

Hope direct install application

Note: Program participation is limited to available funding. Applicants should submit their applications as soon as possible.

Program offer period: September 1, 2022 – March 31, 2023 (subject to end earlier if program funding is exhausted)

Part I—Details and eligibility

1. Account holder information

You must be a BC Hydro account holder for the property.

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:

2. Property information

Must be occupied as your principal residence year-round and be in suitable condition for improvements available through the Program. Property must be a single family detached home, side-by-side duplexes, side-by-side row homes, townhouses, and Apartments located within the District of Hope, B.C.

Property must be electrically heated and/or have electric hot water heating.

Property address:

City:	Province:
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Do you own or rent your home?

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
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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—Applicant declaration

I acknowledge and agree:

- Information in this application and otherwise provided to BC Hydro, is true and correct. I will notify BC Hydro immediately of any changes.
- I consent to BC Hydro collecting, using and sharing my information to determine program eligibility and as further set out in Part IV—section 10.
- 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 III and Part IV on page 2.
- I acknowledge and understand participation in the program is not intended for increasing my home value.
- If I rent the property, I agree the products installed and the improvements made will not be removed or altered upon vacating the property. I also confirm that I have obtained the landlord's permission to participate in this program.

Optional: I agree to receive emails from BC Hydro containing news, updates and promotions regarding their products, services and programs.

Note: You may withdraw your consent at any time. For more information, visit bchydro.com/privacy.

BC Hydro account holder signature:	Date (yyyy-mm-dd)
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Submit your completed application to the program delivery agent, It's On Electric Company, by email or mail.

Email: hopedirectinstall@itsonelectric.com
Mail: Hope Direct Install Program
c/o It's On Electric
15272 Croydon Dr. #109
Surrey, B.C. V3Z 0Z5

If you have questions about this program, please contact It's On Electric at the email above or by phone at 1.800.874.3831.



Part III—Refrigerator and Freezer pick up terms and conditions

1. The BC Hydro Refrigerator Pick Up program is administered by It's On Electric and executed in collaboration with the pickup Contractors (the "Contractor(s)").
2. Registration for the Free Refrigerator Pick Up program will be made directly with It's On Electric once the Direct Install application is approved. No rewards will be offered to customers for eligible refrigerator(s) and/or freezer.
3. Eligible Refrigerator(s) and/or Freezer(s) are refrigerators no larger than 24 cubic feet; chest freezers no larger than 24 cubic feet; and upright freezers no larger than 18 cubic feet. Units must be reasonably clean and operational (as defined below). Commercial size refrigerators will not be accepted. Non-operational refrigerators and freezers that do not meet these eligibility criteria will not be picked up.
4. An operational refrigerator or freezer is defined as a unit that has the ability to cool. When it is plugged in, the compressor must start. The refrigerator or freezer does not have to be capable of reaching and/or maintaining low temperatures, but it must have the ability to cool. The pickup Contractor will test the unit at the time of pickup.
5. It is strongly recommended that Customers put their Eligible Refrigerator(s) and/or Freezer(s) outside on the actual day of pickup, as risk of theft increases the longer a unit is left outside. BC Hydro is not responsible for stolen refrigerators and freezers. The unit(s) must be near an electrical outlet so that the Contractor can conduct the required operational test. Eligible Refrigerators and/or Freezers must be labeled "For BC Hydro Fridge Pick Up." Any format is fine.
6. If the Customer is physically unable to move their Eligible Refrigerator(s) and/or Freezer(s) outside, arrangements can be made for the pickup Contractors to enter the Customer's home. For these exceptions, the Customer must specify this requirement at time of registration with It's On Electric.
7. The Contractor will take the Eligible Refrigerator(s) and/or Freezer(s) to a facility to be safely dismantled. The Contractors work with an approved network of dismantlers. The refrigerant (usually CFC) is recovered and recycled. The remaining parts are recycled as scrap metal.

Part IV—Additional terms and conditions

In addition to the requirements, eligibility and other terms and conditions set out on page 1, the following apply:

1. The program is administered and funded by BC Hydro.
2. Home evaluations and product installation. The applicant permits the BC Hydro's contractors (each, a "Contractor") to conduct a home assessment and install basic energy-efficient products at no cost to the applicant, subject to landlord consent, if applicable. BC Hydro decides the energy efficiency measures to be implemented.
3. Site Visits. The applicant will provide or ensure BC Hydro and/or contractors are granted access to the property and the products/improvements upon request to conduct site visits to verify compliance, eligibility and installation/operation of energy efficiency measures.
4. Program changes. BC Hydro may modify or terminate the program at any time and for any reason, without penalty or obligation. Dates are subject to change.
5. Availability of funding. Funding is limited. BC Hydro may prioritize applications and determine level of funding, if any, an applicant will receive.
6. Acceptance/rejection of applications. BC Hydro reserve the right to accept or reject applications for any reason, whether or not eligibility criteria are met.
7. Binding decisions. Decisions of BC Hydro are final and binding and not subject to appeal. BC Hydro may provide reasons for decisions but is under no obligation to do so.
8. No liability. BC Hydro, not being the designer, manufacturer, provider or installer of the products and/or improvements, make no representations or warranties whatsoever 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. BC Hydro accepts no liability or responsibility for the products, improvements, the services or use of any contractor.
9. Release. The applicant irrevocably waives any and all claims against, and irrevocably releases and agrees not to sue, BC Hydro, their affiliates or any of their respective officers, directors, employees, agents, contractors or representatives for any and all loss or damage arising from participation in the program or the installation and/or use of products and improvements.

10. Use and disclosure of information. The applicant consents and agrees BC Hydro and its 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 or acquired during participation in the program (including in home assessments and during site visits) and may disclose the information to affiliates and contractors, and other program partners, 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.

BC Hydro collects, uses and discloses personal information in accordance with the following:

BC Hydro—Freedom of Information and Protection of Privacy Act and BC Hydro’s Privacy Policy (available at 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.