Rebate Processing & Tracking Tools
Agenda

- Introduction to IRA Home Rebates
- Guiding Principles for Database and Workflow Development
- Basics IT Needs to Process IRA Rebates
- Roles/Responsibilities
- Preview of Workflows
- Draft API Overview
- Feedback Form
High Impact Goals of Inflation Reduction Act

- Reduce home energy bills
- Home energy market transformation and activate the private market
- Successful collaboration with States, utilities and existing programs
- Successful transition to more efficient fuels and technologies
- Economic opportunities for workers and business

- Market Transformation, Codes and Standards
- Rebate Program Complementary to existing programs, enhanced savings and lowering bills
- Trained workforce
Quick Intro: Residential Efficiency Rebates (HOMES)

- Rebates vary with the energy savings from the household improvements.
- A wide range of energy-saving upgrades can be included.
- Low-income* households can access up to $8,000, while other households can access up to $4,000.

<table>
<thead>
<tr>
<th>LOW-INCOME HOUSING*</th>
<th>MARKET RATE HOUSING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Projects with energy savings between 20% and 35%:</td>
<td></td>
</tr>
<tr>
<td>✓ 80% of costs up to $4,000 per home or housing unit</td>
<td></td>
</tr>
<tr>
<td>Projects with energy savings greater than 35%:</td>
<td></td>
</tr>
<tr>
<td>✓ 80% of costs up to $8,000 per home or housing unit</td>
<td></td>
</tr>
<tr>
<td>Projects with energy savings between 20% and 35%:</td>
<td></td>
</tr>
<tr>
<td>✓ 50% of costs up to $2,000 per home or housing unit</td>
<td></td>
</tr>
<tr>
<td>✓ $200,000 cap for multifamily building</td>
<td></td>
</tr>
<tr>
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<tr>
<td>✓ 50% of costs up to $4,000 per home or housing unit</td>
<td></td>
</tr>
<tr>
<td>✓ $400,000 cap for multifamily building</td>
<td></td>
</tr>
</tbody>
</table>

* Low income is defined as single family households with incomes less than 80% area median income, as well as multifamily housing with more than 50% of households having incomes less than 80% area median income.
Quick Intro: Residential Electrification Rebates (HEERHA)

Rebates provide low- and moderate-income families ONLY up to $14,000 total for products like electric heat pumps, electric stoves, and more.

- More than 70 percent of U.S. households are eligible for these rebates.
- Rebates cover up to 100% of costs for low-income households*
- Rebates cover up to 50% of costs for moderate-income households*
- Rebates cannot exceed the caps listed in the table.

<table>
<thead>
<tr>
<th>Rebate Type</th>
<th>Equipment/Service</th>
<th>Maximum Rebate $ Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appliance Upgrades</td>
<td>Heat Pump Water Heater</td>
<td>$1,750</td>
</tr>
<tr>
<td></td>
<td>Heat Pump for Space Heating or Cooling</td>
<td>$8,000</td>
</tr>
<tr>
<td></td>
<td>Electric Stove, Cooktop, Range, Oven, or</td>
<td>$840</td>
</tr>
<tr>
<td></td>
<td>Electric Heat Pump Clothes Dryer</td>
<td>$840</td>
</tr>
<tr>
<td>Non-appliance Upgrades</td>
<td>Electric Load Service Center Upgrade</td>
<td>$4,000</td>
</tr>
<tr>
<td></td>
<td>Insulation, Air Sealing, and Ventilation</td>
<td>$1,600</td>
</tr>
<tr>
<td></td>
<td>Electric Wiring</td>
<td>$2,500</td>
</tr>
<tr>
<td><strong>Maximum total across all upgrades per home or unit</strong></td>
<td></td>
<td><strong>$14,000</strong></td>
</tr>
</tbody>
</table>

*Low-income household defined as below 80% of area median income; moderate-income defined as between 80% and 150% of area median income.
Guiding Principles for Database and Workflow Development

• Simplify the process for rebate stakeholders
  – States, homeowners, retailers/vendors, contractors, others
• Minimize reporting burden
• Ensure consistent data for tracking & evaluation
• Leverage private sector expertise
  – Rebate processing
  – Income verification
  – User interfaces
  – Other
Basic Needs to Process & Track Rebates

- Initiate a rebate reservation for a specific address
- Verify income eligibility
- Verify eligibility of home address
- Verify contractor eligibility (where applicable)
- Ensure rebates applied to eligible products & services
- Ensure appropriate dollar amount per product/service/home
- Adhere to caps per measure and/or per home as directed by each state
- Process rebate payments
- Track total amount of rebates processed for a particular address
## Planned National & State Development Responsibilities

