



Online Rebate Application Customer User Guide



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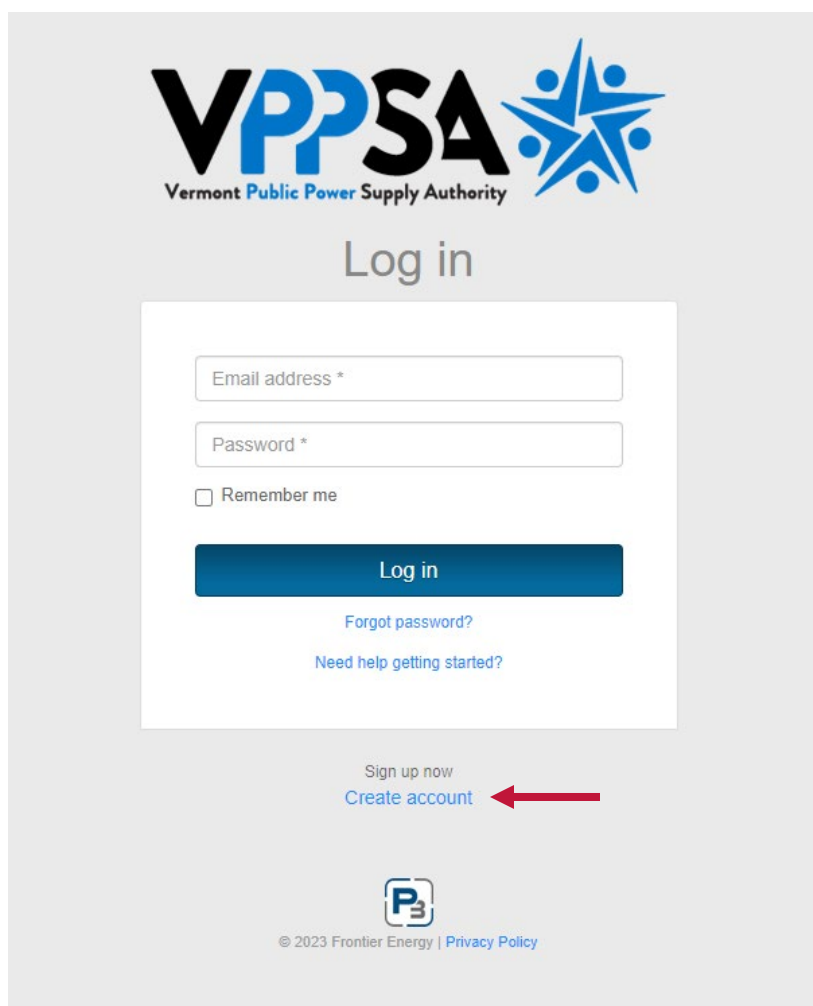
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Registration Process

Create Account

1. Navigate to <https://vppsa.p3.enertrek.com/Users/Account/LogOn>
1. Click "Create account"
2. Enter all required information. **Please note: your email address and password entered will be your login credentials.**
3. Click "Sign up"
4. Check your email. Users registering will receive a verification email to the provide email address. Please check spam/junk folders if you do not receive the email within 5 minutes.



The screenshot shows the VPPSA (Vermont Public Power Supply Authority) login page. At the top is the VPPSA logo with the text "Vermont Public Power Supply Authority". Below the logo is the heading "Log in". The login form contains two input fields: "Email address *" and "Password *". Below these fields is a checkbox labeled "Remember me". A blue "Log in" button is positioned below the checkbox. Underneath the button are two links: "Forgot password?" and "Need help getting started?". At the bottom of the page, there is a link "Sign up now" and a blue "Create account" link. A red arrow points to the "Create account" link. At the very bottom, there is a "P3" logo and the text "© 2023 Frontier Energy | Privacy Policy".

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Register Your Account

1. Click the link in the verification email to confirm your email address. A browser window will open up.
2. Select the "Customer" icon if you are a utility customer and wish to apply for residential or commercial rebates.
3. Click "Next"

Complete User Profile

Select your user type

Customer
You are a utility customer, landlord, or contractor applying for energy efficiency rebates for yourself or another customer.

or

Market Actor
You are a service provider that assists in delivering conservation programs to customers (e.g Trade Ally, Builder, Rater, Energy Services Company, etc.).

