

November 9, 2020

RE: Direct Install Program, Village of Harrison Hot Springs

To Whom It May Concern,

BC Hydro is pleased to offer the Direct Install Program for residents of the Village of Harrison Hot Springs. Please note that this is a limited time offer, ending March 31, 2020 or earlier if program funds are exhausted.

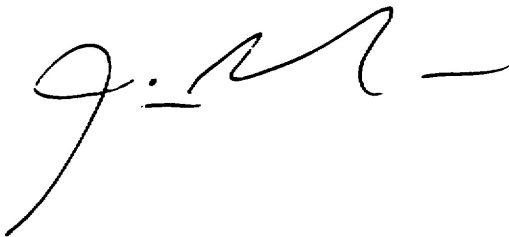
The Direct Install Program is designed to promote energy efficiency and help reduce load during the busiest times on the grid. Through this program, you may receive a home energy assessment to help determine energy efficiency opportunities and may elect to have some energy saving product installed in your home. **There is no cost to participants for any products or services provided by this program.**

BC Hydro is working with It's On Electric Company to bring this program to our customers. Representatives from It's On Electric Company are endorsed to promote and deliver this program to qualifying residents of Harrison Hot Springs.

If you have any questions about the Direct Install Program, please feel free to contact our Customer Service Center at 1 800 BCHYDRO (1 800 224 9376) during operating hours.

Conservation is the first and best way to meet our future electricity needs, manage growing demand on the grid, and keep costs low. The Direct Install program is one of many ways you can reduce your electricity use, save money, and help your community.

Sincerely



Jim Nelson  
Manager, Marketing Conservation and Energy Management  
BC Hydro