5 Mistakes That Hold Up Your Utility Rebate Check

Participating in utility energy efficiency programs can be a win for both building owners/managers & vendors/contractors. BUT getting the final check in your hands at the end of the installation is not always as quick or easy as it sounds.

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1 Not tracking paperwork

Missing paperwork is a **BIG** factor in the delay of checks. Program staff can usually provide a list of all the paperwork that needs to be in place for projects to get approved and rebates paid. Make sure to keep a log of what you've submitted, to whom and when.

2 Assuming incentives are up-to-date

Always confirm that what you want to install meets current program specs and confirm incentive levels with program staff. Incentive levels & eligible measures change **OFTEN** which means you can't count on public resources like DSIRE or program handouts for up to date information.

3 Not confirming your contractor is approved

Before you begin any installation work always check the current list. Installation of work by a vendor not on the **CURRENT** approved list is a common factor in the delay of incentive payments. These lists are updated frequently and contractors can find themselves left off for minor issues like missing paperwork.

4 Ignoring that feeling that things are taking too long

It never hurts to keep in touch. Following up with program staff when your project reaches key stages will help ensure you are on track for receiving your check in a timely fashion. Checking in should also preempt further delays if there is an issue with your paperwork.

TIP: Find out how often checks are cut. Program staff may batch checks monthly or less frequently. Try to submit your work before the period cut off. If you miss the deadline you will have to wait until the next batch of checks is processed adding weeks or months to your rebate check.

5 Failing to confirm that the people who cut the checks have all the info they need

Checks are typically processed by people other than the staff you work with day to day, if a check gets pulled out of a batch for missing information it will take time to get flagged and corrected. Make sure the right people have the required information they need to **CUT & MAIL** the check. This can include SSN or Tax ID, correct payee name and mailing address.

Search incentives & rebates near you here:
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