

Overview

1. Eligible FortisBC Energy Inc. ("FortisBC") customers (each, a Customer") who service their natural gas furnace/boiler and/or fireplace between September 18, 2017 and October 31, 2017 may qualify for a \$25 rebate in the form of a bill credit. Each eligible Customer may receive a maximum of \$25 for a furnace/boiler service and \$25 for a fireplace service, for a total maximum of \$50 per dwelling.

Program eligibility

2. To qualify for a rebate, the Customer must be a current residential customer of FortisBC, and the furnace/boiler service and/or fireplace service must be completed in the Customer's residence, which must be in FortisBC's natural gas service territory.
3. This offer is not available for strata properties.
4. A visual inspection does not qualify as a service.
5. The furnace/boiler service and/or fireplace service must be:
 - a) performed between September 18, 2017 and October 31, 2017; and
 - b) provided by a BC Safety Authority licensed gas contractor and in accordance with all applicable laws, codes, standards and ordinances.

Program process

6. To be eligible for rebates under this program, the Customer must complete the online application form located at fortisbc.com/tlc and submit a scanned copy of the service invoice OR mail or email a signed copy of the completed application form together with a copy of the service invoice.
7. The service invoice must contain the date of the service, address where service was performed, details of the work performed and BC Safety Authority licence number of the gas contractor.
8. Applications must be submitted online or postmarked no later than November 30, 2017.
9. Processing of applications may take up to 90 days.
10. Bill credit(s) will be provided to the FortisBC account indicated on the application form, and cannot be assigned or transferred to another recipient.
11. FortisBC is not responsible for lost, delayed, damaged, illegible or incomplete applications.

12. FortisBC reserves the right to refuse applications which it determines, in its sole discretion, are incomplete, inaccurate or otherwise do not meet program requirements.

Additional terms and conditions

13. FortisBC may amend, modify or terminate this program at any time based on funding limitations or for any other reason, without notice.
14. FortisBC, not being the provider of appliance services makes no representation or warranty, express or implied as to the necessity of or quality of service provided under this program and accepts no liability or responsibility for such services.
15. The Customer is solely liable for any tax imposed or payable by the Customer in respect of the rebate.
16. This program is independent of other incentives and rebates by FortisBC and/or other utilities, manufacturers, or government incentive programs or grants.
17. For the purposes of this program, and these terms and conditions, "Customer Information" means all information disclosed by the Customer in any program application materials, which includes such personal information as disclosed by the Customer, as well as any data respecting billing, energy use and consumption at the Customer's premises for a period of one year prior to such service and one year after such service. By applying for this program, the Customer acknowledges and agrees that:
 - a) FortisBC collects and uses the Customer Information in order to process, administer and evaluate the program and develop other FortisBC energy conservation programs.
 - b) FortisBC may contact the Customer in the future to evaluate the effectiveness of the program, which may include surveys.
 - c) FortisBC may retrieve the Customer's billing, energy use and consumption information from the FortisBC account database for the period set out above in order to analyze consumption behaviour and energy savings attributable to the program.
 - d) FortisBC may disclose the Customer Information to its affiliates and contractors for the purposes of administering and evaluating this program as described herein and developing other FortisBC energy conservation programs.

For more information on FortisBC's Privacy Policy, visit fortisbc.com/privacy.