



**Gulf Power®**

# PIC Incentive Processing System User Guide

*For Participating Independent Contractors (PICs)*

November 2020

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1. To begin the process to submit an incentive application for Gulf Power's DSM programs, please go to the Gulf Power website at [www.gulfpower.com](http://www.gulfpower.com) or click the following link for the particular residential DSM program...

## Residential Ceiling Insulation program -

<https://eert.nee.com/RenewOnline/OnlineApplication/GettingStarted.aspx?pid=14>

## Residential HVAC program -

<https://eert.nee.com/RenewOnline/OnlineApplication/GettingStarted.aspx?pid=89>

## Residential High Efficiency Pool Pump program -

<https://eert.nee.com/RenewOnline/OnlineApplication/GettingStarted.aspx?pid=88>

Below is one of the opening screens...

**Step 1:**  
Getting Started

**Step 2:**  
Customer and Property Information


**Step 3:**  
Equipment Information

**Step 4:**  
Upload Documents

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**Step 7:**  
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**Welcome to the Web Incentive Processing System for the Gulf Power Company Residential Heating, Ventilation, and Air Conditioning (HVAC) program.**

Verify current eligibility requirements and incentives amount listed on our Website before submitting this application.

Completely fill out each section; incomplete forms will not be processed. If you are unable to complete the application **online**, you may complete the application by phone at **1-877-655-4001**. You may also mail or email the following supporting documentation:

- 1. a legible copy of your itemized sales receipt, marked paid**
- 2. a legible copy of the Residential Ceiling Insulation Incentive Certificate**
- 3. a legible copy of the Residential Ceiling Insulation Incentive Application**


You may mail to: Gulf Power EarthCents Rewards, One Energy Place, Pensacola, FL 32520-0950, or email to: [earthcentsrewards@gulfpower.com](mailto:earthcentsrewards@gulfpower.com).


**Please DO NOT mail-in your originals - only legible copies.** Make a copy of this application for your records. For More information, call 1-877-655-4001.

Gulf Power Account Number (No Spaces or Dashes)

**Next**

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You will need to enter the Gulf Power Account Number (No Spaces or Dashes) for the customer whom the incentive application represents. Once you enter the account number, select .

2. Some of the customer information will be pre-loaded. Enter the missing information, including the email address which you want the copy of the application emailed to. Once you have entered all the information, select .

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### Customer Information

Account Holder

Account #

Phone

Alt Phone

Fax

Email

### Address

#### Service Address

Street Number

Fraction  Direction

Street Name

Suffix  Unit

City

State  Zip Code

Is the mailing address the same as the service address?  
 Yes  No

Is this address a PO Box?  
 Yes  No

#### Mailing Address

Street Number

Fraction  Direction

Street Name

Suffix  Unit

City

State  Zip Code



### Property Information

Property Type


Construction Type

Year Built


Person completing the application


 

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3. Depending on the particular DSM program you are entering an incentive application for, you will need to enter the HVAC equipment information, or ceiling insulation information, or pool pump equipment information. You will also need to enter the installation date, cost, and the PIC information. Once you have entered all of the information, select .

## Screen for the residential HVAC program...

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### Residential Heating, Ventilation and Air Conditioning

Manufacturer/Brand Name of Heat Pump System

Indoor Model Number

Outdoor Model Number

SEER Rating of System

Date Installed  Installed By

Total Cost


Receipt of Payment Received (include in document upload)  Yes  No



PIC Name

Phone Number


PIC Mailing Address


PIC City, State, Zip

 Add Another Residential Heating, Ventilation and Air Conditioni

## Screen for the residential ceiling insulation program...

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### Residential Ceiling Insulation

Total Square Feet of Material Installed

R-Value of Material Installed

Type of insulation installed

If 'Other' please specify

Insulation depth (inches)

Date Installed  Installed By

Total Cost


Receipt of Payment Received (include in document upload)  Yes  No



PIC Name

PIC Number

PIC Mailing Address

PIC City, State, Zip

 Add Another Residential Ceiling Insulation

## Screen for the residential high efficiency pool pump program...

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### Residential High Efficiency Pool Pump

Manufacturer/Brand

Purchased From

Date Purchased

Pool pump type

Model Number

Pool Pump Size (HP)

Date Installed  Installed By

Total Cost

Receipt of Payment Received (include in document upload)  Yes  No

PIC Name

PIC Number

PIC Mailing Address

PIC City, State, Zip

[+ Add Another Residential High Efficiency Pool Pump](#)

[Back](#) [Next](#)

4. You will need to upload a legible copy of the required documents. Please click the [+](#) button to open the “Add Document” screen. You will need to upload the required documents individually. The required documents include the paid receipt, the Incentive Certificate, and the Incentive Application. Once you have uploaded all of the required documents, select [Next](#).

