

Participant process guide



Step 1: Verify equipment eligibility

Confirm that the unit being sold qualifies for a rebate by checking one of the resources below:

- Avista's qualifying products list: avistamidstream.com
- ENERGY STAR® product finder: energystar.gov/productfinder
- The Foodservice Technology Center's qualifying products lists: caenergywise.com/instant-rebates



Step 2: Verify customer eligibility

- Confirm that the business where equipment will be installed receives commercial gas or electric service from Avista before offering an instant rebate by referencing the Iris address validation tool. You may also email instantrebates-pnw@energy-solution.com or call **503-914-0005** with the address in question to confirm eligibility.



Step 3: Complete the sale

- Ensure invoice includes a line item specifying "Avista instant rebate" and that the rebate amount is correct.
- Collect installation address from customer and note address legibly on invoice.



Step 4: Submit application for rebate reimbursement

- After invoicing the customer, log in to avistamidstream.com and click the "Submit new claim" button.
- Complete application with the following information:
 - 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
 - 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.

Need additional information or support?

Contact the Avista Foodservice Instant Rebates team at **503-914-0005** or instantrebates-pnw@energy-solution.com