



FREQUENTLY ASKED SGIP QUESTIONS

Plug into Savings!

How long does it take? It typically takes our rebate processing team 2-3 business days to generate an incentive application from the time we receive all the requested documents.

How long does it take for SGIP approval? There are 2 steps for residential customers which include the rebate reservation step for approval and the incentive claim step to finalize the rebate application. Expect 12-16 weeks for applications to be reviewed at each step. The entire SGIP rebate process typically takes 1 year from the time we submit to when a customer has a check in hand.

Determining eligibility for equity and equity resiliency budgets:

To determine whether the project site is located in a Disadvantaged or Low-income Community, please click the link below and enter the site address into the map's search bar. <https://ww3.arb.ca.gov/cc/capandtrade/auctionproceeds/communityinvestments.htm>

To determine whether the project site is located in a Tier 3 or Tier 2 High Fire Threat District (HFTD), please click the link: <https://ia.cpuc.ca.gov/firemap/>

Required 10 year service warranty language on contract -Developers or Installer must provide a 10 year service warranty that will ensure proper system maintenance and continued project performance. This service warranty covers system maintenance, system support, problem diagnostics, on-site repairs, and preventative maintenance and guarantees the continued performance of the system throughout the warranty period. This 10 warranty period begins on commissioning date of system.

Battery sizing requirements- The battery system capacity kW must be less than the customers peak kW demand within the last year. You can size residential systems up to 10kW without proof the customer hit that demand (kW). Any BES system over 10kW must also provide demand data that can support this system size. Interval data is required for equity resiliency projects and any project with system sized over 10kW. Customers can log into their utility account and download their green button data.

What do you need to get started? We utilize a rebate checklist to outline the information we need to generate a rebate application. We typically require a copy of a utility bill, a project proposal, specification sheets and a single line diagram.

Who can the Rebate check go to? The rebate check is the host customer's rebate. The host customer is the individual listed on the utility bill. The host can assign the rebate to any party with written notice during the incentive claim process.

What are the Terms and Conditions? Energy Outlet does not under any circumstances guarantee the rebate, nor do we make claims that any utility programs incentives are guaranteed either. Our services streamline the application process but do not take on any risk associated with our client's projects or rebate amounts associated with those projects. Please see our client agreement for more details.

What is included in the standard rebate processing fee? Our rebate processing service includes reviewing support documentation for eligibility, generating the SGIP forms that need to be signed in order to request a rebate reservation, submitting the documentation to the utility, and managing the communication with the utility regarding the application until a rebate check is approved.

