

The following Terms and Conditions establish the program eligibility requirements for an application to the **Scratch & Win Incentive Program** (Program) for both new and existing residential properties.

Scratch and Win submissions are subject to approval under the Program. A Scratch and Win submission is neither a guarantee of eligibility for a rebate under the Program, nor payment of the rebate itself, and is subject to the following Terms and Conditions:

1. The Program Term is between January 1 to December 31, annually, with an application window to Scratch and Win open between January 31 and December 31, annually, or until a time in which Program funds are fully disbursed.
2. The Program works on a 'first come, first served' basis; there will be no reservation of funds, and rebates will be allocated and secured based on the receipt of a complete Scratch and Win in the order it is submitted into The City's HAT Smart system or presented in person at Customer Care and Billing located in City Hall.
  - a. A complete Scratch and Win submission is one that is considered legible and includes the required documentation as presented and described on the Scratch and Win Incentive Program webpage
  - b. If a Scratch and Win submission is considered incomplete it will be declined, a new Scratch and Win submission will be required, and the submission order will be reset
  - c. Scratch tickets are available in denominations of 20%, 40%, 60%, 80%, and 100%. To qualify, in-person applicants must scratch tickets within view of a Customer Service Representative (CSR) at City Hall. Tickets for online applications will be scratched, in front of a witness, by a CSR. For online submission, a CSR will scratch a ticket on behalf of the applicant (in the presence of a witness)
3. To be eligible for a rebate under the Program:
  - a. Scratch and Win items must be purchased/completed by the property owner as confirmed by Scratch and Win submission requirements and verified by the City of Medicine Hat
  - b. Items must be purchased in Canada and appear on the list of eligible items on the Water Conservation Incentive Program webpage
    - i. Online purchases are only eligible if they are ordered from an online distributor in Canada

- c. Applicants must receive a City of Medicine Hat residential electric and/or natural gas utility statement in their name or, for rental properties, be named as the property owner on the utility account.
4. Applicants are eligible for up to two (2) rebates per residential address during the Program Term' rebates are paid to a maximum of \$200 per home, per homeowner.
  - a. If approved, rebates are paid directly to the home utility account.
    - i. For rental properties, the legal property owner may contact HAT Smart directly to discuss reimbursement options
  - b. The Applicant should allow four (4) weeks for The City to process the Request for Rebate and issue payment.
  - c. HAT Smart rebates are paid based on pre-tax amounts
5. The Applicant is solely responsible for:
  - a. researching and ensuring they qualify under applicable eligibility criteria as outlined on the Scratch and Win Incentive Program webpage;
  - b. meeting all Program requirements and complying with any laws, regulations, or by-laws regarding permits, codes, restrictions, and/or inspections in relation to products or equipment installed;
  - c. any direct or indirect taxes, duties, levies, fees, or like charges incurred as a result of participation in the Program;
  - d. retaining a copy of the Application form and all required documentation; these will not be returned to the Applicant by HAT Smart; and
  - e. ensuring contractors are appropriately certified and qualified to conduct the work.
6. The Applicant acknowledges and agrees that HAT Smart:
  - a. is not responsible for, and accepts no liability nor makes any representations with respect to estimated or potential energy savings of qualifying purchases;
  - b. is not responsible for, nor liable for, the selection, purchase, installation, and ownership/ maintenance of the products included in the Scratch and Win submission; and
  - c. makes no representation or warranty, whether expressed, implied, direct or indirect, with respect to the products, services or other measures that the Applicant has purchased.

7. The Applicant further agrees:
  - a. Scratch and Win items have been purchased through a licensed service provider and that purchases and installations are of new condition and for non-commercial use only;
  - b. that HAT Smart is not affiliated in any way with the manufacturer, distributor, dealer, and/or installer of the product(s);
  - c. that combined incentives from government programs shall not exceed 100% of purchase and installation costs;
  - d. to disclose rebate amounts received, or to be received, from complementary municipal, provincial, and/or federal government programs; and
  - e. any other rebate(s), discount(s) and/or incentive(s) offered and/or provided by any government agency, institution, manufacturer, distributor, dealer and/or installer are separate and distinct from the Program and HAT Smart shall not be responsible for the administration or payment of the same nor be responsible for the erroneous submission of other rebate(s), discount(s) and/or incentive(s) to HAT Smart.
8. In submitting a Scratch and Win, the Applicant consents:
  - a. to the disclosure of personal information, as well as the rebate amount awarded to the Applicant, to HAT Smart, its contractors, employees, partners and others who have a need to know; and
  - b. to the collection, use, disclosure and retention of such information for five years, following which such information will be destroyed or made anonymous.
9. The Applicant must be in good standing with the City of Medicine Hat. The City of Medicine Hat reserves the right to define what good standing entails, and this includes, but is not limited to:
  - a. The Applicant must have never been in collections for a property in the City of Medicine Hat.
  - b. If the Applicant has any current or previous enforcement, compliance, licensing, legal, or other issues with the City of Medicine Hat they may be deemed ineligible.
10. HAT Smart reserves the right to change or terminate Incentive Programs at any time without notice or explanation. HAT Smart will use reasonable efforts to

process any complete Request for Rebate received prior to Incentive Program changes or termination according to individual Incentive Program requirements in effect on the date the Request for Rebate was received.