

Q&A from FortisBC Dual Fuel rebate changes webinars April 7 & 8, 2025

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Deposits:

1. When is the deposit required and why?

Proof of a paid deposit is required in order to be eligible for the \$10,000 or \$15,000 rebate for invoices dated May 1 – May 31, 2025. As a reminder for invoices dated on or after May 1 the following documentation is required:

- Dated quote for the installation of a dual fuel system with a proof of a paid deposit that must be dated on or before April 30, 2025
- Paid invoice that must be dated on or before May 31, 2025
- The submitted date of the commissioning sheet in the mobile app but be on or before May 31, 2025.

For the \$5,000 rebate, customers will not need to submit the dated quote and proof of a paid deposit.

2. What constitutes a deposit? Is there a minimum amount required, and what is considered substantial? Can you provide a percentage range? Will an application be denied if the deposit is not big enough?

We recognize that business practices vary across companies. Deposits should be indicative of a genuine commitment to purchase and install a dual fuel system. Nominal or insubstantial deposits will not be eligible for the \$10,000 or \$15,000 rebate.

If, as an existing business practice you do not collect deposits, OR you feel your existing deposit amount is insubstantial please contact qualityinstalls@fortisbc.com **before April 30 2025**, so that we can best determine how to support your customers.

3. What if my customer pays their deposit in cash?

Customers must provide proof of a **paid** deposit. If you use a business management software tool, for example Housecall Pro, please review how deposits are managed, or cash payments are noted within the software system you use. If the software provides a dated receipt that will be accepted, however if there are irregularities or inconsistencies in the documentation the rebates team will reach out to you or your customer for additional documentation or information.

To ensure that your customer is eligible for the \$10,000 or \$15,000 rebate, we recommend that you advise customers to pay deposits with an alternative method that provides a verifiable transaction record, such as an e-transfer, cheque, credit card etc.

In exceptional cases, where an alternative is not feasible please have your customer contact Qualityinstalls@fortisbc.com **as soon as possible** and before **April 30 2025**, so that we can determine the best way to support them in providing a record of their paid deposit.

4. Is it sufficient to submit the invoice when the deposit was made? Can a cancelled cheque, cheque/credit card receipts, or e-transfers attached to the invoice be accepted as proof of deposit?

Customers must provide proof of a **paid** deposit. For example, if the deposit was paid via credit card, a copy of the credit card transaction or dated receipt would be acceptable. If the deposit was paid via cheque, a copy of the cashed cheque is required, or a statement confirming the cheque was deposited.

E-transfers/bank transfers can be attached to the invoice to be accepted as a proof of deposit.

5. Where should customers upload proof of quotes and deposits?

Proof of paid deposit can be attached in the additional document section of the application.

6. If we offer financing to customers, how can they provide proof of deposit?

Customers who are using a financing option can provide a dated copy of the approved financing statement and terms. Customers can redact their banking information if it shows on the statement.

Install dates and deadlines:

7. Will there be any exceptions for delays in meeting the May 31 installation deadline for customers with a quote and paid deposit dated on or before April 30?

There is no exception to the deadlines posted. Installations must be completed on or before May 31 to qualify for the \$10,000 home renovation rebate or the \$15,000 income qualified rebate.

All installations and commissioning sheets that have been completed and submitted after May 31, 2025, and meet all other eligibility requirements will be subject to the \$5,000 Dual Fuel rebate amount.

We understand that this may be disappointing, in order to be equitable to all customers we will not be able to grant any exceptions. Please ensure that the volume of projects you commit to aligns with your team's capacity to complete installations within the program deadline. We encourage you to consider a scheduling buffer and promote the \$5,000 rebate for installations with appointments near the end of May, if there are concerns about delays.

8. I have a client doing a large-scale renovation and won't be ready for equipment installation until the Fall. Is there a way to hold a spot in this program under the \$10,000 rebate amount?

All installations and commissioning sheets that have been completed and submitted after May 31, 2025, will be subject to the \$5,000 Dual Fuel rebate amount.

In order to be equitable to all customers, we will not be able to grant any exceptions.

Reminder: Substantially reconstructed homes are not rebate eligible under the Home Renovation and Income Qualified Rebate Programs.

