

Natural Gas Detector Rebate

Questions and Answers

1. What brand of natural gas detector should I buy?

SaskEnergy does not endorse nor recommend a particular brand of gas detector, but does advise homeowners to look for a CSA approved or Underwriters Laboratory (UL) listed model, which is available at many hardware and home supply stores. When purchasing your gas detector ensure that it detects natural gas (methane).

2. Are there different types of natural gas detectors?

Yes. Natural gas detectors can be purchased that are specific for natural gas detection only or there are multi-gas units available on the market that detect natural gas, carbon monoxide (CO) and propane. Units that detect CO only are not eligible for the rebate. The model you purchase must contain a natural gas (methane) detection component to receive a rebate.

A multi-gas unit is a good choice for your home. If you are going to install a gas detector in an attached or detached garage we recommend that you install a unit that only detects natural gas.

3. Where can I buy a natural gas detector?

Battery operated and plug-in residential gas detectors are available at most home improvement or hardware stores. Most of these gas detectors are combination units that detect natural gas, carbon monoxide and propane.

Gas detectors that can be hard-wired into the home can be purchased through one of the following retail locations: Choice Electric Supply and Richardson Lighting. These companies have a residential unit that only detects natural gas.

4. Where is the best location to install my natural gas detector?

Proper installation of your gas detector is dependent on the Brand, Make and Model. Refer to the manufacturer's manual for installation and maintenance instructions to detect natural gas.

5. How do I apply for my rebate for a natural gas detector?

Fill out the rebate form and include a copy of the receipt and original UPC symbol from the packaging. Mail the form and all required proof of purchase documents to the address indicated on the form. You can get a copy of the rebate form on the SaskEnergy website or by calling a SaskEnergy office.

6. How do I get my rebate?

You must have a valid SaskEnergy account and the rebate will appear as a credit on your SaskEnergy bill.

7. Are you covering the full cost of a natural gas detector?

SaskEnergy's natural gas detector rebate program will offer \$25 off the purchase price of a unit which will typically cover about half the retail cost. No other Canadian utility companies currently provide a rebate for these devices.

8. How long does it take to get the rebate?

Please allow 6 – 8 weeks from the time that you send in your application. The rebate will appear as a credit on your SaskEnergy bill.

9. How long is the program available for?

The program is ongoing and does not have a current end date. However, the rebate offer is subject to cancellation at any time.

10. I just bought a natural gas detector last month. Can I get the rebate of \$25?

Yes, you qualify for the gas detector rebate up to one year after date of purchase provided you still have the bill of sale and can provide confirmation from the company you purchased the unit from. If you don't have the UPC symbol from the box you must supply the Brand Name, Model Name and Model Number.

11. I need two natural gas detectors for my house/business, am I eligible for two rebates?

Each household or business is eligible for two rebates up to \$25 each.

12. If I receive a rebate now and purchase a second natural gas detector at a later date, am I eligible for a second rebate?

Yes, you are eligible for up to two separate natural gas detector rebates on your SaskEnergy account. If you have already received a rebate for a natural gas detector and then purchase the second one, you must fill out a second rebate form and submit it with the required proof of purchase information.

13. I didn't save the packaging so I don't have the UPC symbol. Can I still qualify?

If you do not have the UPC symbol, please submit the receipt and confirmation from the company you purchased the natural gas detector from. You must supply the Brand Name, Model Name, Model Number and a copy of the front page of the product manual.

14. I purchased a natural gas detector, but did not save the receipt. Am I still eligible?

If you purchased a natural gas detector but did not save the receipt, we're sorry but you cannot qualify for the rebate without the receipt.

15. I do not have a SaskEnergy account. Am I still eligible?

You must be a SaskEnergy customer with a valid SaskEnergy account to be eligible for the rebate.

Multi-Unit /Multi-Use and Commercial Buildings

16. I live in a multi-unit/multi-use residential building with a central space heating system and do not have a SaskEnergy account, am I eligible?

SaskEnergy recommends you speak with your landlord, property manager, or condo association to purchase the appropriate unit(s) for your building. The person or organization that is responsible for the SaskEnergy account for that building is eligible to apply for up to two rebates for your building.

17. There are ten residential units in our building. Are we eligible for 20 rebates (two per unit)?

If all ten units share a central space heating system similar to a large apartment-style complex, the SaskEnergy account for your building is eligible for a maximum of two rebates (\$25 x 2 = \$50). You may choose to put a natural gas detector in all ten units, however, that may not be the appropriate installation, as a commercial gas detection unit may be recommended for this type of building.

If each unit hosts an independent heating system, similar to row-housing, each unit with a SaskEnergy account is eligible for a rebate.

18. How do I know if our building should have a commercial gas detector?

Experts in the Fire Prevention & Protection industry offer consultation services to help you determine the best option for installing a gas detector(s) in your building. Look in your yellow pages under 'Fire Prevention & Protection'.