



Rebate Process Guide for Dealers

STEP 1 Verify Equipment Eligibility

- The CA and NV Southwest Gas Instant Rebates programs offer rebates for high efficiency equipment models listed on either the **California Foodservice Instant Rebates Qualifying Products List** (caenergywise.com/instant-rebates), **ENERGY STAR®'s Qualifying Product Lists** (energystar.gov/productfinder), or the **California Energy Commission (CEC) Appliance Database** (cacertappliances.energy.ca.gov) for PRSVs only.
- Look up the equipment model you are selling to ensure it is on one of the qualified product lists before offering the rebate.

Lists are updated at a minimum of once a month to reflect the addition/removal of qualifying equipment. Please be sure to check and confirm you are providing the correct Southwest Gas rebate amounts (see Step 3).

STEP 2 Verify Customer Eligibility

- Verbally confirm that the business where equipment will be installed receives (non-residential and non-transport) service from Southwest Gas before offering an Instant Rebate.
- Ask the customer for the zip code where the equipment will be installed.
- Navigate to one of the two zip code lookup tools to verify customer eligibility:
 - energy-solution.com/fs-programs-all
 - caenergywise.com/instant-rebates/#customer-eligibility

If navigating to energy-solution.com/fs-programs-all, enter the customer installation zip code and click “Search.” You will see one of four results:

1)

92333

Search

Yes, the customer is eligible through Southwest Gas Instant Rebates! Point-of-Sale Foodservice Rebate Program
Click on the program title below for more information.

Customer is eligible for Southwest Gas rebate.
Proceed to Step 3.

2)

92345

Search

Yes, the customer is eligible through Southwest Gas Instant Rebates! Point-of-Sale Foodservice Rebate Program
California Foodservice Instant Rebates Program
OR
California Foodservice Instant Rebates Program
Click on the program title below for more information.

Customer is eligible for a rebate from Southwest Gas or California Foodservice.* **Call Energy Solutions at (714) 787-1098 to confirm customer natural gas provider.**

*California Foodservice is an example of one Instant Rebates program that has overlapping zip codes with the Southwest Gas program. Follow the same instructions if a zip code is eligible for a different Instant Rebates program.

3)

90802	Search
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Yes, the customer is eligible through
**California Foodservice Instant Rebates
Program**

Click on the program title below for more
information.

Customer is NOT eligible for a rebate from Southwest Gas. Please follow process for California Foodservice or other eligible Instant Rebates program instead.

Call Energy Solutions at (714) 787-1098 to enroll in other eligible Instant Rebate Programs if you are not already enrolled.

4)

82801	Search
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Sorry, the customer is not eligible for any
Instant Rebates! program.

Customer is NOT eligible for a rebate from Southwest Gas or other Instant Rebates program. Do not offer customer a rebate.

If navigating to caenergywise.com/instant-rebates/#customer-eligibility, enter the customer installation zip code and click “Search.” You will see one of four results:

1)

Results for 92333

Natural Gas Equipment

Eligible ✓

Yes, customer is eligible to receive an Instant Rebate on Natural Gas equipment through the Southwest Gas Instant Rebates Program.

Please verify that the rebate amount being offered matches the Southwest Gas Instant Rebates Program.

Customer is eligible for Southwest Gas rebate.
Proceed to Step 3.

2)

Results for 92345

Natural Gas Equipment

More Information Needed ⚠

Customer is eligible to receive an Instant Rebate on Natural Gas equipment from either California Foodservice Instant Rebates or Southwest Gas Instant Rebates.

Please call Energy Solutions at (714) 787-1098 to confirm natural gas provider.

Customer is eligible for a rebate from Southwest Gas or California Foodservice.* **Call Energy Solutions at (714) 787-1098 to confirm customer's natural gas provider.**

*California Foodservice is an example of one Instant Rebates program that has overlapping zip codes with the Southwest Gas program. Follow the same instructions if a zip code is eligible for a different Instant Rebates program.

3)

Results for 90020

Natural Gas Equipment

Eligible ✓

Yes, customer is eligible to receive an Instant Rebate on Natural Gas equipment.

Customer is NOT eligible for a rebate from Southwest Gas. Please follow process for California Foodservice or other eligible Instant Rebates program instead.

Call Energy Solutions at (714) 787-1098 to enroll in other eligible Instant Rebate Programs if you are not already enrolled.

4)

Results for 91111

Natural Gas Equipment

Ineligible ✗

No, customer is not eligible to receive an Instant Rebate on Natural Gas equipment.