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### Upload Documents

In order to complete the application process, you will need to upload a legible copy of the following items for documentation:

1. Copy of the Paid Receipt
2. Residential HVAC Incentive Certificate
3. Residential HVAC Insulation Incentive Application

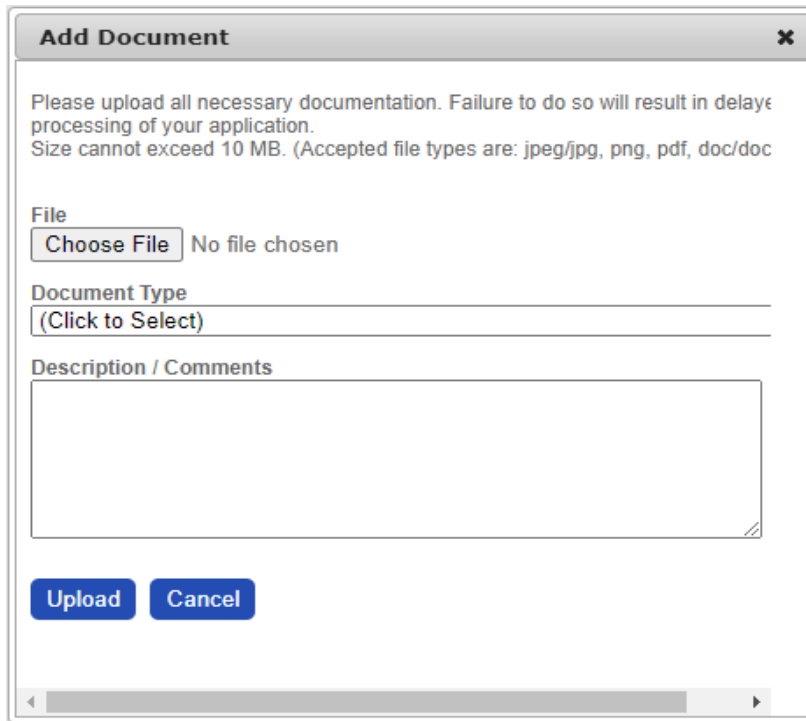
Click the [+](#) icon below to upload your scanned documents.

[+ Add Document](#)

[Back](#) [Next](#)




5. This is the “Add Document” screen... please upload each document individually. Select the “Choose file” to find the file you want to upload, then select the document type of the document. Enter a description of the document if you don’t find the document type you are looking for. Select the “Upload” button to upload the document. Wait for the document to appear below before you attempt to upload another document.



The screenshot shows a web form titled "Add Document" with a close button (X) in the top right corner. The form contains the following elements:

- Instructions:** "Please upload all necessary documentation. Failure to do so will result in delays processing of your application. Size cannot exceed 10 MB. (Accepted file types are: jpeg/jpg, png, pdf, doc/doc)"
- File:** A "Choose File" button followed by the text "No file chosen".
- Document Type:** A dropdown menu with the text "(Click to Select)".
- Description / Comments:** A large text area for entering details.
- Buttons:** "Upload" and "Cancel" buttons at the bottom left.

Once you have uploaded all of the required documents, select  .

6. Next, you will need to indicate that you agree with the terms and conditions and that you are authorized to do so.

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### Terms and Conditions

Program Standards: The objective of this program is to encourage customers to install high-efficiency Heating, Ventilation, and Air Conditioning (HVAC) systems.

Eligibility: This Program is available to residential Gulf Power customers in new and existing single-family units that are individually metered by Gulf Power within the company's service territory. Gulf Power reserves the right to temporarily suspend the program. Incentive amounts, program rules, and regulations are subject to change without notice.

Products include air-sourced heat pumps or Air conditioners with 90% AFUE gas furnace system with a Seasonal Energy Efficiency Ratio ("SEER") of 16.0 or greater. Must be newly installed (i.e., cannot be refurbished, previously installed or otherwise used). Certified by the Air Conditioning, Heating & Refrigeration Institute ("AHRI") as listed on its website ([www.ahridirectory.org](http://www.ahridirectory.org)) and listed (including any supplemental devices) by Underwriters Laboratories ("UL") or another recognized organization in accordance with UL standards.

You may view Gulf Power's Program Standards by clicking [Here](#) - or by copy the following URL [www.gulfpower.com/ProgramStandards](http://www.gulfpower.com/ProgramStandards) and placing it in your web browser.

**I certify that the information or data provided by me or my company is correct and that Gulf Power Company may rely on such information or data. By acknowledging these Terms and Conditions, I certify that I am an employee or authorized representative of the company and that I have read and accepted the Terms and Conditions.**

**If this product is self-installed, the customer certifies that he/she is a Gulf Power residential, all information on this form is accurate and he/she has read and accepted the Program Requirements listed above. The customer acknowledges that Gulf Power will make the final determination of any incentive the he/she will receive and may verify the information provided, including the verification of the product(s) installed at the service address.**

I Agree

[Back](#) [Next](#)

After you indicate that you agree, select [Next](#).

7. You are presented a “Quick Summary” for your review. Check the “Quick Summary” page to insure that ALL of the information is correct. If you need to edit any information, click on the pencil to the left to edit the information.

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### Quick Summary

Click on the pencil icon to edit information that needs to be changed.

**Customer Information**

Address:

**Vendor Information**

Once all information is correct, select .

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8. Congratulations, you have successfully submitted your incentive application into the PIC Incentive Processing System. Your incentive application will be used to create an invoice, which will be forwarded to our Accounts Payable system for approval – once approved, payment will be sent to you by either direct deposit or by check.

We strongly encourage you to print and email the summary of your application for your records.

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Confirmation

Reservation Number: [REDACTED]

Date Submitted: [REDACTED]

[Print a summary of your application](#)

[Email a summary of your application](#)

**Congratulations**, you have successfully submitted your application in the Web Incentive Processing System for the Gulf Power Company Residential Heating, Ventilation, and Air Conditioning (HVAC) program. It is now being sent for processing.

Please email or print a copy of the summary page for your records. For questions, call 1-877-655-4001.

**If you were not able to upload all documents, please email the missing documentation to the Program Manager.**

Don't forget to email or print a copy of the summary page for your records.

(You may close this window when finished)

**Thank you for participating in our DSM incentive program as a Participating Independent Contractor (PIC).**