

Q: Once the contractor business profile is completed will the contractor be able to submit applications immediately?

A: Yes.

Q: When can the contractor business profile be established?

A: The contractor business profile can be established when the application process starts, at 8:00 am MST on April 19.

Q: Do I have to create a profile on the 19th?

A: No. You will be prompted to create a profile the first time you submit an application, whenever that is.

Q: Can we set up our business profile before 8:00 am?

A: No.

Q: Where on the website do I go to create a profile?

A: www.rechargecolorado.com. Click on the green box that says "Contractors and Retailers, and then on Rebate Process Overview." A direct link is: http://rechargecolorado.com/index.php/contractors_and_retailers/rebate_process_overview/

Please keep in mind that this website will not be accessible until Monday at 8:00am.

Q: Does the name on the contractor business profile have to be the same as the name and signatures on the Terms, Conditions and Authorization pages?

A: No. Any representative of a contractor's business that is authorized to sign documents on behalf of the company can sign the Terms, Conditions and Authorization pages.

Q: Will I be able to access PV, solar thermal and wind applications after filling out the contractor business profile or do I need to fill out a business profile for each rebate application type?

A: The contractor business profile only needs to be created once. On the business profile you will be asked to select the types of projects you work on. You will have access to the corresponding rebate application types.

Q: The contractor business profile asks for a name and phone number. Should each person in the company have a profile or should the company have one profile?

A: One contractor business profile should be created for each company. Please submit the name, email and phone number for one person that can be responsible for sharing the username and login information with all of your other staff.

Q: Can the paperwork required for Part 1 and Part 2 be submitted electronically?

A: No. Hard copies of all paperwork must be submitted via mail. The only form that will be submitted electronically is the Terms, Conditions and Authorization form signed by the applicant and contractor.

Q: Does the paperwork from Part 1 have to be mailed or post-marked within 30 days of submitting the online form?

A: The paperwork must be POST-MARKED within 30 days of submitting Part 1 online.

Q: Can we send Part 1 paperwork via Fed-ex?

A: No. All paperwork must be mailed to a PO Box and only the USPS mails to PO Boxes.

Q: Can we hand-deliver the required paperwork?

A: No.

Q: If the actual installed system is a higher capacity than what was reserved online in Part 1, will the rebate amount be adjusted upward?

A: No. The amount reserved during Part 1 will be issued if the system is increased in size. If the system is reduced in size, the rebate will be adjusted down based on the rebate calculation outlined in the Terms and Conditions. Keep in mind the rebate amount may be less than the standard GEO offer if local incentives exist and the total incentive exceeds the GEO cap.

Q: Will it benefit the customer to have several contractors applying for rebates (ie increase their chances of getting a rebate).

A: No, because duplicate addresses will not be accepted for one rebate type. For example, if one contractor submits one address for a PV application and another contractor does the same for the same address, the second application will be disqualified because it is a duplicate address and applicants are only allowed one rebate per type per address.

Q: If a field is left blank on the online information (ie, the Gas Utility), then will the application be rejected?

A: Some fields are required. If you do not submit the information in the required fields, you will not be able to proceed with the application.

Q: Is the "Online Confirmation Form" (#1 document to mail) the same as "Authorization Form" (last item of online information)?

A: No. Once you complete the application a confirmation page will appear, along with detailed instructions about what to send where and when.

Q: Does the signed Terms, Conditions and Authorization form need to be submitted with the online application?

A: Yes. Please make sure you and your customer have signed the Terms, Conditions and Authorization form. Scan the document with original

Q: Is the application process the same for commercial and residential applications?

A: The application process is very similar, but the questions asked are specific to the type of application. Reference the handout sent by DV on 4/15 for the detailed differences.

Q: Can a customer changed installers during the process?

A: Yes, customers can change contractors if they choose. Rebate reservations cannot be transferred or sold so the rebate reservation will be lost and the customer will have to reapply with a new contractor.

Q: What if your system gets smaller during part 2, is the rebate decreased?

A: Yes.

Q: Is there a separate application process for applications in rebate partner territory?

A: No. The process is the same, but the rebate amounts may be different.

Q: Can a contractor start an installation prior to confirmation if your homeowner wants the system whether they get a GEO rebate or not?

A: No. Installations of systems that receive the rebate may not begin until the rebate letter confirmation is received.

Q: Is the 6 month installation requirement listed on the Terms/Conditions?

A: Yes, the terms and conditions state that failure to submit the paperwork within the timelines presented by the program will result in a loss of the rebate reservation.

Q: What if the actual energy audit ends up being a different type of audit than what we initially indicate on the web form?

A: That is fine provided that the alternative audit still qualifies under the program rules.

Q: What are the NACIS codes for?

A: For commercial systems you will be asked what type of business the applicant is. We've provided a list of NAICS codes so that everyone is using the same terminology. Please submit the appropriate NAICS code for your business applicant.