

# Furnace and Boiler Replacement Program application



**Customer**  Please send me my \$500 rebate. I replaced a non-condensing natural gas furnace/boiler that was a minimum of 10 years old with a qualifying ENERGY STAR® certified high-efficiency condensing model that I installed within 6 months of receiving my pre-qualification code. **Please note: cheque will be addressed in the name of the account holder.**

**Contractor**  Gas contractors are eligible for a \$50 contractor incentive (paid quarterly). To be eligible, the contractor section must be completed in full and FortisBC must approve a customer rebate before issuing a contractor incentive. **Please note: cheque will be addressed in the name of the business.**

**Pre-qualification code:** \_\_\_\_\_

Don't have a pre-qualification code? Get one at [fortisbc.com/furnace](http://fortisbc.com/furnace). Codes are only available until December 31, 2017, or while quantities last.

**Customer information**

Account holder name (first/last)	Telephone number	FortisBC natural gas account number	Customer email
Installation address		City	Postal code
Mailing address (if different from above)		City	Postal code
Type of residence where the heating system was installed <input type="checkbox"/> Single family detached <input type="checkbox"/> Townhouse <input type="checkbox"/> Mobile home <input type="checkbox"/> Duplex <input type="checkbox"/> Other: _____			Approximate age of home

Was the purchase of your furnace/boiler something you had planned prior to learning about the FortisBC rebate program?

Yes     No     Don't know

If the FortisBC program and its rebate had not been available, which of the following best describes what you would have done?

Not purchased or postponed the purchase of the furnace/boiler for at least one year   
 Purchased a less expensive, less efficient furnace/boiler  
 Purchased the same furnace/boiler, no changes     Don't know

How influential was the FortisBC program and its rebate on your decision to purchase your new furnace/boiler?

Very influential     Somewhat influential     Not very influential     Not at all influential     Don't know

**Contractor information**

Business name (cheque will be addressed in the name of the business)		Installer name	BCSA gas contractor licence number
Permit date	Installation permit number	Email	Phone
Mailing address		City	Postal code

**Quality installation requirements**

I declare that I have properly sized and selected this furnace/boiler  
 I declare that this furnace/boiler was commissioned as per the manufacturer's instructions and a copy was left on site

**Furnace**

I have installed a two-pipe direct vent system (photograph required)  
 I have installed a new compatible thermostat

**Boiler**

I have set the boiler up for outdoor re-set

**Old heating system information**

Type <input type="checkbox"/> Furnace <input type="checkbox"/> Boiler	Estimated remaining life (yrs) of old system	Efficiency <input type="checkbox"/> Standard (metal exhaust pipe with standing pilot light) <input type="checkbox"/> Mid (metal exhaust pipe with no standing pilot light)	Appliance age
---	--	--	---------------

**New heating system information**

Type <input type="checkbox"/> Furnace <input type="checkbox"/> Boiler	Brand name	Model number (must be ENERGY STAR® Version 4.0 certified or equivalent)
Installation date (Yr/Mth/Day)	Total cost (appliance and labour, excluding taxes)	

### Contractor declaration

By applying for a contractor incentive from this Program, and completing the information in this form on behalf of the Customer. I certify that:

- I have read and signed the terms and conditions for Contractors in this Program and returned same to FortisBC;
- I have installed the furnace or boiler that is the subject of this application; and
- The furnace or boiler that is the subject of this application satisfies the eligibility requirements for a rebate according to the terms and conditions of the FortisBC Furnace and Boiler Replacement Program.

\_\_\_\_\_  
Contractor name (please print)

\_\_\_\_\_  
Contractor signature

\_\_\_\_\_  
Date (Yr/Mth/Day)

### Customer declaration

By applying for a customer rebate from this Program, I certify that:

- I have read and comply with the Program terms and conditions on page three; and
- I meet the Program eligibility criteria and agree that all information provided in this application form is true and correct.

\_\_\_\_\_  
Customer name (please print)

\_\_\_\_\_  
Customer signature

\_\_\_\_\_  
Date (Yr/Mth/Day)

### Optional

I agree to receive emails from FortisBC containing news, updates and promotions regarding FortisBC's products, services, programs and any associated business opportunities.

Note: You may withdraw your consent to receive such emails from FortisBC at any time. Please refer to our Privacy Policy or contact us for more details.

**The Customer is responsible for ensuring the completed application is emailed or postmarked no later than 6 months from pre-qualification code issuance to:**

Furnace and Boiler Replacement Program  
FortisBC Energy Inc.  
PO Box 9090  
Surrey BC V3T 5W4  
**Or**  
**furnace@consumer-response.com**  
For more information call 1-800-663-8400  
or visit **fortisbc.com/furnace**.

#### Customer checklist:

- I have signed the completed application form.
- I have included a copy of the itemized invoice with full make and model number.
- I have provided my pre-qualification code.
- I have provided my installation permit number and date.
- I have included a photograph of my two-pipe direct vent system.

## Overview

1. Eligible FortisBC Energy Inc. ("FortisBC") customers (each, a "Customer") who obtain a pre-qualification code and replace their non-condensing natural gas furnace/boiler that is a minimum of 10 years old, and install a qualifying ENERGY STAR® certified or equivalent high-efficiency natural gas furnace/boiler within six months of receiving their pre-qualification code, may be eligible for a \$500 rebate under the Furnace and Boiler Replacement Program (the "Program"). FortisBC is offering an additional incentive of \$50 under the Program to gas contractors responsible for the purchase and installation of an approved Customer's furnace/boiler (each, a "Contractor").

