

# Pacific Northwest Ultra-Low Temperature Freezer Process Guide

## Step 1: Verify Equipment Eligibility

- Confirm that the unit being sold qualifies for a rebate by checking the ENERGY STAR® product finder: [www.energystar.gov/productfinder](http://www.energystar.gov/productfinder)
  - We can help you compile a list of your qualifying products. Please reach out to us if you or your distributors would like additional support in identifying which of your products qualify.

## Step 2: Verify Customer Eligibility

- **Before offering a rebate**, verbally confirm with the customer that the business where equipment will be installed receives nonresidential electric service from Avista, Puget Sound Energy (PSE) or Seattle City Light (SCL).
- All Avista customers require an installation address pre-approval. To confirm address eligibility, please email [instantrebates-pnw@energy-solution.com](mailto:instantrebates-pnw@energy-solution.com) or call (503) 914-0005. Please use the same contact information if you are unsure if a PSE or SCL customer qualifies for an incentive.

## Step 3: Complete the Sale

- Ensure that the invoice or SPQ includes a line item specifying “PNW Instant Rebate” and that the rebate amount is \$1,200.
- Collect the installation address from the customer and note the address legibly on invoice.

## Step 4: Submit Claim for Rebate Reimbursement

- After invoicing PSE or SCL customers, log in to [www.pnwutilityrebates.com](http://www.pnwutilityrebates.com) and click the “Submit New Claim” button.
- After invoicing Avista customers, log in to [avistamidstream.com](http://avistamidstream.com) and click the “Submit New Claim” button.
- Complete the claim form with the following information and upload a copy of the invoice or SPQ:
  - Installation site information: address, city, state, and zip code
  - Customer information: business name and type, customer contact information
  - Sale information: salesperson, invoice number, invoice date, and copy of invoice or SPQ
  - Equipment information: manufacturer, model number, and quantity
  - Project information: project type and estimated install date

**Applications are usually reviewed and approved within a few days. Reimbursement checks are generally issued within two weeks of application approval.**

Provided by



Questions?

Contact 503-914-0005 or [instantrebates-pnw@energy-solution.com](mailto:instantrebates-pnw@energy-solution.com).