

# **New Construction Rebate (NCR) Charge Ready Application Portal**

## **User Guide for External Users**

Prepared for:

**NCR Customers, and Charge Ready Trade  
Professionals**



Prepared by:

**EL&D Systems Training**  
**Enterprise Learning & Development (EL&D)**

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## Overview

This user guide covers various features and functions of the Charge Ready Application Portal for the New Construction Rebate (NCR) program.

This document is intended for users who will submit requests for NCR rebates. These roles are:

- ◆ Customers
- ◆ Charge Ready Trade Professionals

## What is NCR?

The New Construction Rebate (NCR) is a program under the larger eMobility Transportation Electrification (TE) Charge Ready (CR) program. It is used to submit requests for rebates for the installation of charging stations at new, multi-family sites.

This user guide is to support the training of the Charge Ready Application Portal tool that supports the NCR program.

*For more information about Site and Participant Eligibility, refer to the NCR Program Guideline and Fact Sheet documents.*

## Key Terms

The table below lists key terms used in NCR and their description.

Term	Description
NCR	New Construction Rebate
Program	Collection of projects
Projects	Different applications for a program
TAC	Trade Ally Community Portal for Charge Ready Trade Professionals
TE	Transportation Electrification

## Project Workflow

When completing a New Construction Rebate request, the following processes take place:

1. Customer or Charge Ready Trade Professional completes a Project Submission form.
2. SCE reviews the form for completeness. If incomplete, notifies applicant of information needed for completion.
3. Customer completes Pending Installation and Incentive Request form, along with applicable attachments (only after installation occurs).
4. SCE completes the Incentive QA Review, and identifies if site inspection is required.
5. SCE schedules and conducts a site review and completes Incentive Site Review form, if required.
6. SCE approves or rejects the payment for a project.

*For more information about the program, refer to the NCR Program Guidelines and Fact Sheet.*

## Program Forms

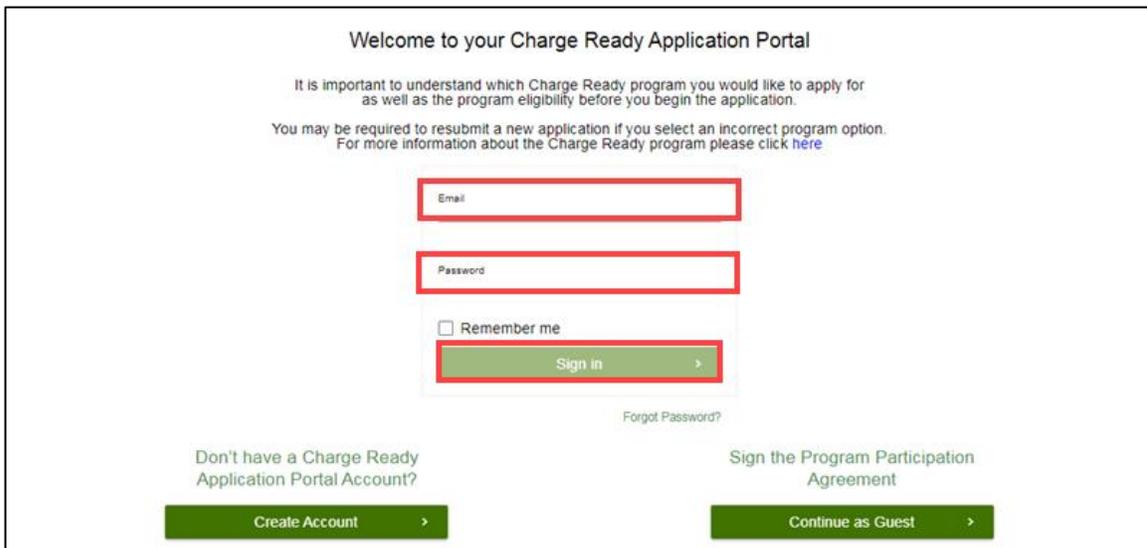
The NCR program consists of two forms (or tasks), and each form has multiple sections. Depending on the phase of the process, form sections and fields may be:

- ◆ Unpopulated and fillable (required or optional)
  - Required fields are marked with a red asterisk \*
- ◆ Auto-populated and editable
- ◆ Auto-populated and read-only
- ◆ Conditionally visible based on the values in other fields

# Accessing the Charge Ready Application Portal

You can access the Charge Ready Application Portal through SCE.com. To access the portal, follow the steps below:

1. Navigate to <https://sce-te.dsmcentral.com/traksmart4/html/pux/commercial/>  
The **Welcome to your Charge Ready Application Portal** page displays.
2. Enter your **Email**.
3. Enter your **Password**.
4. Click **Sign In**.



Welcome to your Charge Ready Application Portal

It is important to understand which Charge Ready program you would like to apply for as well as the program eligibility before you begin the application.

You may be required to resubmit a new application if you select an incorrect program option. For more information about the Charge Ready program please click [here](#).

Email

Password

Remember me

Sign in

Forgot Password?

Don't have a Charge Ready Application Portal Account?

Create Account

Sign the Program Participation Agreement

Continue as Guest

The **Applications** page displays.



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Applications

New Application

Search by  
Program Name

Find Applications

Sort by  
Last Updated: Descending

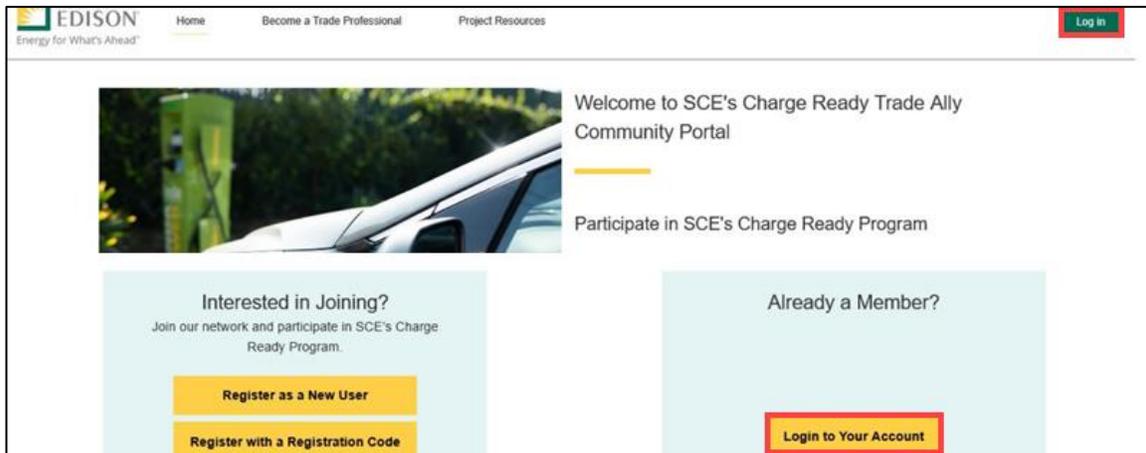
Group ID: [blurred]

## Accessing the Charge Ready Application Portal for Charge Ready Trade Professionals

If you are a Charge Ready Trade Professional, you must have access to the Charge Ready Trade Ally Community (TAC) Portal. You and your company must also be approved by SCE to apply for rebates on behalf of the customer(s).

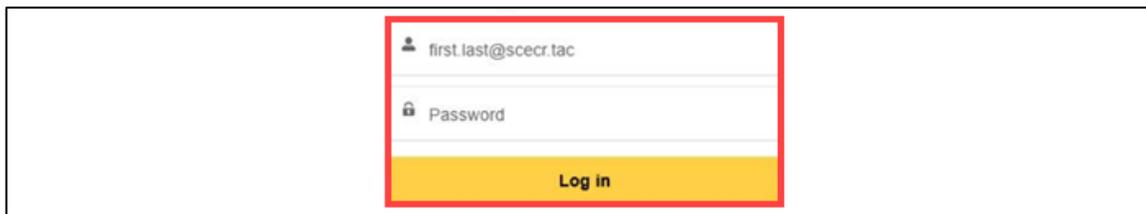
To access the portal as a Charge Ready Trade Professional, follow the steps below:

1. Navigate to the **Trade Ally Community Portal**: <https://sce-chargeready.force.com/s>  
The **TAC landing page displays**.
2. Select **Login** or **Login to Your Account**.



The **Login** page displays.

3. Enter your **Email**.
4. Enter your **Password**.
5. Click **Log In**.



The **TAC Home Page** displays.

6. Select **My Projects**.

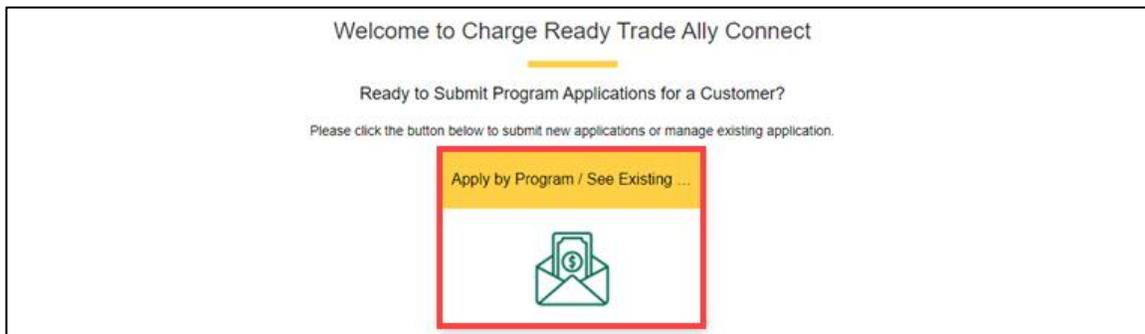


Note: If the My Projects tab is not on the screen, your company profile is not yet approved as a Charge Ready Trade Professional.