9. To confirm, if the deposit is paid, and commissioning is done through the mobile app, and the install is completed by May 31, 2025, the customer will receive the \$10,000 rebate? How much will it be after May 31, 2025?

Yes, as long as they meet all of the eligibility requirements and have the required documentation. For a complete list of all requirements, including eligible models please visit: fortisbc.com/dualfuel.

If the install is completed after May 31, 2025, the customer may be eligible for a \$5,000 rebate, if they meet all rebate requirements.

10. What if we can't get out to the customers home to do the commissioning before the May 31 cutoff date? For example, we have a customer installation on May 31 and can't get back to the customer's home until after that date.

Commissioning must be done at the time of the installation. The mobile commissioning sheet submission must be dated on the same day as the installation and before May 31, 2025, for the customers to be eligible for the \$10,000 rebate amount.

Minimum gas consumption requirements:

11. What rebate applications require the minimum annual consumption of 55GJ?

The minimum annual consumption of 55GJ requirement will be applicable to any installations completed on or after May 1, 2025.

12. How can a customer confirm they meet the minimum annual consumption of 55GJ?

There are multiple ways that a customer can find their consumption:

- **Online:** Customers can login to their [FortisBC Account](#) online and see their gas consumption.
- **Over the phone:** Call 1-855-909-2329 (Mon-Fri 7am to 8pm) to speak with a customer service representative who will assist you in submitting your rebate application.

If you need resources to help you understand your bill, please visit the [How to read your natural gas bill](#) webpage.

Income Qualified Program and pre-approvals:

13. Is the dual fuel income qualified rebate still available?

The Dual Fuel Income Qualified Program rebate is available until April 30, 2025. All installs must be completed on or before April 30th, 2025, to be eligible for the \$15,000 rebate.

We are no longer offering dual fuel prequalification code as the program is being removed from market. Prequalification for all other Income Qualified Program rebates is still available.

14. How long is the Income Qualified Program prequalification code valid for? Can the customer use the same code for their dual fuel installation and their insulation installation?

Prequalification codes are valid for one year across the program, they are not measure specific.

Note: The prequalification code is an *optional* step for customers to ensure their income meets our program's thresholds and is not a mandatory step. This does not guarantee rebate approval, customers must meet all program requirements.

15. If the customer does not meet the Income Qualified income thresholds but the dual fuel installation was done by April 30, 2025, will the customer be eligible for the \$10,000 Home Renovation rebate instead?

If the customer meets the invoice, installation, and quote dates as listed on our website but do not meet the Income Qualified Program income eligibility requirements the rebate team will transfer the application to the Home Renovation Rebate Program.

All rebate requirements must be met regardless of the program. For Income Qualified Program specific questions, the customer can email: incomequalified@fortisbc.com.

16. If there is no prequalification code, where does the customer submit their Notice of Assessment (NOA) to be eligible for the \$15,000 rebate amount?

Customers can attach their NOA, or other approved income documentation, in the additional document section of the application. For a list of the approved

General Questions:

17. Are there any changes to the thermostat rebate and tankless rebate programs?

No, this change is exclusive to the Dual Fuel rebate in the Home Renovation Rebate program there are currently no changes to any other rebate in the Home Renovation Rebate Program or Income Qualified Program.

18. Does this change impact the \$3,000 Northern Top-up for dual fuel?

The Northern top-up is funded by the Province of BC and there are no changes at this time. Any future changes to the Northern top-up will be determined and communicated by the Province.

19. How long will the \$5,000 dual fuel Home Renovation rebate offer be in market?

FortisBC continuously reviews its rebate offerings. If there are any future changes to these rebates, we will share this information with customers and contractors. Visit fortisbc.com/dualfuel for the most up-to-date rebate information.

20. Will this affect any Indigenous Community Programs?

At this time, there are no changes to Indigenous Communities dual fuel rebate, this change is exclusive to the Home Renovation Rebate Program and Income Qualified Rebate Program.

21. Who do I contact if I have specific questions about an install or rebate application?

Contractors can reach out to: qualityinstalls@fortisbc.com, please indicate if it's a dual fuel question in the subject to ensure the program team sees the urgency.

