

Make the Switch Study Terms and Conditions

Research Objectives

The Make the Switch Study ('the Study') is a research project designed to analyze the costs (purchase and operating) and homeowner motivations for switching from heating with natural gas to heating with an electric air-source heat pump.

Terms and Conditions

I understand and agree to the following Terms and Conditions:

The Make the Switch Study (the 'Study') is being administered by City Green Solutions, BC Hydro, and the District of Saanich, (together the 'Administrators'). Each eligible participant ('Participant') is entitled to receive one (1) participation incentive in accordance with these Terms and Conditions.

1) Participation Incentive

- a) A one-time participation incentive of \$100.00 CAD is available to Participants accepted into the Study.
- b) Participants must provide their FortisBC natural gas utility billing data, BC Hydro electricity billing data, and/or data from Pacific Northern Gas, Nelson Hydro, or New Westminster Electrical Utility and complete the Make the Switch Survey (the 'Survey') to receive the \$100.00 CAD participation incentive.
- c) The participation incentive cheque will be issued in the name of the Participant within two (2) to three (3) weeks of City Green Solutions receiving a Participant's completed Survey and utility billing information.

2) Participation Eligibility

- a) To be eligible, Participants must:
 - i) Own the participating home.
 - ii) Have the utility accounts in their name.
 - iii) Be a full time resident of British Columbia.
 - iv) The participating home is the year-round residence.
 - v) Have converted the participating home's primary space heating system from natural gas furnace or boiler to an all-electric air-source heat pump between January 01 2018 and October 31 2021.
 - vi) The participating home's heat pump must not have a natural gas, oil, or propane furnace or boiler as a back-up. Fireplaces are acceptable.
 - vii) Live in a Single Family Detached Home, Side-by-Side Townhouse, Row Home, or Mobile Home.
 - viii) Actively participate in the Study.
- b) Active participation in the Study is comprised of:
 - i) Provide their FortisBC natural gas utility billing data for the period of 2016 to 2022, or as far back as is available by FortisBC, by June 30 2022.
 - ii) Provide their BC Hydro electricity utility billing data for the period of January 01 2016 to June 30 2021 by June 30 2022.
 - iii) Complete, in full, the Make the Switch Survey by June 30 2022.

3) General Terms and Conditions

- a) Participants must submit a Registration for the Study between July 07 2021 and June 30 2022 (the recruitment period) to be considered for participation.
- b) Submitting a Make the Switch Study Registration is a declaration a Participant's intent to participate in the Study but does not constitute acceptance into the Study.
- c) A Participant's registration must be selected for participation in the Study; Participants will be notified by the Study administrators if they are selected for participation in the Study within one (1) week of the end of the recruitment period.
- d) Participants confirm that all information provided in this Registration is true and complete to the best of their knowledge.
- e) Participants agree to be contacted about follow up surveys or studies conducted by the Administrators or their representatives in connection with the Study.
- f) I understand that any personal information provided to the Administrators and their representatives is collected, used, and disclosed in accordance with British Columbia's *Freedom of Information and Protection of Privacy Act*, as amended from time to time.
- g) Participants understand their data may be stored outside of Canada and consent to the collection and storage of their data outside of Canada.
- h) Participants consent to the City Green Solutions collecting and using their personal information, including information provided on this form, electricity and gas consumption and billing data, home IP address, and project installation and operations data for the purpose of administering and evaluating the Make the Switch Study. If a Participant has any questions about how the City Green Solutions handles or uses personal information, they may contact the Privacy Officer Teresa Lawson by emailing demo@citygreen.ca or calling 1-866-381-9995 and asking to speak to the Privacy Officer.

By checking 'I agree to the Make the Switch Study Terms and Conditions' on the Study Registration page at (<https://www.citygreen.ca/projects/make-the-switch/>) and clicking the submit button, Participants agree to participate in the Make the Switch Study, and confirm that they understand and agree to these Terms and Conditions.