Next

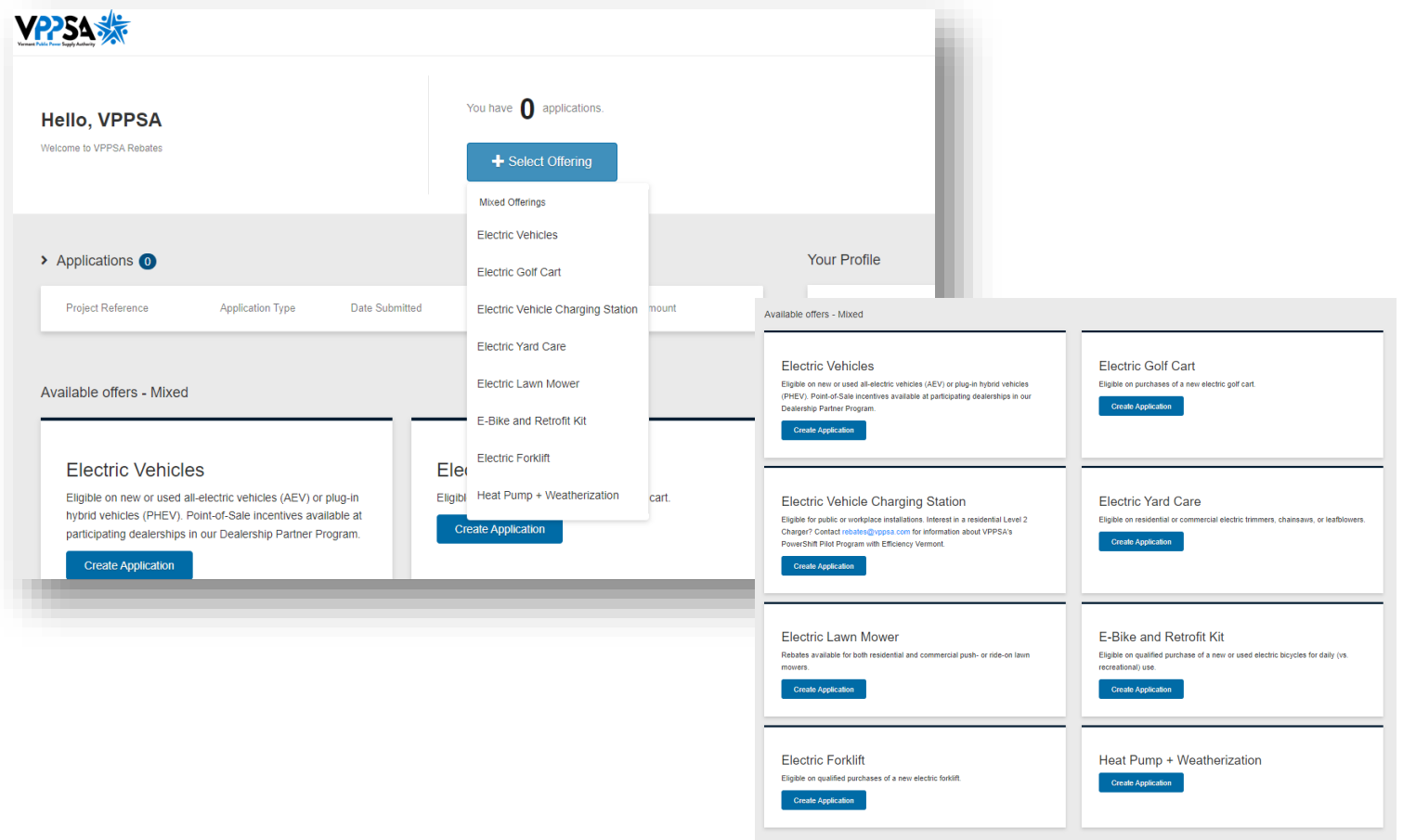
4. Complete the User Profile Form. Required fields are indicated with a red asterisk.
Please note the following:
 - You may need to scroll to view all fields.
 - Required fields are indicate with a red asterisk.
 - Your physical address should match the address on your utility account.
 - Your mailing address is where any rebate payments will be mailed.
5. Click "Next"
6. Review the information on your Profile Form.
7. If all information is accurate, click "Submit"

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Applying For Rebates

Customer Projects Page

Navigate to <https://vppsa.p3.enertrek.com/Users/Account/LogOn> and login using your P3 credentials. Available rebates are listed in two places on the page:



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Completing the Application Form

1. Select the desired rebate and the form will load on the page. **Please note: you may need to scroll down the page to access the form.**
2. Review Terms and Conditions.
3. Review the Checklist.
4. Complete all required fields on the Application Form. **Please note the following:**
 - **Required fields are indicated with a red asterisk.**
 - **Name, Utility Account Number, Physical and Mailing Address will auto-populate based on your user profile setup.**
5. Upload all required documents, including a completed W-9 form if you will be receiving a mailed check.
6. Check the Applicant Acknowledgement box.
7. Click "Submit" to complete the rebate application. **Please note: Missing fields or incomplete data will display an error message under the field.**
8. Check your email. After submitting your rebate, you will receive an email confirmation.

Application Submitted - Test First Test Last Electric Golf Cart



no-reply@enertrek.com
To



Thank you for participating in VPPSA's rebate incentives program! This email confirms receipt of application. Your Electric Golf Cart rebate application is being reviewed. Please allow 4-6 weeks for

We will reach out if any additional information is required to complete processing.

