

# Energy Conservation Assistance Program application



## PART I—Details and eligibility

### 1. Applicant information

You must complete this section if you are the account holder. If you are not the account holder, write “no account” in the account number field, and skip to the next section.

#### BC Hydro account

First name (on BC Hydro bill)	Last name (on BC Hydro bill)	Phone number
Alternate phone number	Email address	BC Hydro account number

#### FortisBC (natural gas) account

First name (on FortisBC bill)	Last name (on FortisBC bill)	FortisBC account number
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### 2. Account address information

Must be occupied as your principal residence year-round and be in suitable condition for improvements available through the Program. The property is not eligible for the program more than once every 10 years. If the property is a strata unit, consent from the strata corporation may be required for upgrades.

Account address	City	Province	Postal code
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Property description?  
 Single-family detached house    Duplex    Townhouse    Manufactured/mobile home    Other (describe):

How many people live in your home?	How many are adults (18 years and over)?	Do you own or rent? <input type="checkbox"/> Own <input type="checkbox"/> Rent (signed Landlord Consent required)
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What type of hot water heating does your home have? <input type="checkbox"/> Gas <input type="checkbox"/> Electric <input type="checkbox"/> Propane/diesel <input type="checkbox"/> Wood <input type="checkbox"/> Other <input type="checkbox"/> Unknown	How is your home heated? <input type="checkbox"/> Gas <input type="checkbox"/> Electric <input type="checkbox"/> Propane/diesel <input type="checkbox"/> Wood <input type="checkbox"/> Other <input type="checkbox"/> Unknown
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## PART II—Income qualification and authorization

The combined gross (pre-tax) household income must be less than BC Hydro Program Household Income Thresholds (see [bchydro.com/savenow](http://bchydro.com/savenow)). Proof of income is required for each adult (>18 years old) resident.

I've received permission from all household members aged 18 and older to share their proof of income documentation with the program for application purposes.

## PART III—Applicant declaration

I acknowledge and agree:

- Information in this application and otherwise provided to the Utility Partners, is true and correct. I will notify the Utility Partners immediately of any changes.
  - I consent to the Utility Partners collecting, using and sharing my information to determine program eligibility and as further set out in Part IV—section 9.
  - I meet the eligibility requirements of the program. I will confirm and provide proof of eligibility and verification information promptly upon request.
  - I accept and agree to the terms and conditions as contained in this application, including in Part IV on page 2.
  - I have obtained, or prior to installation of improvements will obtain approvals for their installation and operation (including from my landlord and the strata corporation, if applicable) and will provide if requested.
  - I acknowledge and understand participation in the program is not intended for increasing my home value.
  - I have not participated in this program in the past 10 years based on the account address.
  - If I rent the property, I agree the products installed and the improvements made will not be removed or altered upon vacating the property.
- Optional: I agree to receive emails from the Utility Partners containing news, updates and promotions regarding their products, services and programs.

**Note:** You may withdraw your consent at any time. For more information, visit [fortisbc.com/privacy](http://fortisbc.com/privacy) and/or [bchydro.com/privacy](http://bchydro.com/privacy).

Applicant signature	Date (Yr/Mth/Day)
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BC Hydro account holder signature	Date (Yr/Mth/Day)
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FortisBC account holder signature	Date (Yr/Mth/Day)
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Where did you hear about this program?  
 Utility bill insert    Received a phone call    Website    Friends/family    Received a promotional package/flyer    Other:

Promo code, if applicable:

**Mail your application to:** Processing may take 4–6 weeks      If you require assistance completing this form, call **1 855 560 3227**.  
 BC Hydro/FortisBC ECAP Operations  
 PO Box 8910 Stn Terminal  
 Vancouver, BC V6B 9Z9

## PART IV—Terms and conditions

The following terms and conditions (the “**Terms and Conditions**”) govern applicants’ participation in the Energy Conservation Assistance Program (the “**ECAP Program**”), under which eligible applicants may receive certain energy efficient and other products.