Customers can reach out to: homereno@fortisbc.com for any eligibility questions and concerns regarding their rebate application.

For any questions regarding the Income Qualified Program customers can email: incomequalified@fortisbc.com.

Commissioning app:

22. How do I sign up for the mobile app?

Register for the mobile commissioning app [here](#). If you do not receive a confirmation of your registration within 1-2 business days please email: qualityinstalls@fortisbc.com with your company details, including the email address you used to sign up for the app.

23. We didn't start using the mobile app for commissioning until recently, do we need to resubmit commissioning for jobs done before the announcement?

While we will not require that you resubmit the commissioning for jobs completed **prior** to the Dual Fuel rebate change announcement on April 3, 2025, it may impact the rebate for your customer.

To receive the \$10,000 or \$15,000 rebate for any applications **submitted** on or after May 1, 2025, the submitted date of the commissioning sheet in the mobile app must be on or before **April 30, 2025**.

We recommend that you communicate with your customer directly to submit their application before April 30, 2025 OR resubmit their commissioning through the mobile app and **include a photo of the PDF commissioning sheet**.

Any applications submitted on or after May 1, 2025, whose installation date cannot be validated by the submission date in the mobile app will be subject to the updated Dual Fuel Program requirements and incentive amounts.

24. Why do we need to use the mobile commissioning app?

The goal of the app is to ensure that contractors properly test, and commission systems once installed. To maintain the integrity of the data collected, this should be done while the technician is in the field, as commissioning systems require technicians to be physically present on-site to conduct the necessary tests.

Given the added complexity of integrating two systems, commissioning is crucial to ensure the equipment operates safely and efficiently as intended. This process may lead to fewer callbacks for you as the contractor and ensure the longevity of the installed equipment.

This is a program requirement for systems to be properly commissioned by technicians while in the field, and not meant to be an administrative task. The app's design, including its queries, is intended for FortisBC to capture the necessary data to provide rebates to our customers for years to come.

25. What if I am in an area where there is no cell reception? Or I receive a call while I'm in the middle of commissioning?

The mobile app will pin the installation location onto a digital map to assist in identifying these instances. Both the HVAC contractor and FortisBC will see that the photos have been uploaded at the office but also that the installation location is rural or remote.

Note: Unless the app is force closed, the app will store the information, and users will be able to submit once they are back in cell coverage or off the phone call.

26. Is there a way to review the commissioning information before clicking 'submit'?

No, commissioning is intended to be completed at the time of the installation. A copy of the commissioning will be emailed to both the customer and contractor for review once submitted.

If there is an error in the submission, email qualityinstalls@fortisbc.com with the customer information and what data needs to be updated, a member from the FortisBC team will update it in the back-end.

Reminder: The date of the commissioning sheet submission must match the date of the installation as noted on the invoice.

27. Some manufacturers do not issue a performance curve, what should I submit in these cases?

We understand that some manufacturers may not provide a performance curve. In those cases, a performance data sheet will be accepted, if it provides the coefficient of performance (COP), various outdoor temperatures and capacity of equipment.

28. How do I submit feedback for a technical issue on the app?

For technical issues please report the issue within the app – this will ensure the developer is able to review the sequence and provide an update within the app.

Reminder: Make sure you have downloaded the latest version of the app through your app store otherwise you will not see any updates and it may affect your user experience.

Contractor incentives:

29. How do I sign up my company for the contractor incentive?

To participate in the contractor incentive program, you must read and agree to the [Terms and Conditions](#) of the program.

30. When will the contractor incentives be paid out? I am waiting for an incentive payout from a previously submitted installation.

Contractor incentives are paid out quarterly and are based on when the customer's rebate application was processed, NOT the installation date. Only those installations where the rebate was paid to the customer and terms and conditions of the incentive program were met will be paid out.

Incentives for eligible installs that were paid out from December 2024 to March 31, 2025, will be processed and paid out in April 2025.

31. Is there a way to confirm that we have submitted the Terms & Conditions form?

Please email qualityinstalls@fortisbc.com to check if your submission of the Terms & Conditions was received.

32. Is the mobile app rebate for the contractor or the homeowner?

The \$300 incentive is paid out quarterly to contractors who have signed up for the incentive program.