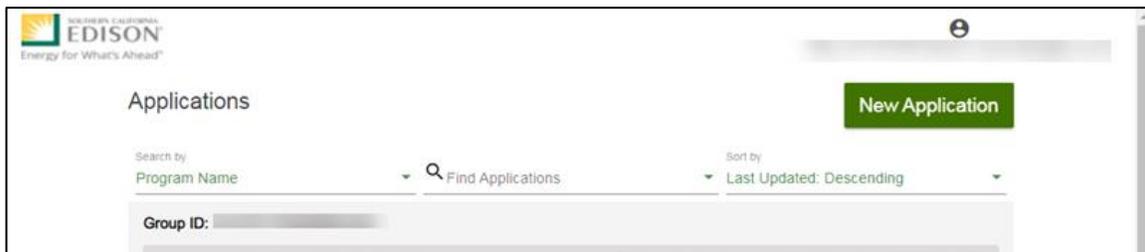


The **My Projects** page displays.

7. Click **Apply by Program**.



The **Charge Ready Application Portal** opens and the **Applications** page displays.



For more information about Charge Ready Trade Professionals, refer to the Charge Ready TAC Fact Sheets and Program Handbook.

# Project Submission

The Project Submission form is submitted by the **Customer** or **Charge Ready Trade Professional** through the Charge Ready Application Portal. By completing this form, participants request to reserve funding for a rebate.

Eligible participants complete this form prior to the purchase or installation of qualifying Electric Vehicle (EV) equipment. The NCR rebate only applies to newly constructed, multi-family site customers, which are defined as:

- ◆ Residential Properties
- ◆ Apartment Buildings
- ◆ Retirement Communities, Townhomes, Condominiums

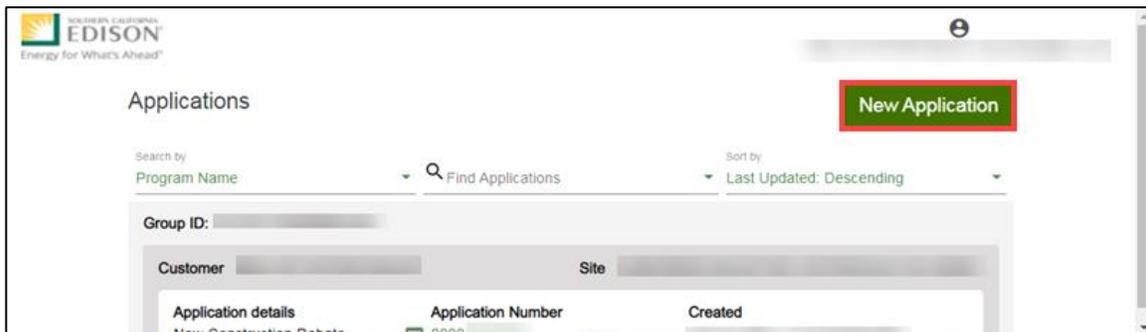
Once a Project Submission is complete, SCE determines the eligibility for program participation.

*For a full list of eligible participants, or for more information about the program, refer to the NCR Program Guidelines and Fact Sheet.*

## Completing the Project Submission Form

To create and complete a new application, follow the steps below:

1. Click **New Application**.

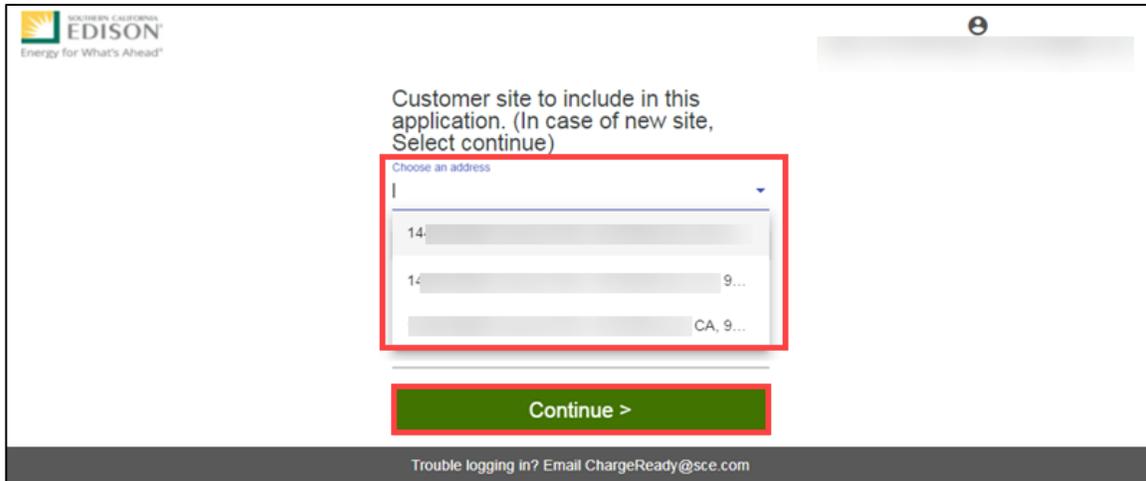


A **Customer Site to include in this application** page displays.

2. Select the drop-down menu under **Choose an address**.

Note: The **Choose an address** page displays for a customer with multiple sites.

3. Select an address.
4. Click **Continue**.



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Customer site to include in this application. (In case of new site, Select continue)

Choose an address

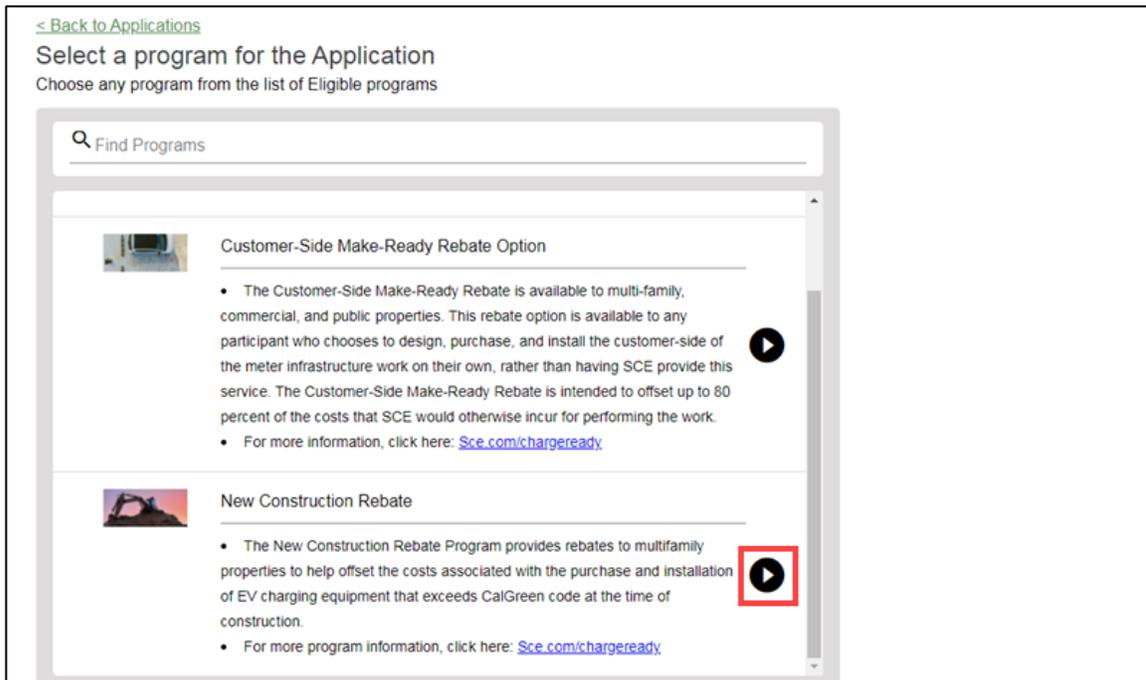
14...  
14... 9...  
CA, 9...

Continue >

Trouble logging in? Email [ChargeReady@sce.com](mailto:ChargeReady@sce.com)

The **Select a program for the Application** page displays.

5. Select the  right arrow to select **New Construction Rebate**.



[< Back to Applications](#)