Thank you,

Vermont Public Power Supply Authority Rebates Team

on behalf of Barton Village Electric

www.vppsa.com/rebates

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Tracking Your Application

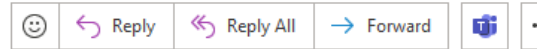
Checking Rebate Status

1. Navigate to <https://vppsa.p3.enertrek.com/Users/Account/LogOn> and log in. Current and past applications are displayed on your VPPSA Rebates homepage.
2. Check the "Status" column.
 - *Submitted* status indicates your application is pending documentation review and utility account verification.
 - *Hold* status indicates additional information may be required. An auto-generated email notification will be sent notifying you of the status change and any further request(s). Once the hold has been addressed, you will receive an email notifying you that the hold has been removed and your application is being reviewed.

Application on Hold - Test First Test Last Electric Golf Cart Rebate



no-reply@enertrek.com
To



Fri 01/06/2023 2:30

Thank you for your recent rebate request. Your application has been placed on Hold (see below).

Reason for Hold: Unable to read Serial Number. Please resubmit.

Please address the request above by responding to rebates@vppsa.com. If you have any questions, please contact rebates@vppsa.com or call (802)244-7678.

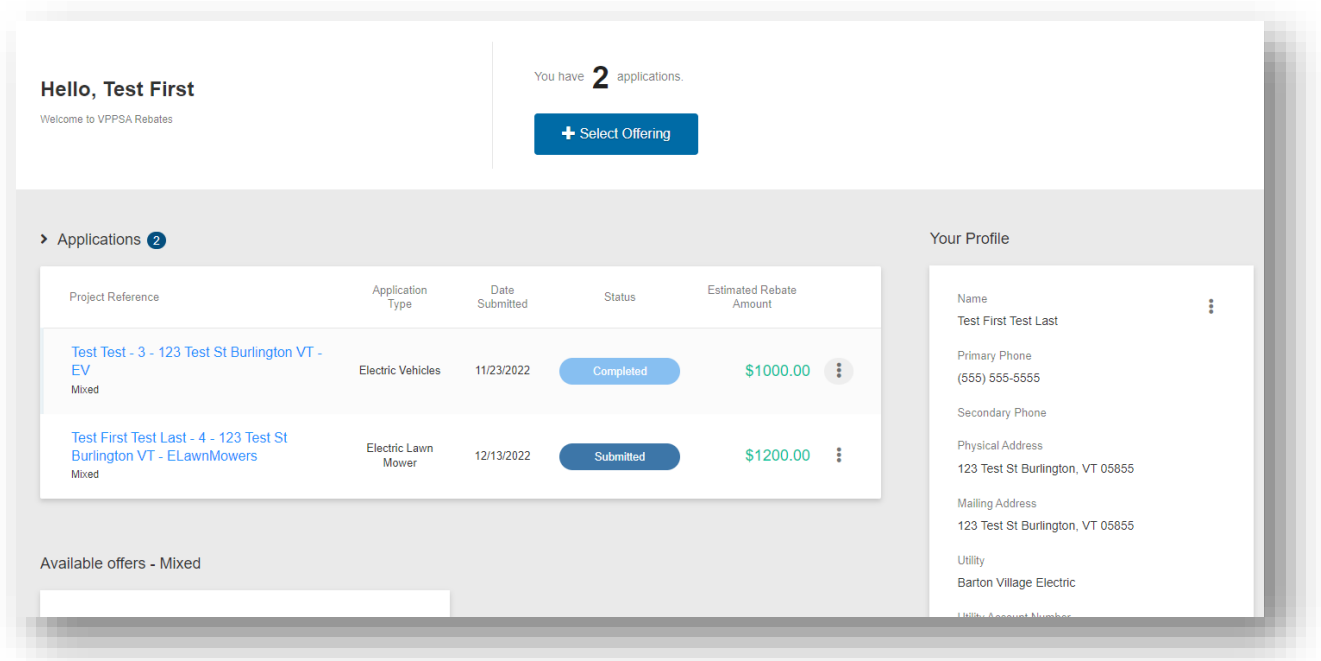
- *Denied* status means the rebate application has been denied. An email will be sent notifying you of the status change, why the application was denied, and provide additional information.
- *Account Verification* status indicates your application is undergoing a utility account verification.
- *Approved* status indicates your application has met all documentation and account verification requirements.

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Rebate Amounts and Timeline for Processing

Rebate processing time will vary from utility to utility, but please allow up to 10 weeks for rebate processing. Please check your email for status changes or log into the rebate application platform at <https://vppsa.p3.enertrek.com/Users/Account/LogOn>.

The rebate processing platform will provide an estimate for the rebate amount. Please note that the rebate amount calculated is an estimate and final rebate amount may be less. The rebate may be denied or put on hold if more information is needed during the review stage.



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Contact Us

Having trouble applying online? Contact us by calling (802) 244-7678 or email us at rebates@vppsa.com