### 1. ECAP Program

- (a) **Partners:** The ECAP Program is administered, sponsored or funded, in whole or in part, by British Columbia Hydro and Power Authority (“**BC Hydro**”), FortisBC Energy Inc. and FortisBC Inc. (collectively “**FortisBC**”) and/or Pacific Northern Gas Ltd. (“**Pacific Northern Gas**” and together with BC Hydro and FortisBC, the “**Utility Partners**”) with funding from the British Columbia Ministry of Health (the “**Ministry**”).
- (b) **Eligible Residences:** Eligible residences for the ECAP Program include single family detached homes, townhomes, rowhomes, duplexes and manufactured/mobile homes.
- (c) **Eligibility Requirements:** The applicant must:
  - be at least 19 years old;
  - be the BC Hydro or city of New Westminster residential account holder for the eligible residence;
  - be a tenant or the owner of the eligible residence and occupy the eligible residence as their primary residence;
  - if a tenant, obtain consent from the owner in the form found at [bchydro.com/ecap](http://bchydro.com/ecap) (the “**Landlord Consent**”) and submit the completed and signed Landlord Consent; and
  - have a combined household income that does not exceed the applicable amount specified at [bchydro.com/ecap](http://bchydro.com/ecap) and submit one of the accepted proof of income documents specified therein for each member of their household 18 years of age or older.

### (d) Energy efficient offerings, home evaluation and installation

- The applicant agrees, if the applicant’s application is approved, to have their home assessed by a BC Hydro approved energy coach to receive personalized energy efficiency advice. They may also receive, at the complete discretion of the Utility Partners, products and upgrades installations including the following (collectively, “**Energy-Efficient Products**”): LED light bulbs, an LED night light, high-efficiency showerheads, faucet aerators, door weather stripping, insulating wrap for hot water pipes, a clothes drying rack, carbon monoxide detectors, an ENERGY STAR® fridge replacement, insulation in walls, attic, or crawlspace and/or a high-efficiency gas furnace replacement (for eligible FortisBC gas customers only). Eligible applicants whose residence is a manufactured/mobile home may also receive a heat pump and/or underbelly insulation if their manufactured/mobile home is electrically heated and located in climate zone 4 or 5.
- The applicant permits, if the applicant’s application is approved, the Utility Partners’ contractors (the “**Contractors**”) to conduct an evaluation of the eligible residence and, if applicable, install basic energy-efficient products at no cost to the applicant. If any Utility Partners determine that the eligible residence qualifies for Energy-Efficient Products that are insulation, furnaces or heat pumps, the applicant hereby permits the Contractors to conduct further home assessments and make additional improvements, subject to landlord and/or strata corporation consent, if applicable. Pacific Northern Gas customers are not eligible for such advanced upgrades. Utility Partners, in their sole discretion, decide the energy efficiency measures (if any) to be implemented.
- The applicant will, if the applicant’s application is approved, grant, or ensure Utility Partners or their Contractors are granted, access to the residence (including the applicable Energy-Efficient Products) upon request to conduct site visits to verify compliance, eligibility and installation/operation of energy efficiency measures.
- All Energy-Efficient Products installed at the residence become the property of the owner. Accordingly, if the applicant is renting the residence, such Energy-Efficient Products will not be removed or altered upon vacating the residence, unless otherwise agreed to by the owner.

### 2. General Terms and Conditions: The following terms and conditions apply to all applicants:

- (a) **Representations and Warranties.** The applicant represents and warrants that they satisfy the applicable eligibility requirements referred to in these Terms and Conditions.
- (b) **Program changes.** The Utility Partners may modify these Terms and Conditions or terminate any program or offer referred to in these Terms and Conditions (collectively, the “**Program**”) at any time and for any reason, without penalty or obligation. Dates are subject to change.
- (c) **Availability of funding.** Funding is limited. Utility Partners, at their sole discretion, may prioritize applications and determine level of funding or the provision of any products, if any, an applicant may receive.
- (d) **Acceptance/rejection of applications.** Utility Partners reserve the right, in their sole discretion, to accept or reject applications for any reason, whether or not eligibility criteria are met.
- (e) **Binding decisions.** Decisions of Utility Partners are final and binding and not subject to appeal. Utility Partners may provide reasons for their decisions but are under no obligation to do so.