### Select a program for the Application

Choose any program from the list of Eligible programs

Find Programs

**Customer-Side Make-Ready Rebate Option**

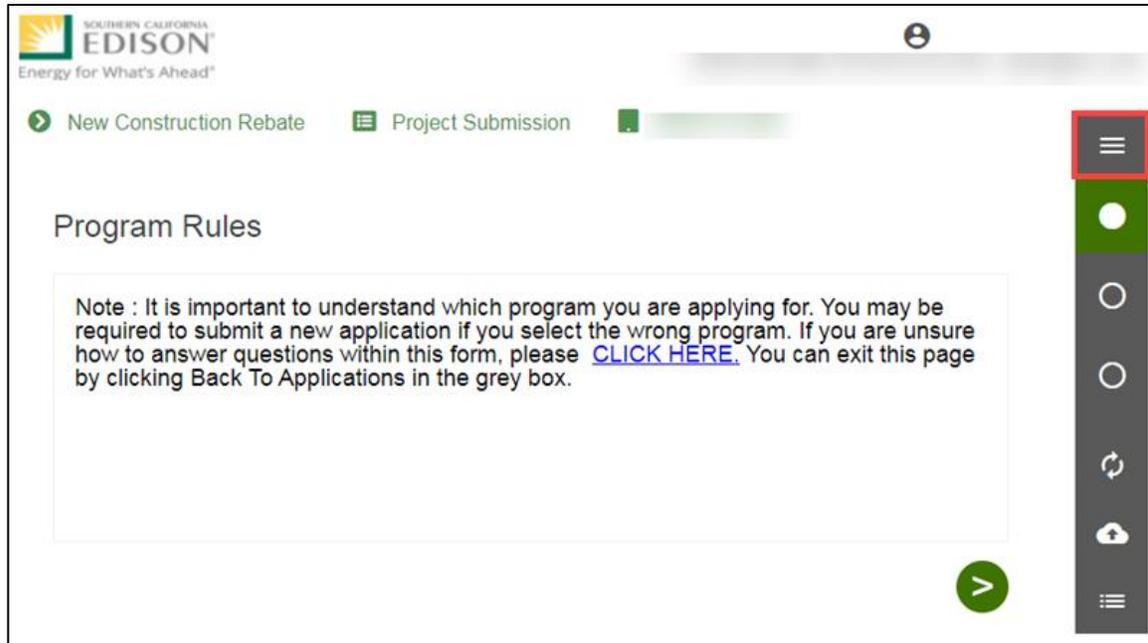
- The Customer-Side Make-Ready Rebate is available to multi-family, commercial, and public properties. This rebate option is available to any participant who chooses to design, purchase, and install the customer-side of the meter infrastructure work on their own, rather than having SCE provide this service. The Customer-Side Make-Ready Rebate is intended to offset up to 80 percent of the costs that SCE would otherwise incur for performing the work.
- For more information, click here: [Sce.com/chargeready](https://sce.com/chargeready)

**New Construction Rebate**

- The New Construction Rebate Program provides rebates to multifamily properties to help offset the costs associated with the purchase and installation of EV charging equipment that exceeds CalGreen code at the time of construction.
- For more program information, click here: [Sce.com/chargeready](https://sce.com/chargeready)

The **Program Rules** page displays.

Note: If the menu on the right-hand side of the screen is minimized, select the  menu icon.



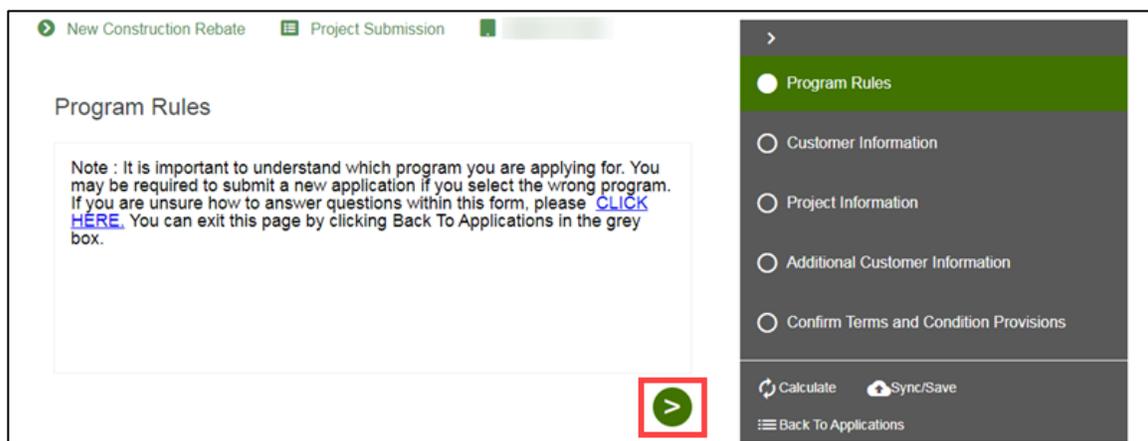
Once the Program Rules page displays, you will complete all the required fields.

The topics below covers how to complete each section of the Project Submission form.

## Program Rules

6. Review the **Program Rules**.

7. Click the  **Next** arrow.



## Customer Information

- Verify the **Customer Information** and **Site Information**.
- Scroll down.

New Construction Rebate Project Submission

### Customer Information

This data is pre-filled based on your SCE Account.

#### Customer Information

Customer Number \* Site Number

Bill Account Number Customer Name \*

Company Applicant Name

#### Site Information

Site Address 1 \*

Program Rules

**Customer Information**

Project Information

Additional Customer Information

Confirm Terms and Condition Provisions

Calculate Sync/Save

Back To Applications

- Enter the **Project Contact Information**.

- Click the **Next** arrow.

New Construction Rebate Project Submission

### Customer Information

CA

#### Project Contact Information

The Project Contact is the primary person responsible for the customer's project. All communications will be sent to this person.

Project Contact First Name \* Project Contact Last Name \*

Project Contact Title \* Project Contact Phone \*

If you have an extension enter "x" after the phone number if it requires an extension. (i.e. (555) 555-1234x4321)

Project Contact Email \*

This email address will be used to provide notifications for this project.

Program Rules

**Customer Information**

Project Information

Additional Customer Information

Confirm Terms and Condition Provisions

Calculate Sync/Save

Back To Applications

The **Project Information** page displays.

## Project Information

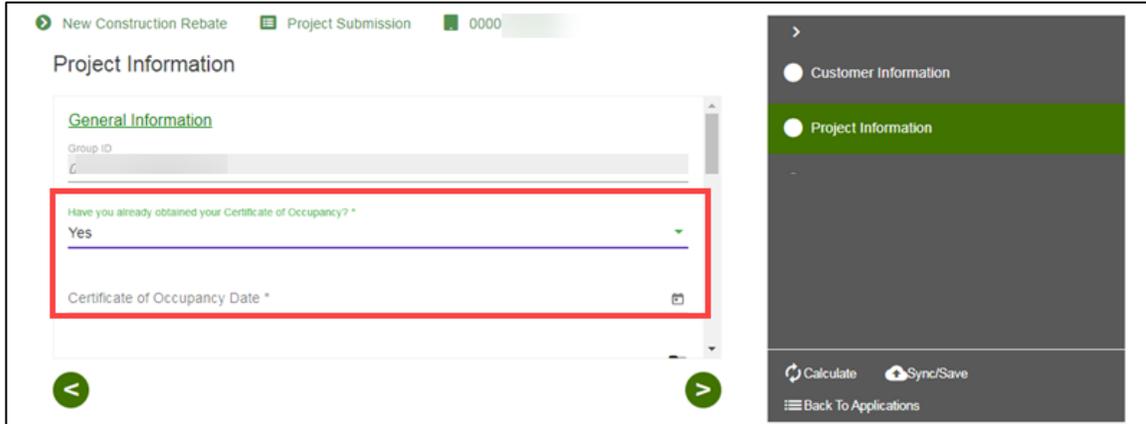
12. Enter a **Project Description**.
13. Select **How do you hear about the Charge Ready program?**
14. Scroll down.

The screenshot shows the 'Project Information' form in a mobile application. The form is titled 'Project Information' and has a 'General Information' section. The 'Project Description \*' field is highlighted with a red box, and the 'How did you hear about the Charge Ready program?' dropdown menu is also highlighted with a red box. The form includes several other fields: 'Group ID', 'Are you planning to install a separate SCE meter exclusively for the charging station?', 'Have you already obtained your Certificate of Occupancy? \*', and 'Are there site access restrictions?'. The right sidebar shows a navigation menu with 'Project Information' selected. At the bottom, there are buttons for 'Calculate', 'Sync/Save', and 'Back To Applications'.

15. Select **Yes** or **No** for **Have you obtained your Certificate of Occupancy field**.
16. Complete the required fields.

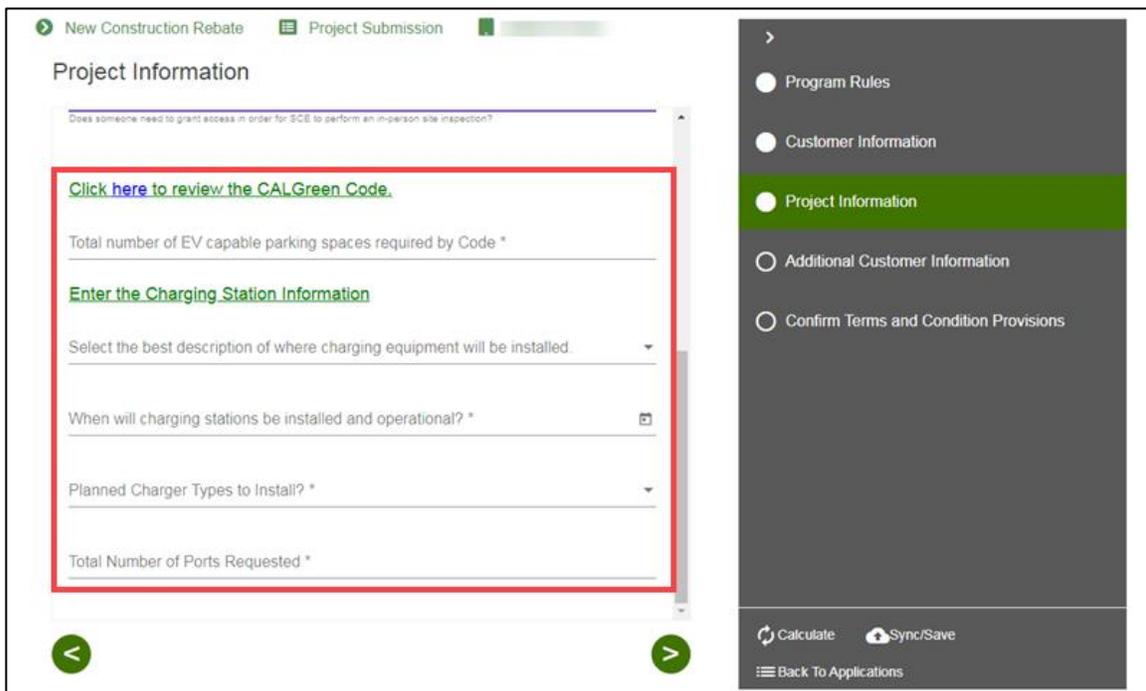
The screenshot shows the 'Project Information' form in a mobile application. The form is titled 'Project Information' and has a 'General Information' section. The 'Have you already obtained your Certificate of Occupancy? \*' field is highlighted with a red box, and the 'Certificate of Occupancy Date \*' field is also highlighted with a red box. The form includes several other fields: 'How did you hear about the Charge Ready program?' (set to 'Word of Mouth'), 'Are you planning to install a separate SCE meter exclusively for the charging stations? \*' (set to 'Yes'), 'Upload photos demonstrating the CALGreen Code-required EV readiness of th...' (with a note: 'e.g. Conduit terminations at parking spaces, spare breaker space in electrical panel, parking spaces without charging stations, etc.'), and 'Are there site access restrictions?'. The right sidebar shows a navigation menu with 'Project Information' selected. At the bottom, there are buttons for 'Calculate', 'Sync/Save', and 'Back To Applications'.

