

# Quick Connect

Your connection to energy news, offers and tips

Summer 2018



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## Natural gas. Good for making memories.



Oh, those summer nights: there's nothing like gathering family and friends under the stars for evenings filled with storytelling and laughter. And if you can do it at home, so much the better. Turning your patio into a cosy campsite just requires one thing, really: an outdoor fireplace or fire pit to gather around.

But who wants to worry about chopping wood, smoke and flying embers? Not a problem with natural gas flames, which provide safe warmth without all those hassles. And because natural gas outdoor fireplaces and fire pits are hooked up to your home's gas supply, you never have to

worry about running out of fuel, like you do with propane.

Need another reason to choose natural gas? It's one of the most affordable sources of energy.

The vast selection of natural gas outdoor appliances means there's a style to suit everyone, whether you're looking for fireplaces, fire pits, barbecues or patio heaters to help make your summer nights more memorable.

*That's energy at work.*

**[fortisbc.com/summernights](http://fortisbc.com/summernights)**

# Smell rotten eggs?

It could be a natural gas leak.

**How to stay safe at home or work:**

- **Stop what you're doing.** Do not use your cellphone or landline, don't smoke, light matches or operate electrical switches or create any other source of ignition.
- **Go outside.** As you exit, leave the door open behind you as well as any windows that may already be open.
- **Call us.** Once outside, call FortisBC's 24-hour Emergency Line at **1-800-663-9911** or **911**.

Learn why natural gas smells like that at [fortisbc.com/rotteneggs](http://fortisbc.com/rotteneggs).



## 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](http://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**.

## We're at your fingertips

Have you tried our new app?

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

You can view your bill, get useful safety tips and save energy with high-efficiency rebates. Free to download, visit the App Store for Apple iOS or Google Play for Android devices. Or visit us at [fortisbc.com/appme](http://fortisbc.com/appme).



# Give your heating equipment some love

Get up to a \$50 rebate



Renovating or building a new home? We've got even more rebates to help you save. [fortisbc.com/trimcosts](https://fortisbc.com/trimcosts)

Your natural gas heating equipment has worked hard all winter.

Why not give it some TLC over the summer? That way, it'll continue to keep you cosy and warm come next heating season.

From May 14 to August 17, have your furnace or boiler and/or fireplace serviced

by a licensed natural gas contractor and you could qualify for a \$25 rebate on each service for a total rebate of \$50 (conditions apply).

What should a service visit include? Learn what to look for and how to apply for the rebate at [fortisbc.com/TLC](https://fortisbc.com/TLC).

## Plan for comfort

**Energy-savings tip:** If you're renovating this summer, consider improving insulation and draftproofing. It can help keep drafts out and conditioned air in all year long. Get more tips at [fortisbc.com/energytips](https://fortisbc.com/energytips).



## 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](https://fortisbc.com/findagascontractor).



# Salvation Army gets a boost



FortisBC employees on Vancouver Island came together in April to volunteer their time at the Salvation Army in Port Alberni.

Volunteers and staff worked together to paint rooms used to sort and store food donations and assemble shelving in the Salvation

Army's food bank, which serves more than 800 local families per month. The Port Alberni Salvation Army were also recipients of the FortisBC Board of Directors Christmas 2017 donation.

Learn more about how we give back to the communities where we live and work. Visit [fortisbc.com/communitygiving](http://fortisbc.com/communitygiving).

## Gas line upgrades have begun

**E. 1ST AVE. CLOSED  
JUL. 3 - AUG. 31**

FortisBC Gas Line Upgrades have begun in Vancouver and Burnaby. Road closures are needed so we can work safely and quickly, but businesses will remain open. We appreciate your patience during this disruption.

For details, visit [talkingenergy.ca](http://talkingenergy.ca).



## 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](http://fortisbc.com/nopaper).

Connect with us



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*Energy at work*