**(f) No liability; Indemnity.** Utility Partners, not being the designer, manufacturer, provider or installer of the products and/or improvements, make no representations or warranties whatsoever of any kind, including as to the fitness of, the necessity for, the quality of, or the energy efficiency/savings of, any product, improvement or service, or skill of any contractor (including the Contractors). The applicant does hereby indemnify and save harmless the Ministry, the Utility Partners and their affiliates, and their respective directors, officers, agents, contractors (including the Contractors) and employees, from all liability, damages, claims, demands, expenses and costs for claims, costs for injury or death of any person (including from any infectious disease outbreaks), damage to or destruction of property, and all economic loss suffered by any person (collectively, “Losses”) arising from or occurring by reason of the applicant’s participation in the Program and/or the implementation of any Program recommendations, including the installation and/or use of the Energy-Efficient Products or any recommended products and improvements and any breaches of any tenancy or other similar agreement involving the applicant or any strata or other bylaws or rules applicable to the residence. The applicant irrevocably waives any and all claims against, and irrevocably releases and agrees not to sue the Ministry, the Utility Partners or their affiliates or and any of their respective officers, directors, employees, agents, contractors or representatives for and against all Losses arising from the applicant’s participation in the Program and/or the implementation of any Program recommendations, including the installation and/or use of the Energy-Efficient Products or any recommended products and improvements and any breaches of any tenancy or other similar agreement involving the applicant or any strata or other bylaws or rules applicable to the residence.

- (g) Use and disclosure of information.** The applicant consents and agrees Utility Partners and their Contractors and authorized agents may:
- a. contact the applicant by phone, mail, email or other method to administer, implement, evaluate and research all elements of the Program, verify information, and to conduct surveys;
  - b. collect and use information (including personal information) contained in the application (including any supporting documentation) or acquired during participation in the Program (including in home assessments and during site visits) and may disclose the information to their affiliates and contractors, the other Utility Partners, and other Program partners, and the landlord and /or strata corporation (if applicable), to administer, implement and evaluate the Program, to conduct research, to confirm eligibility, to verify compliance, for quality assurance, and to develop other energy conservation programs.
  - c. retrieve account information and bill data for a period of 3 years prior to, and 3 years after, Program participation to evaluate consumption behavior and energy savings attributable to the Program, and to collect, use and disclose such information and data pursuant to (b)above.
    - FortisBC—Personal Information Protection Act and FortisBC’s Privacy Policy (available at [fortisbc.com/privacy](https://www.fortisbc.com/privacy)).
    - BC Hydro—Freedom of Information and Protection of Privacy Act and BC Hydro’s Privacy Policy (available at [bchydro.com/privacy](https://www.bchydro.com/privacy)). BC Hydro’s collection, use, and disclosure occurs in furtherance of its energy conservation mandate and obligations under the Clean Energy Act and the Utilities Commission Act. For more information, contact BC Hydro’s Customer Service at **604 224 9376** or **1 800 224 9376** outside of the Lower Mainland.
    - Pacific Northern Gas—Personal Information Protection Act and PNG’s Privacy Policy (available at [png.ca/privacy-policy](https://www.png.ca/privacy-policy)).

- I understand and agree to the Terms and Conditions.
- I agree to receive email from the Utility Partners containing news, updates and promotions regarding their products, services and programs. Note: you may withdraw your consent at any time. For more information, visit [fortisbc.com/privacy](https://www.fortisbc.com/privacy) or [bchydro.com/privacy](https://www.bchydro.com/privacy). (Optional)
- By checking this box, I acknowledge and agree to the following\*
  - I have submitted or will submit as part of this application all applicable supporting documentation referred to in the Terms and Conditions, including, if I am not the owner of the eligible residence, a completed and signed Landlord Consent. I have obtained or will obtain all other approvals for the installation and operation of any products or installations (including from my landlord and the strata corporation, if applicable) and will provide if requested.
  - Information in this application (including any documentation submitted pursuant to this application) or otherwise provided to the Utility Partners is true and correct. I will notify the Utility Partners immediately of any changes.
  - I consent to the Utility Partners collecting, using and sharing my information to determine Program eligibility and as further set out in section 2(g) above.
  - I meet the eligibility requirements of the Program. I will confirm and provide additional proof of eligibility and verification information promptly upon request.
  - I acknowledge and understand participation in the Program is not intended to increase the value of the residence.
  - I have not participated in the ECAP Program (or any predecessor program under the same name) in the past 10 years based on the service address, nor have I ever received an air conditioner as part of the Program.