Note: If the **Certificate of Occupancy** is Yes, select a **Certificate of Occupancy Date**.



17. Enter the required information.

18. Click the  **Next** arrow.

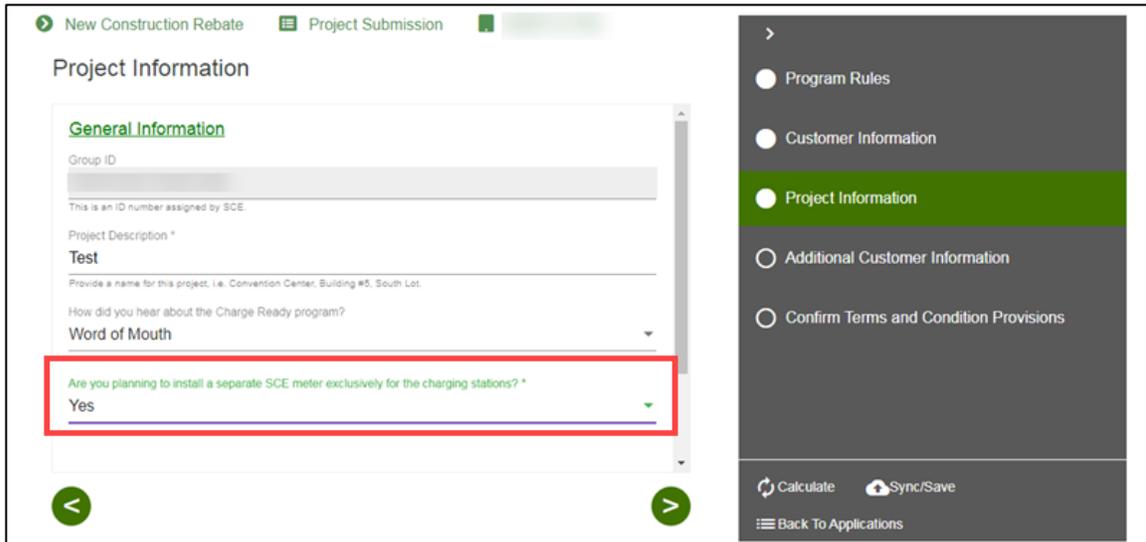


The **Additional Customer Information** page displays.

### ***Install Separate SCE Meter is Yes***

You can use the current SCE Meter or install a separate meter, as needed. **It is recommended that there is a separate meter for the project.** If installing a separate SCE Meter is Yes, follow the steps below:

19. Select **Yes**.

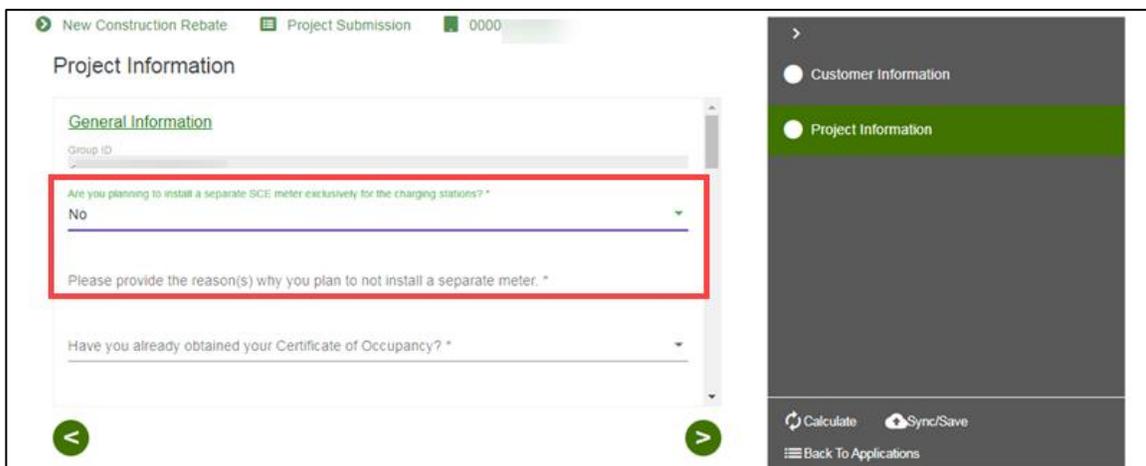


The screenshot shows the 'Project Information' form in the 'New Construction Rebate' application. The 'General Information' section is expanded, showing fields for 'Group ID', 'Project Description \*', and 'Word of Mouth'. A red box highlights the question 'Are you planning to install a separate SCE meter exclusively for the charging stations? \*' with the answer 'Yes' selected. The right sidebar shows navigation options: 'Program Rules', 'Customer Information', 'Project Information' (highlighted), 'Additional Customer Information', and 'Confirm Terms and Condition Provisions'. At the bottom, there are buttons for 'Calculate', 'Sync/Save', and 'Back To Applications'.

### ***Install Separate SCE Meter is No***

You can use the current SCE Meter or install a separate meter, as needed. **It is recommended that there is a separate meter for the project.** If installing a separate SCE Meter is No, follow the steps below:

20. Enter a reason.



The screenshot shows the 'Project Information' form with the 'General Information' section expanded. A red box highlights the question 'Are you planning to install a separate SCE meter exclusively for the charging stations? \*' with the answer 'No' selected. Below the question is a text box with the prompt 'Please provide the reason(s) why you plan to not install a separate meter. \*'. The right sidebar shows navigation options: 'Customer Information', 'Project Information' (highlighted), and 'Confirm Terms and Condition Provisions'. At the bottom, there are buttons for 'Calculate', 'Sync/Save', and 'Back To Applications'.

## Additional Customer Information

21. Select an **Assigned Account Manager Support**, if applicable.
22. Scroll down.

New Construction Rebate Project Submission 0000

### Additional Customer Information

Select the Account Manager from the 'Assigned Account Manager Support' field ONLY if:

- If you know who your account manager is and they are not already shown, please select them from the drop-down.
- If you know who your account manager is and the incorrect account manager is shown, please select the correct one from the drop-down.
- If you don't have an account manager, please leave the field blank.

Assigned Account Manager

Account Manager Support  
Enter the correct SCE Account Manager if incorrect or missing and you know who they are.

Account Manager Email

Search for the FNAICS classification, of your business from the file under the link below:

Customer Information  
Project Information  
Additional Customer Information  
Confirm Terms and Condition Provisions

Calculate Sync/Save  
Back To Applications

23. Enter the **Architect Contact Information**, if applicable.

24. Click the  **Next** arrow.

New Construction Rebate Project Submission 0000

### Additional Customer Information

FNAICS Code

FNAICS Override  
Enter correct FNAICS code here if defaulted value is incorrect or missing. (i.e. 311812 - Commercial Bakeries)

FNAICS Description  
LESSORS OF NONRESIDENTIAL BUIL.

Please provide Architect Contact Information

Company Name Contact First Name

Contact Last Name Contact Email

Customer Information  
Project Information  
Additional Customer Information  
Confirm Terms and Condition Provisions

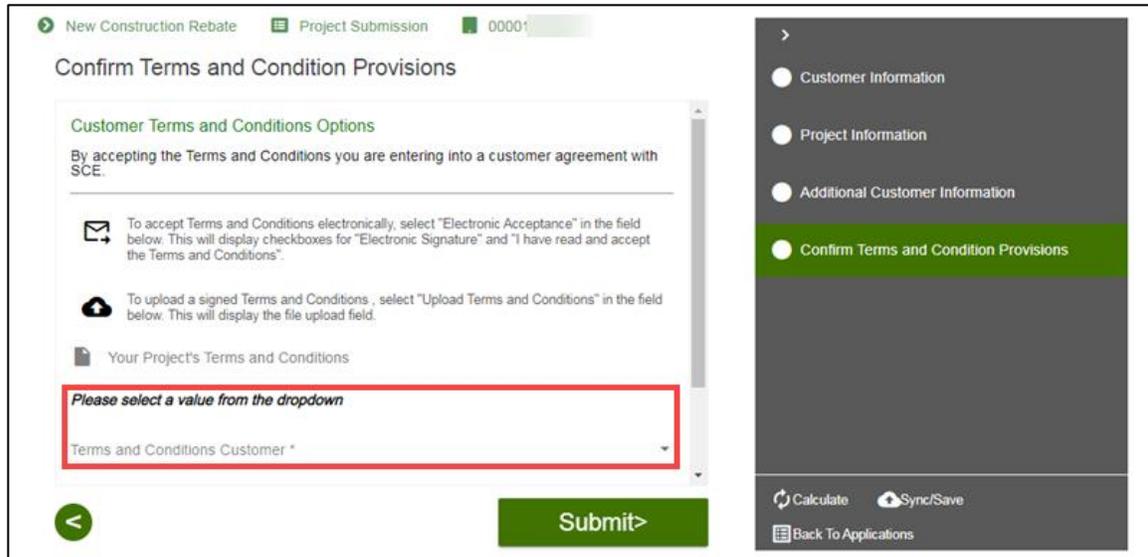
Calculate Sync/Save  
Back To Applications

The **Confirm Terms and Condition Provisions** page displays.