Customer is NOT eligible for a rebate from Southwest Gas or other Instant Rebates program. Do not offer customer a rebate.

If your customer is a casino or large business, please confirm eligibility with your Account Manager.

STEP 3 Complete the Sale

- Apply sales tax to the pre-rebated cost of the equipment.
- Ensure invoice includes a line item specifying “Southwest Gas Instant Rebate” and that the rebate amount is correct by referring to the tables below.
- Collect installation address from customer and note address legibly on invoice.

California Rebate Amounts	
Equipment	Instant Rebate
Combination Oven	\$1,500–\$3,000/cavity*
Convection Oven, Tier 1&2	\$600/cavity
Conveyor Broiler	\$1,500/unit
Conveyor Oven	\$1,200/cavity
Cooktop	\$100/burner
Fryer, Tier 1&2	\$900/vat
Griddle	\$150/foot
Rack Oven	\$2,000/unit
Rotisserie	\$1,500–\$3,000/cavity*
Steamer	\$2,000/cavity
Underfired Broiler	\$600/foot

Nevada Rebate Amounts	
Equipment	Instant Rebate
Fryer	\$750/vat
Convection Oven	\$500/cavity
Conveyor Oven	\$750/unit
Combination Oven	\$1,000/oven
Pre-Rinse Spray Valve	\$30/unit

*Rebate amount varies based on equipment size or efficiency

STEP 4 Submit Application for Rebate Reimbursement

- Navigate to www.SWGasInstantRebates.com and log in with your username and password.
If you do not have a username or need to reset your password, contact InstantRebates@energy-solution.com or 714-787-1098.
- If needed, watch our 9-minute tutorial video on the claim submittal process: **How To: Submit Rebate Reimbursement Claims for SoCalGas, Southwest Gas, and LADWP:** youtu.be/SK3ezcKXJuQ.
- Once logged in, select **Submit New Claim**.
- Select the **Southwest Gas Instant Rebates! Foodservice Program** in the “**Select Program**” dropdown. Enter the customer installation address, city, state, and zip code, and search for qualified locations.

Location Search Results							
We found the following authorized locations based on the address data entered. Max 25 results shown; add search details for more results. Please select one.							
	Name	Address	City	State	Zip	Type	Sector
<input type="button" value="Select"/>	PIZZA KING	111 MAIN STREET	TRUCKEE	CA	96160	gas	commercial

Select the appropriate customer address and click “**Continue**”.

If a qualified address does not match, confirm the customer address was input correctly or call (714) 787-1098 for assistance.

Location Search Results
Sorry, we couldn't find authorized locations for the search criteria entered. Locations are also matched for service and sector type, based on program selected. Please try variants of street names (e.g. "St" instead of "Street")

- Provide the business name and customer information under “Customer Information”.
- Provide the invoice number, sales date, store or branch, and upload sales invoice as an attachment under “Sale Information”.
- Provide the equipment information by clicking “Add Equipment” in the “Materials” section.

Materials

ID	Mfgr	Model	Quantity	Serial
Add Equipment				

This program supports a maximum of 1 material row per claim (unlimited quantity).

In the pop-up, enter the number of units sold under “Quantity” and select the make & model from the Product Type dropdowns.

If selecting a **Fryer**, enter the number of fryers sold in the quantity section and select the number of vats the fryer has in the dropdown selection

If selecting a **Convection Oven**, enter the number of double or single stack convection ovens sold in the quantity section and choose “Single Stack” or “Double Stack” in the dropdown selection

- Select “Add This Equipment to Claim” to complete.

Add This Equipment to Claim
Cancel

- Provide the Project Type and Estimated Install Date under “Project Information”.
- Add optional claim notes and click “Submit”.
- If you’re unable to click submit, double-check to ensure all the required fields are properly completed.


Add Note

Save to Draft
Submit
Delete

Claims must be submitted within 90 days and are usually reviewed and approved within a few days.

How to submit another claim for the same project/address:

- If you would like to submit multiple unit type claims sold to the same customer, go to Claims → List → click on the claim that was just submitted.
- In the top right-hand corner, click the Copy Claim button. This button will autofill the claim with the customer contact information.
- Complete the rest of the claim by filling out the equipment details.
- Add optional claim notes and click “Submit”.
- If you’re unable to click submit, double-check to ensure all of the required fields are properly completed.

 Copy Claim

Reimbursement checks are generally issued within two weeks of application approval.