



## FREQUENTLY ASKED REBATE QUESTIONS

**How long does it take?** It typically takes our rebate processing team 2-3 business days to generate an incentive application from the time we receive all the requested documents.

**How long does a Rebate application take?** We do our best to expedite the process, but the time that it take to complete a rebate application is dependent on the utility process. Typically Utilities take 4-6 weeks during each milestone where paperwork is submitted which includes the Reservation Requests process and the Incentive Claim process. At minimum a customized rebate application may take up to 2-3 month, an average customized application takes 4-6 months before an incentive check is received.

**What about privacy?** We do not share any information about our customers or their clients. We recognize the sensitivity of the account and tax information shared during the rebate application process. Our client's information is kept secured and safe internally. We do not use this information for any reason other than for the purpose of providing a rebate processing service on behalf of our clients. In addition, we respect the competitive nature of securing projects and do not share project proposals and client contact information shared with us during the rebate application process under any circumstances with any external contractors.

**What do you need to get started?** We utilize a rebate checklist to outline the information we need to generate a rebate application. We typically require a copy of a utility bill, a project proposal, specification sheets and a w9.

**Who can the Rebate check go to?** The rebate check can typically be assigned to either the customer, the contractor or a 3rd party. A W9 is requested from most utilities to identify the payee and for tax purposes.

**What are the Terms and Conditions?** Energy Outlet does not under any circumstances guarantee the rebate amount. We do not make claims the any utility program and incentive is guaranteed either. Our services streamline the application process but do not take on any risk associated with our client's projects or rebate amounts associated with those projects. Please see our client agreement for more details.

**Are there any additional fees that may apply?** Yes, under special circumstance we do charge additional fee when applicable. Our clients are notified when additional fees may apply prior to the submittal of an application. Please see our standard pricing sheet for a list of fees that may apply.

**What is included in the standard rebate processing fee?** Our rebate processing service includes generating the documentation that needs to be signed in order to request a Rebate Reservation for an eligible project, submitting the documentation to the utility once authorization is received, and managing the communication with the utility regarding the application until a rebate check is approved.