## Confirm Terms and Condition Provisions

25. Select the project's **Terms and Conditions**.

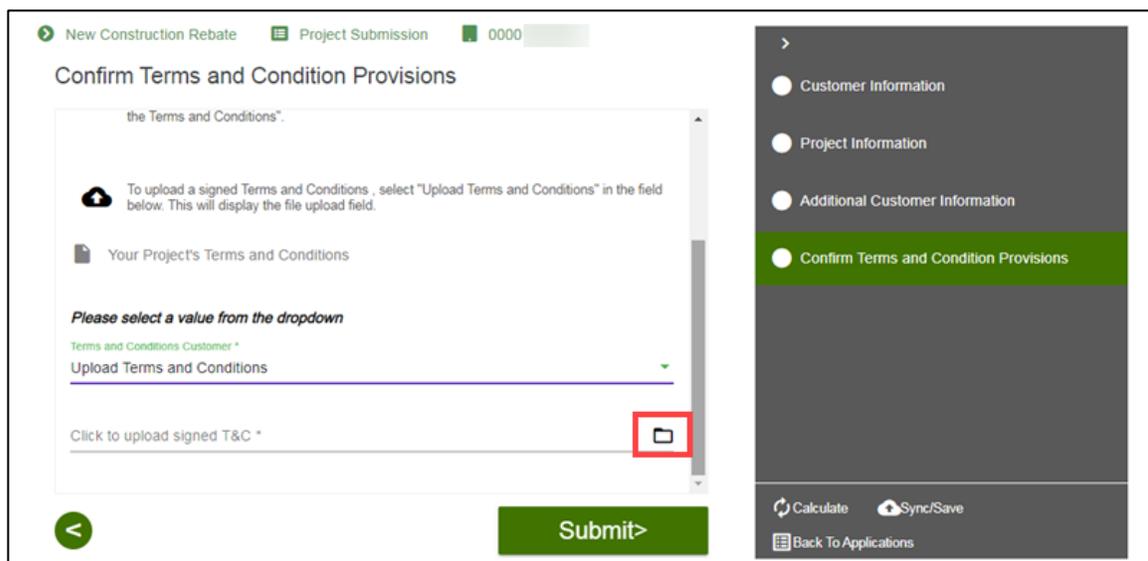
Note: You can upload a document or complete an electronic signature.



### Uploading Terms and Conditions

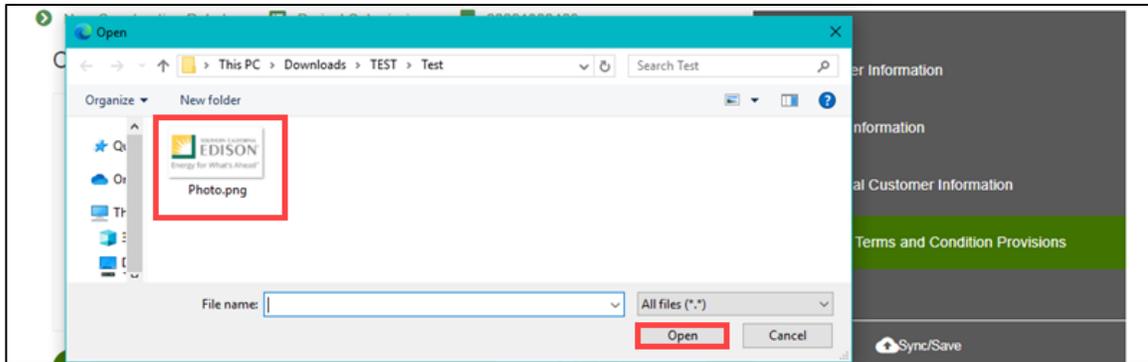
To upload terms and conditions, follow the steps below:

26. Select the  **Folder** icon.



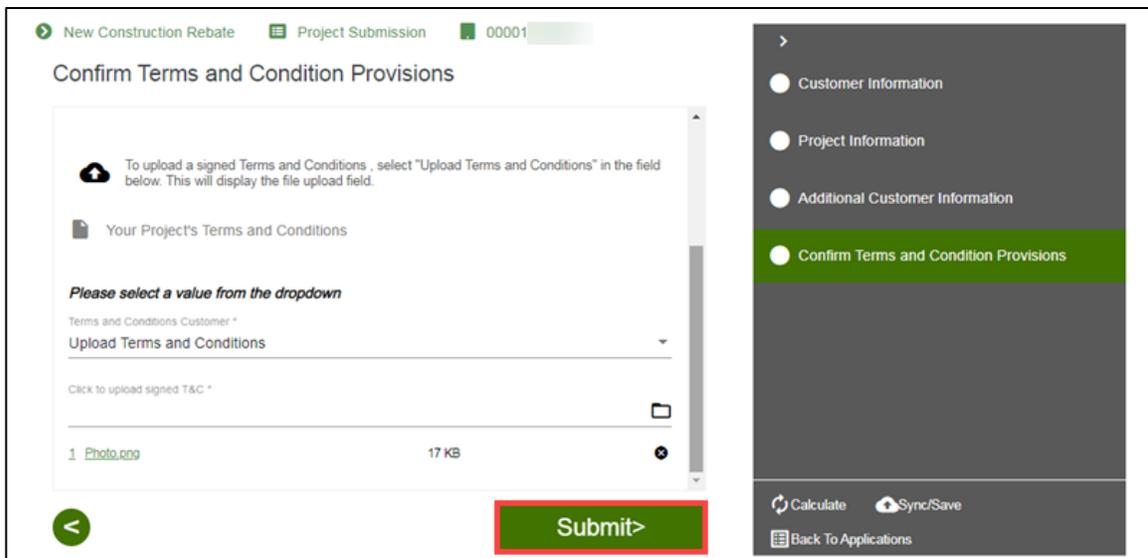
An **Open** window displays.

27. Select a document and select **Open**.



The file uploads.

28. Click **Submit**.



### **Completing an Electronic Signature**

To complete an electronic signature, follow the steps below:

29. For Electronic Acceptance, read and select the check boxes.

30. Click **Submit**.

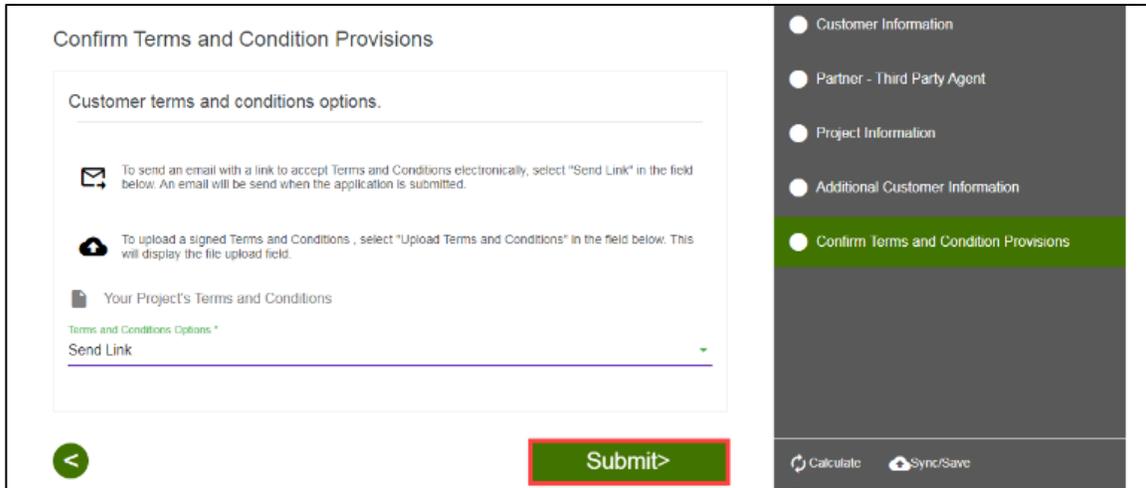
### ***Sending Terms and Conditions to Customers for Charge Ready Trade Professionals***

Charge Ready Trade Professionals completing an application on behalf of a customer can send a Terms and Conditions link to a customer.

