

Contractor Responsibilities

BGE Smart Energy Savers Residential HVAC Program

Contractor Participation Agreement (Program Enrollment)

- **30 days:** Please be sure to keep your CPA documents up-to-date. Any expired COI and/or HVACR license that expires, the company has 30 days after the expiration to submit the renewed COI or HVACR license. To do so, please follow these steps:
 1. Login to your application center here: <https://bgehvac2012.programprocessing.com/login/>
 2. Find your CPA application beginning with **BGCPPS**
 3. Select view and complete the task for each expired document. When you are done, select "I certify that my documentation is up to date", to have your documents reviewed for accuracy.
- **Interested in using a Program Logo?** A Participating Contractor specific version of the BGE Smart Energy Savers Program (SESP) logo is available for use on contractor websites, and in contractor marketing and advertising materials. In order to use the BGE SESP Logo, please sign and upload the BGE Trade Logo Use Guidelines form available on the CPA application.
 - If you are already enrolled in the program and would like to use the BGE Smart Energy Savers Program logo, please contact Isabel Neto at Isabel.Neto@icfi.com.

Online Rebate Applications:

- **30 DAYS TO SUBMIT:** Please submit rebate applications within 30 days of installation in the customer's home.
- **Required documentation:** Before submitting a rebate application, please have the following documentation ready.
 - **AHRI Certificate** – If multiple systems were installed, upload an AHRI Certificate for each unit.
 - **Proof of Purchase (Invoice)** – Invoice must indicate equipment type, make, price and date of installation.
 - **Barcode Stickers** or Manufacturer/distributor's documentation or digital photo(s) or that includes **complete model and serial number of all indoor and outdoor equipment** installed.
 - Handwritten model and serial numbers will not be accepted.
 - **Terms and Conditions rebate form** – signed and dated by the utility account holder.
- **EMAIL NOTIFICATIONS:** If your email changes or you are not receiving notifications when your rebate application is flawed or completed, please contact our customer service call center at 1-888-316-8056.
- **FLAW PROCESS**
 - **7 DAYS TO FIX FLAWS:** All submitted applications that become flawed on the first review, contractors have 7 days to address the flaw. Please remember to leave a note in the application once you've addressed the flaw. If there are any questions regarding the flaw, please contact our customer service call center at 888-316-8056.
 - **FLAW NOT ADDRESSED WITHIN 7 DAYS = CANCELLED (3 Days):** If the flaw is not addressed by the contractor within 7 days, the application will be cancelled. If this occurs, the contractor then has an additional 3 days to contact the Program to consider re-opening the application. After 3 days, (note: 10 total) the application will remain cancelled and the contractor is liable to reimburse any promised incentives. If there are any questions regarding the cancellation, please contact our customer service call center at 888-316-8056.
 - **FLAW IS ADDRESSED WITHIN 7 DAYS:** If the flaw is addressed but then causes a subsequent flaw, the clock starts over and a new 7 days is given to address the new flaw. This will be true for each subsequent flaw. Please note that if the flaw is due to an issue that is outside of the contractor's control (e.g. the BGE account is new and not showing up in our system), the application will be placed into a separate status and will not be cancelled. In such instances, please be sure to follow up with our processing team (either at the call center number's below or through a note in the project) to ensure it's not cancelled.

Check the Status of a Rebate Application:

- To check the status of a rebate application, login to your application center here: <https://bgehvac2012.programprocessing.com/login/>
- Rebate application project numbers should begin with **BGHVPS**.

Contact Information:

- For questions regarding rebate and CPA applications, please call 1-888-316-8056
- For general program questions or website issues, please contact:
 - Isabel Neto
Isabel.Neto@icfi.com
443-573-0549