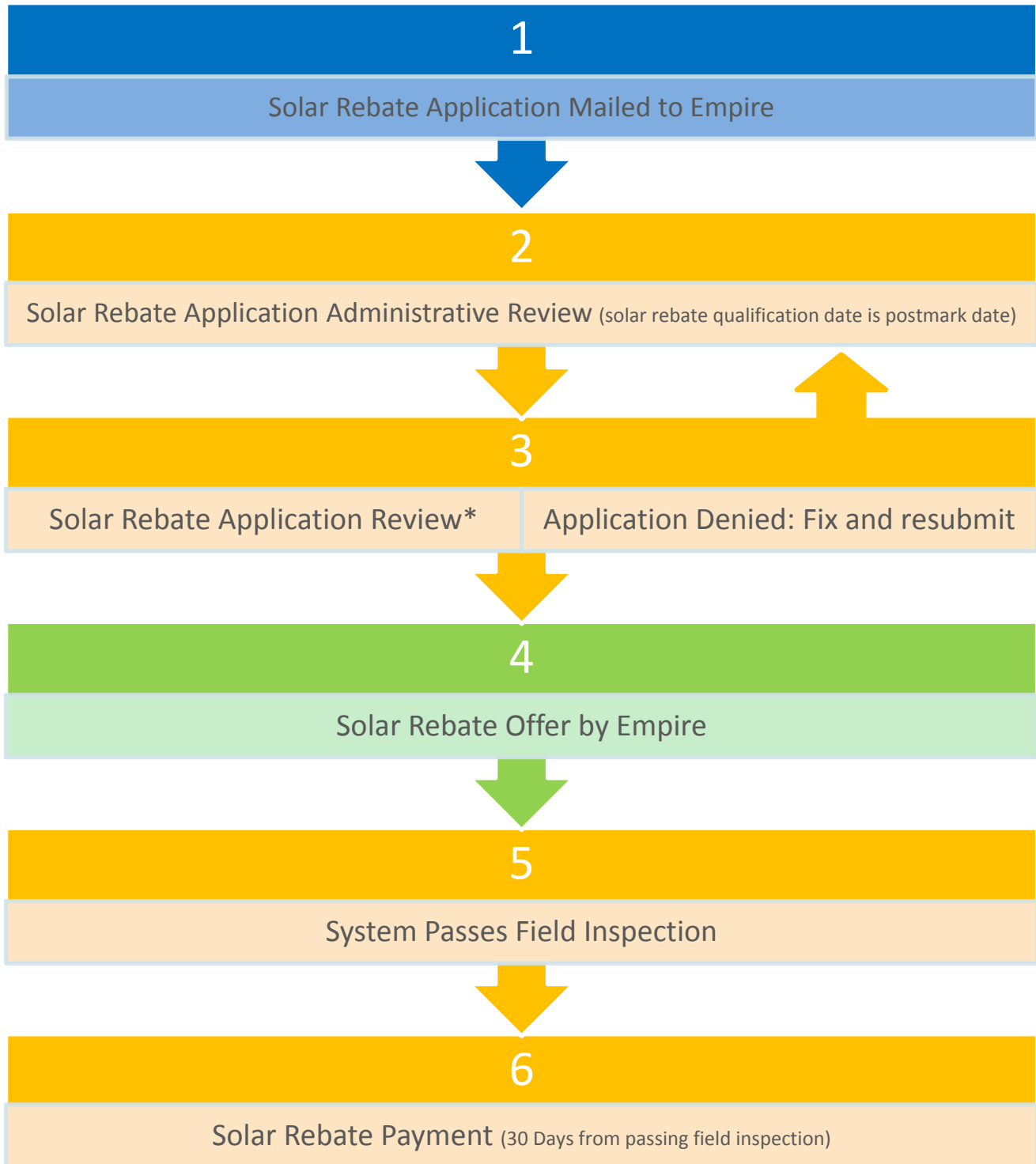


# Solar Rebate Process

## Existing Net Metering Customer



Customer Action



Empire Action



Rebate Determination Point

\*Systems with 10kW or less are reviewed in 30 days or less from the solar rebate application receipt date. Systems over 10kW are reviewed in 90 days or less from the solar rebate application receipt date.

1. Solar rebate application received.
2. The administrative review will include verification that all required documents are submitted, including that the customer is an active customer with a valid net metering agreement on file with the Company. If the application is denied, customer will have an opportunity to correct and resubmit the initial application within 5 days of notice of denial without losing their place in the solar rebate offer queue.
3. Upon administrative approval of the solar rebate application, Empire will e-mail a letter of conditional approval accepting the solar rebate application and extending a solar rebate offer, if funds are available. This will be considered the solar rebate offer acceptance date unless the customer notifies Empire within one week that the offer is not accepted.
4. Upon customer acceptance of solar rebate offer, customer should request a field inspection from Empire by responding to the email notification that the solar rebate application was conditionally approved. Empire will contact customer to schedule a field inspection within 15 days unless customer and Empire mutually agree otherwise.
5. Upon successful field inspection, Empire will declare solar rebate application as final. This date is the "System Operational Date" which is the day the solar rebate payment begins processing.
6. Solar rebate payments will be paid on a first come, first served basis determined by the application date, and will be paid within 30 days from the date of the successful field inspection.