<table>
<thead>
<tr>
<th>Function</th>
<th>DOE/PNNL Development</th>
<th>State-Led (with Private Sector)</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Home Rebate Ledger/Database (Address ID, Rebates)</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Household Income Verification</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>User Interfaces for Homeowners &amp; Contractors (&amp; others if needed)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AMI by Zip Code and Number of Occupants</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Rebate Reservations</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Rebate Payments</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Application Programming Interfaces (APIs) to Link Systems</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Administrative Functionality for States &amp; Program Implementers</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>
Roles: DOE/PNNL & States

• DOE plans to develop a national tool and API to simplify
  o Rebate generation
  o Point of sale use and national retailer participation
  o Adherence to individual household rebate limits (e.g., $14K/household in 50122)
  o Use of rebate reserves (e.g., minimum %’s for low income, multifamily)
  o State reporting (e.g., total rebates, types, rebates to low income/DACs/multifamily)

* States are NOT required to use full capabilities of DOE tool, but must use API for certain data reporting requirements

• States will work with experienced implementers and IT firms to –
  o Verify income
  o Link to DOE AMI search engine by zip code & number of occupants
  o Process rebate payments to retailers, contractors, aggregators
  o Integrate with national system using DOE data specifications & documentation
State-Led Income Verification

• Allow a number of different methods to verify income
  – W2, pay stubs, income tax
  – Income tax information – use of IVES with 24-48 hour processing
  – Proof of enrollment in pre-qualifying programs (e.g., SNAP, WIC)
  – Self-attestation of income and/or enrollment in pre-qualifying program

• QA requirements still under development
  – Likely to allow states to confirm information AFTER providing an instant rebate along with applicant signature

• Leverage private sector expertise
  – DOE is not in the position to do this type of processing
  – Many private sector organizations experienced in this type of QA/processing

• Longer term: Develop a “real-time” query system with IRS
  – This would only work for applicants who pay taxes and therefore would still require some entity to process the information and conduct QA
• Multiple detailed workflows will be provided to demonstrate process/linkages between state & national system.

• Vary depending on type of rebate, applicant type, point of purchase, contractor involvement, and approach to savings calculation.

• Engaging relevant stakeholders to ensure easy-to-use, easy-to-integrate system

• Next slides provide sample high-level workflow for electrification rebates
High-Level Workflow (Electrification)

Rebate Application Initiated

Household Income Eligibility
- Name
- Phone number
- SSN
- Income verification method
- Household income bucket
- Signed declaration for SF & MF attesting “truth” and DOE access to utility bills unless opting out

Contractor Eligibility
- Qualified Contractors List (if applicable)

Home Eligibility
- Building Address
- Dwelling Type
- MF -- #units
- Prior IRA rebated amounts & types at this address (if applicable)

Measure Eligibility
- Product Type
- Proposed upgrade details (e.g., replacing non-electric or non-heat pump)
- Other Federal funds used for this upgrade

To Generate Rebate Reservation
- Household Income Bucket
- Contractor Eligible (yes/no) (if applicable)
- Home Eligibility
- Measure Eligibility
- Vendor Name (if applicable)

What is on the Coupon?
- Value: $/% amount
- Product Type
- Building Address Identifier
- Vendor (if applicable)

3rd party tool – Don’t Report/Don’t Retain
To Generate a Rebate Reservation

Household Income Bucket
Contractor Eligible (yes/no)(if applicable)
Home Eligibility
Measure Eligibility
Vendor Name (if applicable)

Point of Sale Transaction

Amount of rebate deducted
Additional receipt or invoice information e.g., date of purchase, product price, model #, UPC

Installation/Remote QA

Picture of existing equipment (if applicable)
Pictures of new equipment
Picture of model and serial number
Homeowner signature confirming that product was installed at their property and rebate reservation amount was deducted from their bill

Rebate Reimbursement: State Pays Contractor/Vendor

Receipt or invoice information
Installation pictures PDF
Vendor/Contractor (if applicable)

Key:
• If using API or DOE tool, DOE will get orange-text data automatically
• If NOT using DOE tools, states to retain it or send it separately if needed by DOE
High-Level Workflow (Modeled)

Rebate Application Initiated

Household Income Eligibility for <80% AMI Only
- Name
- Phone number
- SSN
- Income verification method
- Household income bucket
- Signed declaration for SF & MF attesting “truth” and DOE access to utility bills unless opting out