## Program eligibility

2. To be eligible for a rebate under the Program, the Customer must first obtain a pre-qualification code from [fortisbc.com/furnace](http://fortisbc.com/furnace). Codes cannot be assigned or transferred.
3. Pre-qualification codes are only available until December 31, 2017, or while quantities last.
4. In order to qualify for a rebate under the Program, the Customer must be a current residential customer of FortisBC and the Contractor must install a qualifying furnace/boiler in the Customer's residence, which must be in FortisBC's service territory.
5. The replaced furnace/boiler must be an operational non-condensing natural gas system that is a minimum of 10 years old.
6. Emergency replacements of furnaces/boilers are NOT eligible for rebates under the Program. If a Contractor deems the existing furnace/boiler to require over \$1,000 (pre-tax including parts and labour) in repairs and/or deems it to be unsafe to operate, the new furnace/boiler will be considered an emergency replacement and the Customer will not be eligible for a rebate under the Program.
7. The Program is not available for new construction.
8. Only one Program rebate is available per dwelling. Contractors are eligible to receive multiple incentives.
9. To qualify for a rebate, the replacement high-efficiency natural gas furnace/boiler must be listed on [fortisbc.com/furnace](http://fortisbc.com/furnace). The product must be:
  - a. one of the following:
    - an ENERGY STAR (Version 4.0) certified or equivalent natural gas furnace rated 95 per cent AFUE or higher;
    - equivalent furnaces must:
      - be rated 95 per cent AFUE or higher;
      - have a variable volume ECM or X-13 motor; and
      - be listed with Natural Resources Canada;
    - an ENERGY STAR certified natural gas boiler rated 94 per cent AFUE or higher;
    - an ENERGY STAR certified natural gas combination boiler system used for both space and domestic hot water heating rated 94 per cent AFUE or higher; or
    - a natural gas furnace specifically designed for manufactured home use rated 95 per cent AFUE or higher;
  - b. the primary source of heat;
  - c. purchased, installed and paid for in full within six months after receiving the pre-qualification code;
  - d. installed in accordance with the requirements of the BC Safety Authority and/or gas authority having jurisdiction in the Customer's area and in accordance with the manufacturer's specifications and all applicable laws, codes, standards and ordinances; and
  - e. commissioned as per manufacturer's instructions and a copy of the commissioning sheet must be left on site.
10. Furnaces must have a two-pipe direct vent system installed, which must be validated by a photograph submitted as part of this application.

## Customer rebate process

11. The Customer must return a signed copy of the completed application form with the Contractor details and Contractor declaration completed in full.
12. The completed application form must include a valid pre-qualification code from FortisBC. A code can be obtained from [fortisbc.com/furnace](http://fortisbc.com/furnace).

13. The application form must be submitted with a copy of the purchase invoice for the qualifying furnace/boiler that contains the purchase date, details of the work performed, manufacturer make and model number, the BC Safety Authority gas contractor licence number and the installation permit number and date.
14. Applications and supporting documents must be emailed or postmarked within six months of receiving the pre-qualification code. Processing of applications may take up to 90 days.
15. FortisBC is not responsible for lost, delayed, damaged, illegible or incomplete applications.

## Contractor incentives

In addition to the Customer rebate process outlined above, the following terms and conditions apply to the Contractor incentive process:

16. Only those Contractors who have signed and returned to FortisBC the Contractor terms and conditions are eligible to apply for a Contractor incentive.
17. Contractor incentives will only be issued to the business name identified on the Contractor application.
18. Contractor incentives will only be paid upon FortisBC's approval of the corresponding Customer rebate.

## Measurement, verification and evaluation

19. By applying for this Program, the Customer agrees that FortisBC may, at its discretion, evaluate the newly installed energy saving measure at the Customer's premises for the purposes of verifying installation.
20. "Customer information" means all information disclosed by the Customer in any Program application materials, including personal information disclosed by the Customer, and any billing, energy use and consumption information for the premises at which the new energy saving measure(s) are installed for a period of two years before and two years after such installation. 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, please visit [fortisbc.com/privacy](http://fortisbc.com/privacy).

## Additional terms and conditions

21. FortisBC reserves the right to refuse applications or invoices that it determines, in its sole discretion, are incomplete, inaccurate or otherwise do not meet Program requirements.
22. FortisBC may amend, modify or terminate this Program at any time based on funding limitations or for any other reason, without notice.
23. FortisBC, not being the designer, manufacturer or provider of heating systems, including but not limited to furnaces and boilers, makes no representation or warranty, express or implied, as to the necessity, quality or efficiency of any such heating system submitted under this Program and accepts no liability or responsibility for such heating systems.
24. FortisBC accepts no liability for work performed by or on behalf of a Customer with respect to the purchase, installation or maintenance of a furnace/boiler in conjunction with this Program.
25. The Customer agrees that FortisBC has no liability concerning any estimated energy savings of heating systems submitted under this Program or the installation, performance or fitness of such heating systems.
26. The Customer is responsible for safe disposal of their old furnace/boiler and ensuring it is not placed back into use. It is strongly advised that the old appliance be recycled.
27. The Customer and the Contractor are liable for any tax imposed or payable by the participants in respect of the rebate.
28. Rebates cannot be assigned or transferred.