

Service Line

Your business connection to energy news, offers and tips

Spring 2018



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Natural gas. Good for warm baths.



Can you imagine bathing up to 50 dogs every week? That's the reality for Courtney Worsley, co-owner of *Fetch! Dog Daycare & Grooming*, and her staff. Keeping the dogs and their owners happy is priority number one, but as a small business owner, Courtney is also keen to save money.

"We're always trying to find ways to minimize costs and save energy," she says. "Bathing dogs is an essential service for us, and using natural gas to heat our water is important for those savings."

They also use natural gas for space heating, to keep the canines cosy.

"Natural gas provides us the most affordable option to effectively run our business and keep our customers happy."

That's energy at work.

fortisbc.com/bestforbcbusiness

We've got **Rebates**



To help you save on high-efficiency natural gas appliances and equipment for your business. Planning renovations or new construction? We have custom programs for that too at fortisbc.com/rebateswork.

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/energyforbiz.



Keep safe during flood season

Spring is finally here, but sometimes it comes with heavy snowmelt and rain that can bring flooding. April through July is when most floods occur in B.C., so it's best to get prepared now.

Know your risks and plan: find out if you work or live in a flood-prone area and make a plan so your family and employees know what to do and where to go.

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 business and home appliances.

Watch our flood preparedness video at 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 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**.

Spring into energy savings

Give your equipment a fresh start and save energy with these tips. For more, visit fortisbc.com/businessstips.

- Have your heating system serviced annually by a licensed contractor to ensure it operates safely and efficiently.
- Have storage tank water heaters flushed annually to maintain heat transfer and improve life expectancy.
- Install water-efficient faucet aerators and showerheads in washrooms and pre-rinse spray valves in dishwashing areas to save hot water and energy.

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