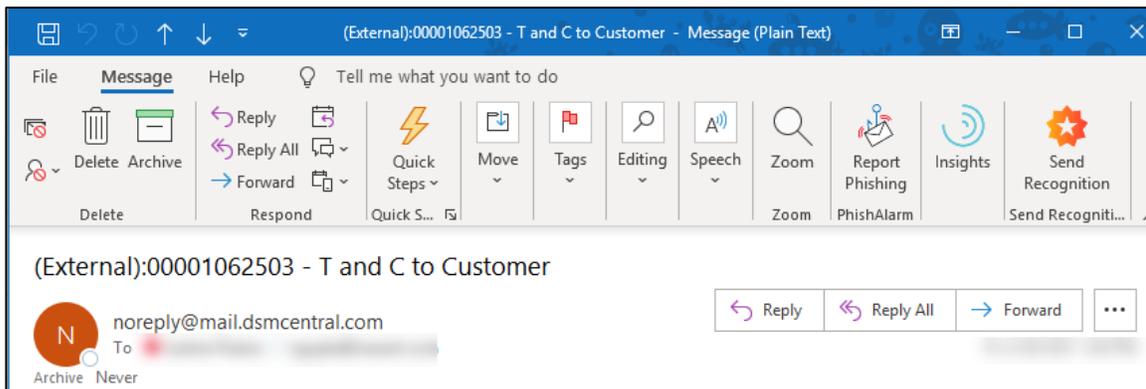
To send a Terms and Conditions link, follow the steps below:

1. Select **Send Link** under Terms and Conditions.

2. Select **Submit**.



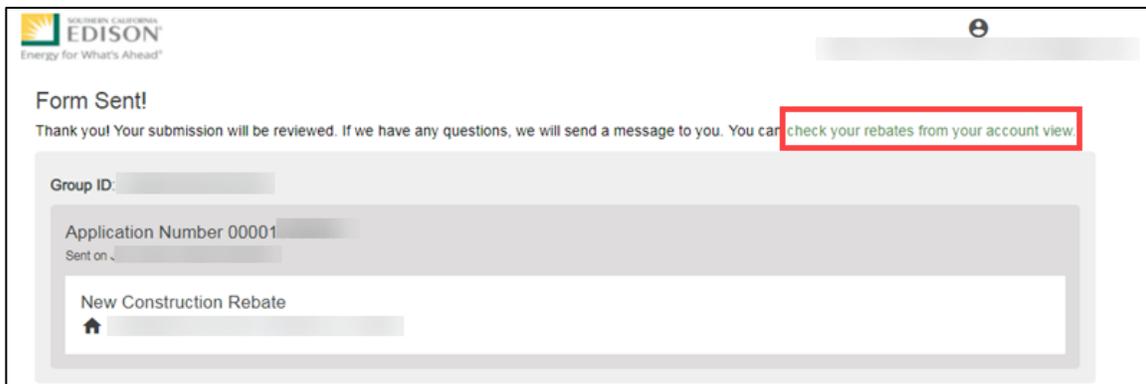
An **Application Submission** email is sent to the Customer.



## Form Sent!

Once you submit an application, the Form Sent! page displays, and a submission email is sent to you.

29. Select **check your rebates from your account view**.



The **Applications** page displays.



Once a Project Submission is complete, SCE determines the eligibility for program participation.

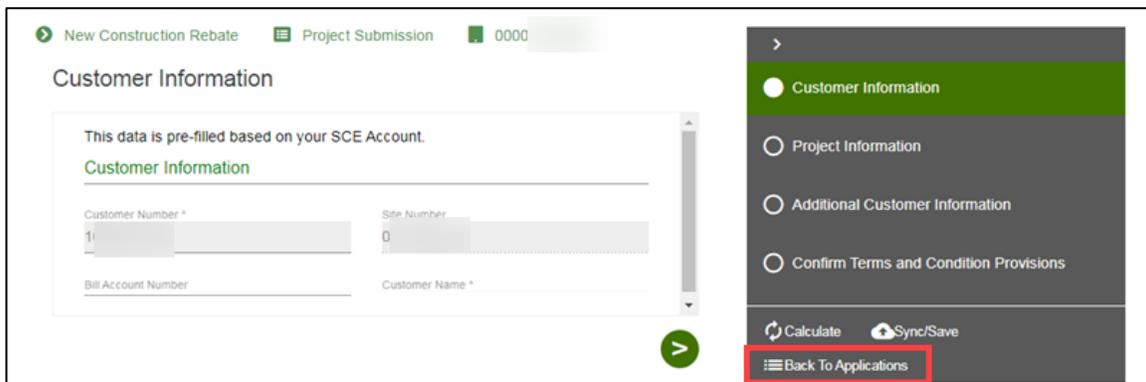
## Applications in Draft Status

You can save an application and complete it at a later time.

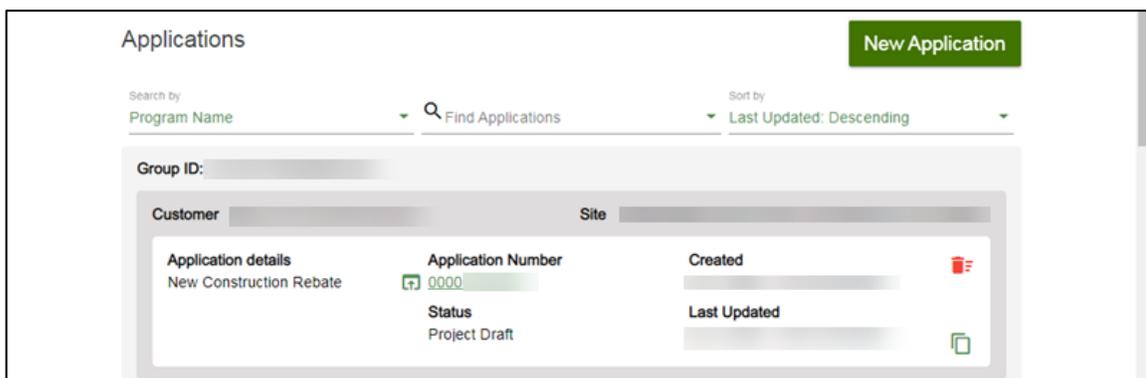
### Saving an Application in Draft Status

To begin an application and save it in Draft status, follow the steps below:

1. While completing an application, select **Back to Applications**.



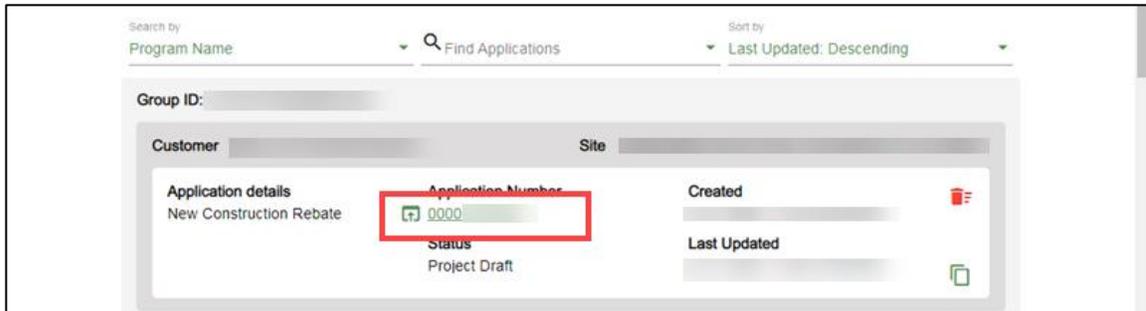
The **Applications** page displays.



## Editing an Application in Draft Status

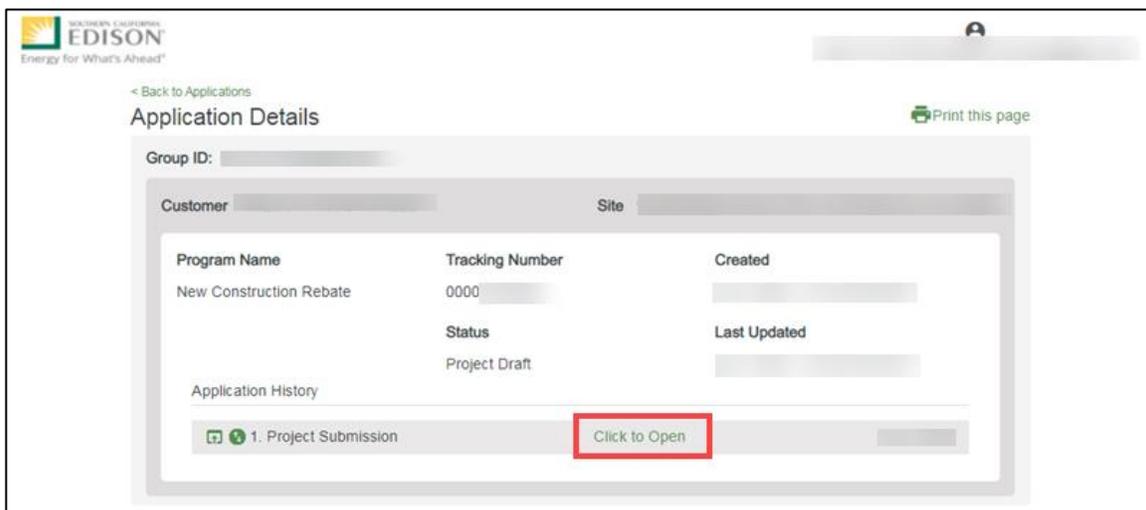
To edit an application in Draft status, follow the steps below:

1. Select the **Application Number**.



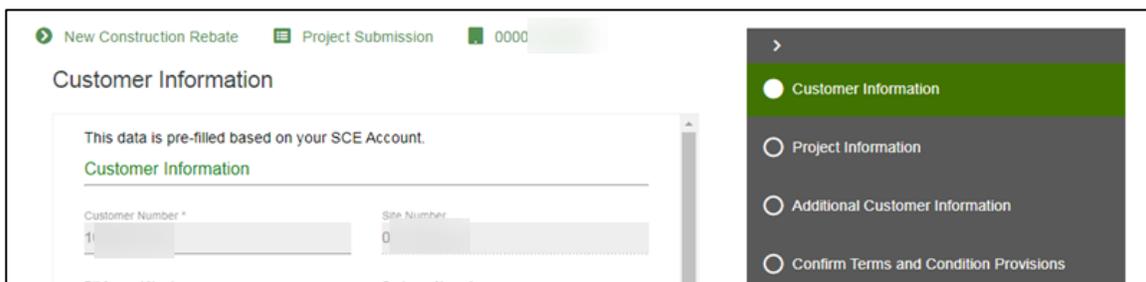
The **Application Details** page displays.