Home Eligibility
- Building Address
- Dwelling Type
- MF -- #units
- Prior IRA rebated amounts & types at this address

Contractor Eligibility
- Qualified Contractors List

Modeled Savings
- BPI 2400 software used
- Building asset data (input file)
- Modeled energy savings*

To Generate Rebate Reservation
- Household Income Bucket
- Contractor Eligible (yes/no)
- Home Eligibility
- Modeled Energy Savings

What is on the Coupon?
- Value: $/% amount
- Product Type
- Building Address Identifier

3rd party tool – Don’t Report/Don’t Retain
High-Level Workflow (Modeled cont.)

To Generate a Rebate Reservation
- Household Income Bucket
- Contractor Eligible (yes/no)
- Home Eligibility
- Modeled Energy Savings

Upgrade Completion
- Amount of rebate deducted
- Additional receipt or invoice

Installation/Remote QA
- Picture of existing equipment
- Pictures of new equipment
- Picture of model and serial number
- Homeowner signature confirming that product was installed at their property and rebate reservation amount was deducted from their bill

Key:
- If using API or DOE tool, DOE will get orange-text data automatically
- If NOT using DOE tools, states to retain it or send it separately if needed by DOE

Rebate Reimbursement: State Pays Contractor
- Receipt or invoice information
- Installation pictures PDF

States via 3rd Party Software Firm(s)
High-Level Workflow (Measured)

Rebate Application Initiated

Household Income Eligibility for <80% AMI Only
- Name
- Phone number
- SSN
- Income verification method
- Household income bucket
- Signed declaration for SF & MF attesting "truth" and DOE access to utility bills unless opting out

Home Eligibility
- Building Address
- Dwelling Type
- MF -- #units
- Prior IRA rebated amounts & types at this address

Contractor Eligibility
- Qualified Contractors List

To Generate Rebate Reservation
- Household Income Bucket
- Contractor Eligible (yes/no)
- Home Eligibility
- Estimated Energy Savings

What is on the Coupon?
- Value: $/% amount
- Product Type
- Building Address Identifier

3rd party tool – Don’t Report/Don’t Retain
High-Level Workflow (Measured cont)

To Generate a Rebate Reservation
- Household Income Bucket
- Contractor Eligible (yes/no)
- Home Eligibility
- Estimated Energy Savings

Measured Savings
- Weather normalized utility bill calculation

Installation/Remote QA
- Picture of existing equipment
- Pictures of new equipment
- Picture of model and serial number
- Homeowner signature confirming that product was installed at their property and rebate reservation amount was deducted from their bill

Rebate Reimbursement/State Pays Contractor
- Receipt or invoice information
- Installation pictures PDF
- Measured savings amount

Key:
- If using API or DOE tool, DOE will get orange-text data automatically
- If NOT using DOE tools, states to retain it or send it separately if needed by DOE
• Download Draft API HTML
  – Only Electrification for now
  – HOMES coming soon
  – Provides examples of what
    the tool might ask for
• Email feedback on API
• Download draft workflows
• FAQ will be added after
  this presentation
### Detailed Workflows

Columns indicate the entity performing the task described and all associated IT buildout necessary to complete the task.

<table>
<thead>
<tr>
<th>Process</th>
<th>Action</th>
<th>Delay</th>
</tr>
</thead>
<tbody>
<tr>
<td>Input/Output</td>
<td>Decision Point</td>
<td>Digital or Printed Document</td>
</tr>
</tbody>
</table>

Start:
- Reject/Erron/Invalid
- Callout/Notes

End:
- Not dictated by DOE

### All REQUIREMENTS can be found in the Tools Requirements Document

<table>
<thead>
<tr>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tenant</td>
</tr>
</tbody>
</table>

U.S. DEPARTMENT OF ENERGY
OFFICE OF STATE & COMMUNITY ENERGY PROGRAMS
DOE/PNNL Centralized Draft API Overview

- Provides examples of what the tool might ask for
- A REST API
- OpenAPI (Swagger) Documentation
- Seeking feedback on draft documentation for electrification rebate portion of the API (reservations and redemptions) https://www.pnnl.gov/projects/rebate-tools

Design Philosophy:
- As simple as possible to use
- As flexible as needed
Feedback/Questions Survey

• Please provide your feedback using the QR code or link below.

https://forms.gle/d8XhATJ7b31Jgkiz7

• After feedback is received, a Frequently Asked Questions (FAQ’s) section will be added to the webpage