

## 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:

- PSE's qualifying products list: [energy-solution.com/pse-qpl](https://energy-solution.com/pse-qpl)



### Step 2: Verify customer eligibility

- Confirm that the business where equipment will be installed receives gas or electric service from PSE before offering an instant rebate by verifying ZIP code eligibility at [energy-solution.com/fs-programs-all](https://energy-solution.com/fs-programs-all)
  - Customers purchasing natural gas equipment must have a PSE gas account. Those purchasing electric equipment must have a PSE electric account.
  - ZIP Codes that are 100% covered by PSE will be listed as eligible for natural gas rebates, electric rebates, or both.
  - ZIP Codes that are <100% eligible, will be prompted to call the program hotline (503-914-0005) to confirm customer eligibility.



### Step 3: Complete the sale

- Ensure invoice includes a line item specifying “Energy efficiency rebate” and the correct rebate amount.
- 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 [pnwutilityrebates.com](https://pnwutilityrebates.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, retail price, 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 PSE Foodservice Instant Rebates team at 503-914-0005 or [instantrebates-pnw@energy-solution.com](mailto:instantrebates-pnw@energy-solution.com)