2. Select **Click to Open**.



The **Customer Information** page displays.

3. Complete the application.



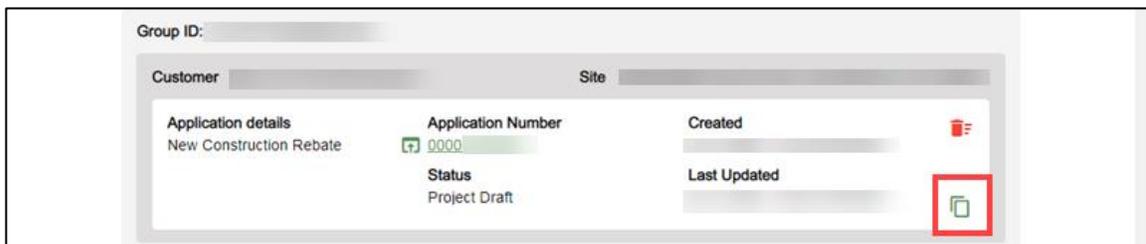
## Duplicating an Application

You can duplicate an application in the following statuses:

- ◆ Draft
- ◆ Submitted
- ◆ Withdrawn
- ◆ Complete

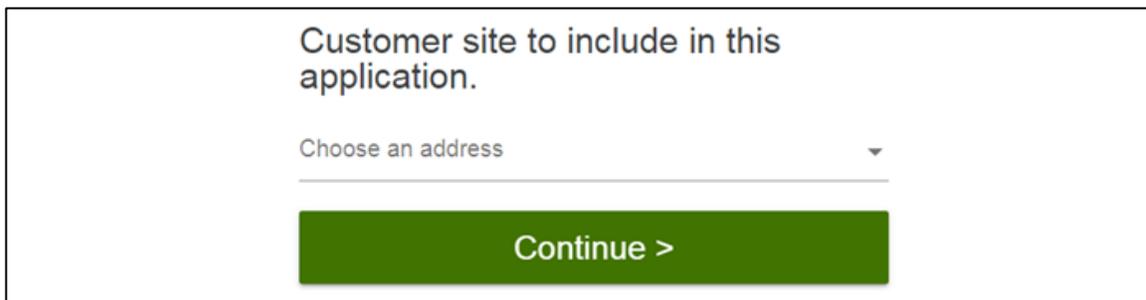
To duplicate an application, follow the steps below:

1. Click the  **Duplicate** icon.



The **Customer site to include in this application** page displays.

2. Complete the application.



## Discarding a Draft Application

You can delete an application in *Draft* status.

Note: The  Delete icon only appears for applications in Draft status.

To delete an application, follow the steps below:

1. Select the  **Delete icon**.

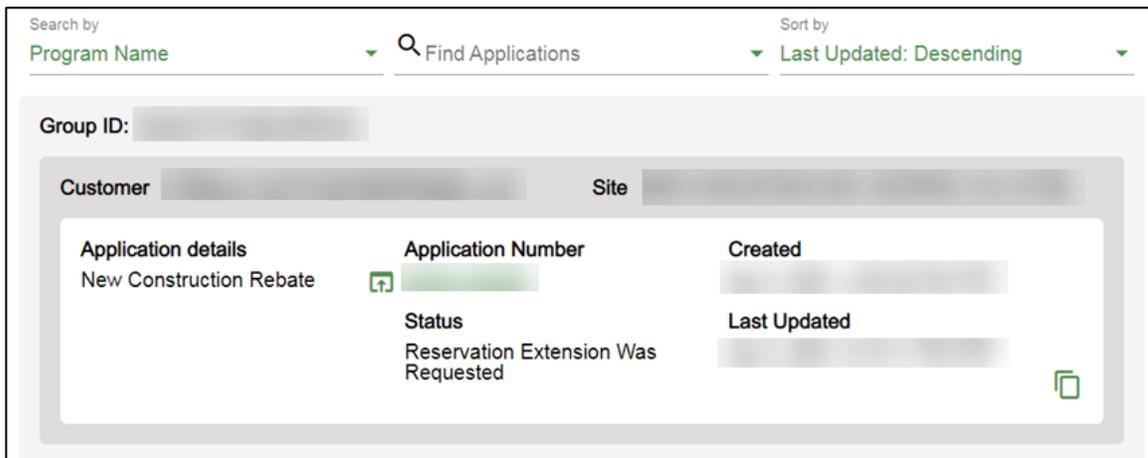


A **warning message** displays.

2. Select **OK**.



The application disappears from the Applications page.



# Pending Installation and Incentive Request

The Pending Installation and Incentive Request form is submitted by the **Customer** or **Charge Ready Trade Professional** through the Charge Ready Application Portal. By completing this form, participants are requesting their rebate.

Eligible participants complete this form after the installation of qualifying EV equipment is complete. This form:

- ◆ Specifies the equipment installed at the site
- ◆ Includes documentation such as final invoices, site photos, and proof of ownership

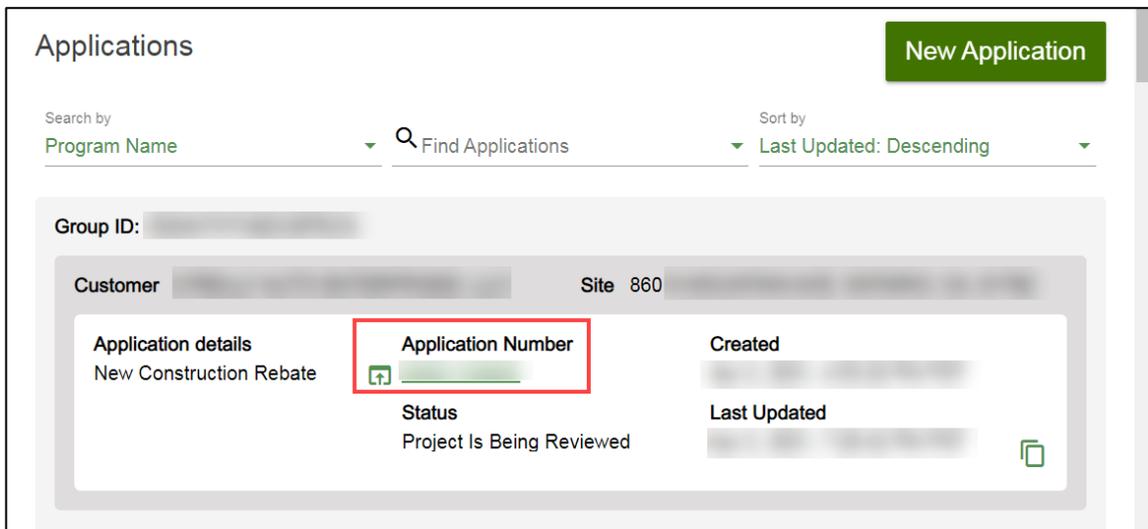
Once a Pending Installation and Incentive Request is complete, SCE reviews all equipment information and documentation to verify eligibility.

*For a full list of required documents, or for more information about the program, refer to the NCR Program Guidelines and Fact Sheet.*

## Completing the Pending Installation and Incentive Request Form

To complete the Pending Installation and Incentive Request form, follow the steps below.

1. Select the **Application Number**.



The screenshot shows the 'Applications' page. At the top right is a green 'New Application' button. Below it is a search bar with 'Program Name' selected and a 'Find Applications' button. To the right of the search bar is a 'Sort by' dropdown menu set to 'Last Updated: Descending'. Below the search bar is a 'Group ID' field. The main content area shows application details for a 'New Construction Rebate' program. The 'Application Number' field is highlighted with a red box. The status is 'Project Is Being Reviewed'. There are also fields for 'Created' and 'Last Updated'.

The **Application Details** page displays.

2. Select **Click to Open** under Pending Installation and Incentive Request.

< Back to Applications

## Application Details

Print this page

Group ID: [Redacted]

Customer [Redacted] Site 860 [Redacted]

Program Name	Tracking Number	Created
New Construction Rebate	[Redacted]	[Redacted]
	Status	Last Updated
	Project Is Being Reviewed	[Redacted]

Application History

✓ 1. Project Submission	Apr 2, 2021
🔒 3. Pending Installation and Incentive Request <a href="#">Click to Open</a>	Apr 2, 2021

The **Project Information** page displays.

