

Quick Connect

Your connection to energy news, offers and tips

Spring 2018



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MCC# 902862



We're at your fingertips!

Our new FortisBC mobile app makes it easier for you to manage your account—anytime, anywhere!

With the convenience of your smartphone, you'll be able to do a lot of things 24/7, including:

- view your bill
- see past payments and energy consumption
- report a natural gas odour
- get useful safety info about meters and underground utilities

- use our energy-saving tips for your home or business
- save money and energy with rebates for high-efficiency appliances and more

That's energy at work.

Get started today!

Our app is free to download for FortisBC customers with mobile devices for **Apple iOS** on the App Store and **Android** at Google Play. You can also visit us at **fortisbc.com/appme** to download the app or get more information.

Go paperless!

Sign up for paperless billing and get the benefits. You'll enjoy less clutter, always get your bill on time and reduce your risk of identity fraud from mail theft. Sign up today at fortisbc.com/nopaper.



Wall furnaces: customizable cosiness



\$700 wall furnace rebate

Available for a limited time
at fortisbc.com/customcosiness.

Do you have a space at home that feels like a walk-in freezer? Maybe your basement rec room, garage or the home office where your fingers turn blue after ten minutes of typing. A natural gas direct-vent wall furnace might be just what you need.

When you want to warm up one room without cranking up the heat in the rest of your home, a wall furnace is a great option. It can help you save money on your energy bills since you'll be able to turn down the central heating.

Today's wall furnace models are sleeker and more versatile than ever—you can find one to suit almost any space. They don't require chimneys or ductwork, so they can be used as a scaled-down heating system when a central furnace isn't feasible.

Ask a licensed natural gas contractor if a natural gas wall furnace is the right solution for you.

Need a gas contractor?

We can help you find a Technical Safety BC licensed natural gas contractor in your area. Search our Trade Ally Network directory at fortisbc.com/findagascontractor.



FORTIS BC™

Trade Ally Network

Energy at work

Discover how we deliver energy safely, reliably and affordably to more than a million B.C. homes and businesses.

Watch our video
at fortisbc.com/energyforbc.



Keep safe during flood season

Spring is finally here, but sometimes it comes with heavy snowmelt and rain that can bring flooding.

In fact, flooding is Canada's most common natural hazard. April through July is when most floods occur in B.C., so it's best to get prepared now.

Protect your family and home from flooding:

1. **Know your risks:** find out if you live or work in a flood-prone area.
2. **Make a plan with your family:** if there's a flood, everyone should know what to do and where to go.

3. **Create or buy an emergency kit:** make sure it's easy to grab when you need it.
4. **Protect your natural gas and electrical appliances:** depending on how much time you have, you may be able to hire a professional contractor to shut off the gas and electricity, disconnect your appliances and move them to a safe spot.

If you're short on time, there are steps you can take yourself to protect your home and appliances.

For more information, watch our flood preparedness video at [fortisbc.com/floods](https://www.fortisbc.com/floods).

Help prevent energy theft

It's illegal and unsafe to tamper with natural gas equipment, and the cost of stolen natural gas affects rates all customers pay.

If you notice suspicious activity, leave an anonymous tip:

1. Call FortisBC Revenue Protection at **1-866-550-5444**.
2. Go online at [fortisbc.com/energytheft](https://www.fortisbc.com/energytheft).
3. Call BC Crime Stoppers at **1-800-222-TIPS (8477)**.

For all other customer service inquiries, please call FortisBC at **1-888-224-2710**.



CRIME STOPPERS

We've got

Rebates



To help you save on high-efficiency natural gas appliances and equipment for your home. Renovating or building a new home? We've got rebates for that too.

fortisbc.com/trimcosts

Spring into energy savings

Try these easy water and energy-saving tips, and find more at fortisbc.com/energytips.

- **Wash full loads.** Run the dishwasher only when it's full to save hot water.
- **Fix drips.** A tap dripping hot water every second could waste the equivalent of up to 14 hot baths a month.¹
- **Switch, shorten and save.** Switching to a water-efficient showerhead can save about \$38 a year on your water heating costs.² Take shorter showers and you'll save even more water and energy!

Sign up for
Energy Moment

Sign up for our free newsletter for updates on rebates, industry news, energy-saving tips and more.

fortisbc.com/energymoment

Connect
with us



¹Based on consumption of 3,600 drips/hour; 4,000 drips = 1 L and 45 L per bath. ²By switching from a standard 9.5 litre per minute (LPM) showerhead to a water-efficient 6.5 LPM model, a family of four with a standard efficiency natural gas water heater, each taking a daily five-minute shower, can save 15,330 litres of hot water and about 4.7 gigajoules of natural gas per year. Dollar savings is based on January 2018 FortisBC natural gas residential rate of \$8.15 per gigajoule, including carbon tax. Cost does not include basic charge or other applicable taxes.

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 (18-067.1 02/2018)

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Energy at work