLE CRIMINAL AND CIVIL LAW. SHOULD SUCH AN ATTEMPT BE MADE, BC HYDRO RESERVES THE RIGHT TO SEEK DAMAGES FROM ANY SUCH PERSON TO THE FULLEST EXTENT OF THE LAW.

17. Right to Modify or Terminate

BC Hydro reserves the right to withdraw, modify or terminate or any part of this Promotion by publishing a notice on www.bchydro.com website if for any reason the Promotion is not capable of running as planned, including technical failure or corruption, computer virus, tampering, unauthorized intervention, fraud or any other cause beyond the control BC Hydro which in the opinion of BC Hydro affects the administration, security, fairness, integrity or proper conduct of this Promotion.

18. General Conditions By applying for this Promotion, customers accept and agree to be bound by these Promotion Rules and the decisions of BC Hydro, which shall be final and legally binding. BC Hydro reserves the immediate right to disqualify any customer which it deems, in its sole discretion, (a) is not in compliance with these Promotion Rules, (b) tampers with the entry process, the Promotion, or the website or HydroHome app; or (c) is acting in an uncooperative, unsportsmanlike, disruptive, abusive, or threatening manner. No correspondence will be entered into by BC Hydro with respect to the Promotion except with the selected customer(s). The Promotion is subject to the laws of the Province of British Columbia and all applicable federal and municipal laws. The sole jurisdiction to resolve any disputes concerning this Promotion is the Province of British Columbia.