## Project Information

3. Select Yes or No for **Is Site Installation Complete?**

New Construction Rebate Pending Installation and Incentive Request

### Project Information

General Information

Is Site Installation Complete? \*

Project Information

Customer Information

Calculate Sync/Save

Back To Applications

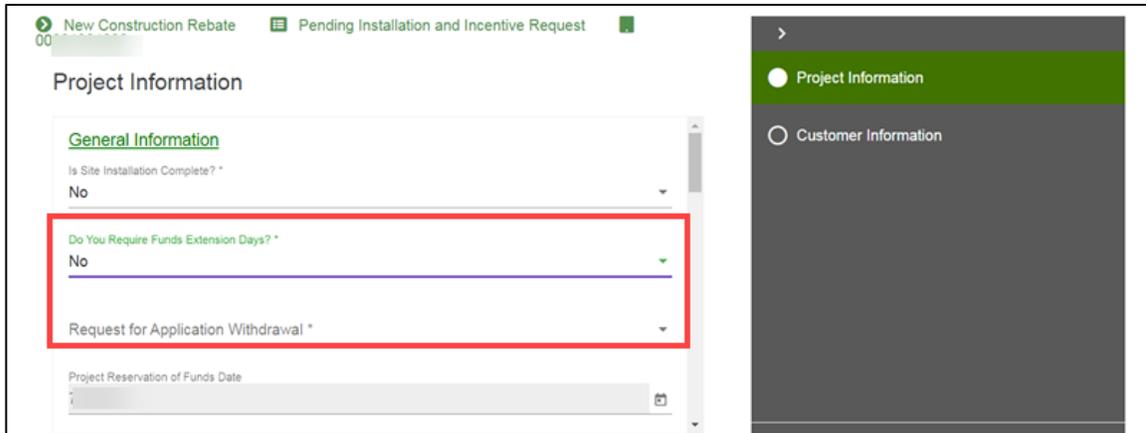
### **Site Installation is not Complete**

If site installation is not complete, the **Do You Require Funds Extension Days** field displays. This branches into:

- ◆ Request for Application Withdrawal – This ends the application
- ◆ Funds Extension Days Required – This extends the application deadline

### **Request for Application Withdrawal**

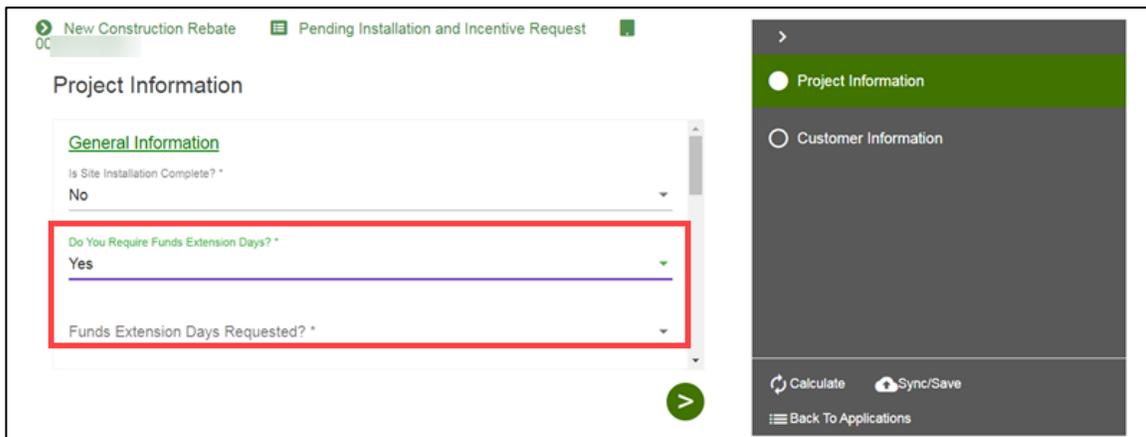
4. Select No for **Do You Require Funds Extension Days?**
5. Select **Request for Application Withdrawal**.



The screenshot shows the 'New Construction Rebate' application portal. The main heading is 'Project Information'. Under the 'General Information' section, there are three dropdown menus. The first is 'Is Site Installation Complete?' with 'No' selected. The second is 'Do You Require Funds Extension Days?' with 'No' selected, highlighted by a red box. The third is 'Request for Application Withdrawal'. Below these is a date field for 'Project Reservation of Funds Date'. On the right, a sidebar shows 'Project Information' selected and 'Customer Information' unselected.

### Funds Extension Days Required

6. Select Yes for **Do You Require Funds Extension Days?**
7. Select the **Funds Extension Days Requested.**



The screenshot shows the 'New Construction Rebate' application portal. The main heading is 'Project Information'. Under the 'General Information' section, there are three dropdown menus. The first is 'Is Site Installation Complete?' with 'No' selected. The second is 'Do You Require Funds Extension Days?' with 'Yes' selected, highlighted by a red box. The third is 'Funds Extension Days Requested?' with a blank selection, also highlighted by a red box. Below these is a date field for 'Project Reservation of Funds Date'. On the right, a sidebar shows 'Project Information' selected and 'Customer Information' unselected. At the bottom right, there are buttons for 'Calculate', 'Sync/Save', and 'Back To Applications'.

### Site Installation is Complete

If site installation is complete, the available sections for the Pending Installation and Incentive Request expands.

8. Enter and verify the required information.
9. Scroll down.

New Construction Rebate Pending Installation and Incentive Request 00

### Project Information

Is Site Installation Complete? \*  
Yes

Project Reservation of Funds Date  
4/23/2021

Funds Reservation Expiration Date  
4/22/2024

Project Fund Days (Fund Reservation Days)  
1095

Project Information

Customer Information

Additional Customer Information

EV Charging Station (0)

Project Totals

Multifamily Development Building Information (Optional)

Calculate Sync/Save

Back To Applications

10. Enter the required information.

11. Click the  **Next** arrow.

New Construction Rebate Pending Installation and Incentive Request 00

### Project Information

Total Number of Ports Requested  
5

\$ Total Charging Station Cost \*  
Field is required

\$ Total Charging Station Installation Cost \*  
Field is required

\$ Total Infrastructure Cost \*  
Field is required  
Enter the material and labor cost that goes above the CALGreen Code.

Customer Information

Additional Customer Information

EV Charging Station (0)

Project Cost Totals

Multifamily Development Building Information

Calculate Sync/Save

Back To Applications

The **Customer Information** page displays.

## Customer Information

12. Enter the **Customer Information** and **Site Information**.

13. Click the  **Next** arrow.

The **Additional Customer Information** page displays.

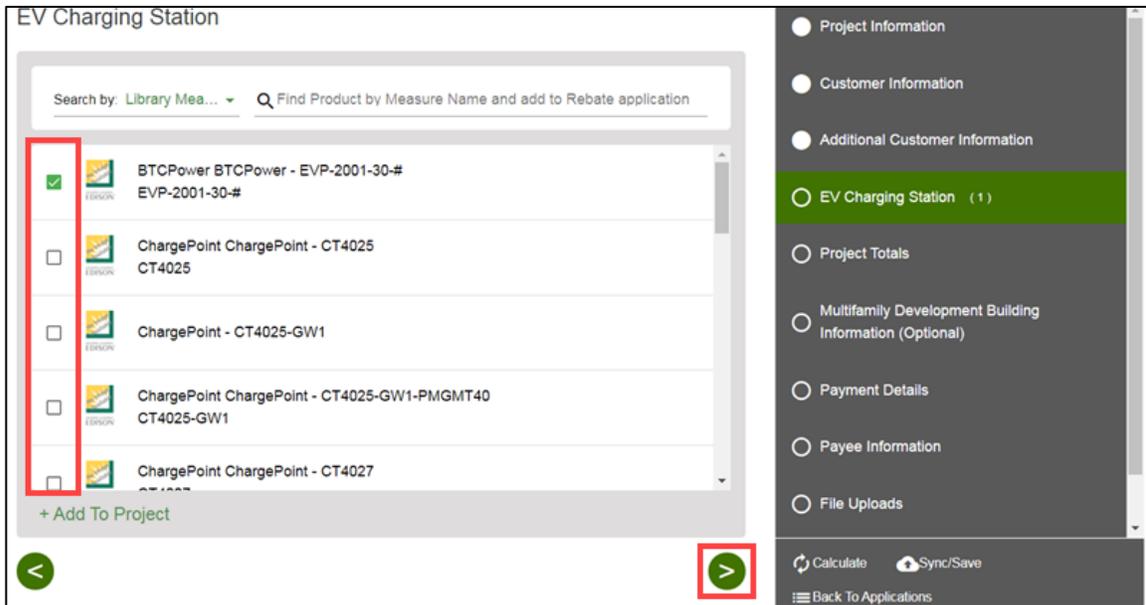
## Additional Customer Information

14. Select an **Account Manager Support**, if applicable.
15. Click the  **Next** arrow.

The **EV Charging Station** page displays.

## EV Charging Station

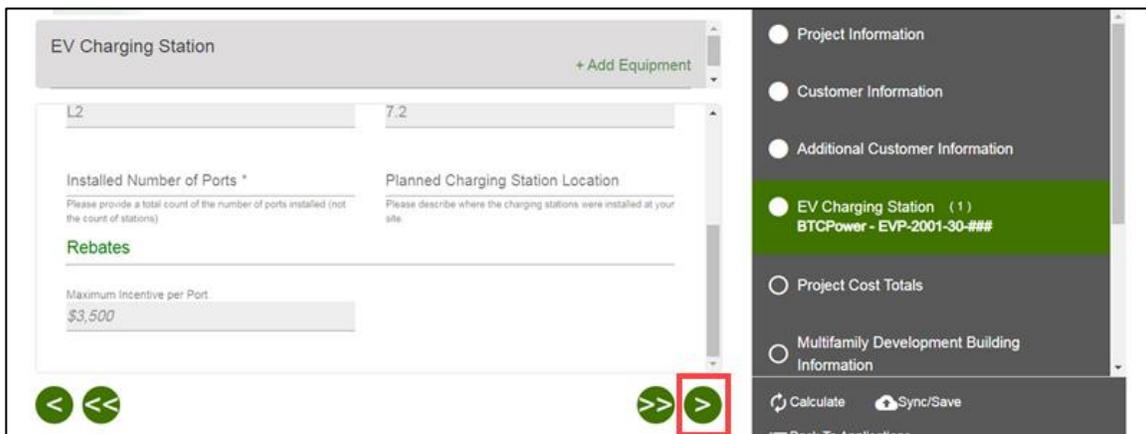
16. Select a measure.
17. Click the  **Next** arrow.



The selected measure displays.

18. Enter the applicable information.

19. Click the  **Next** arrow

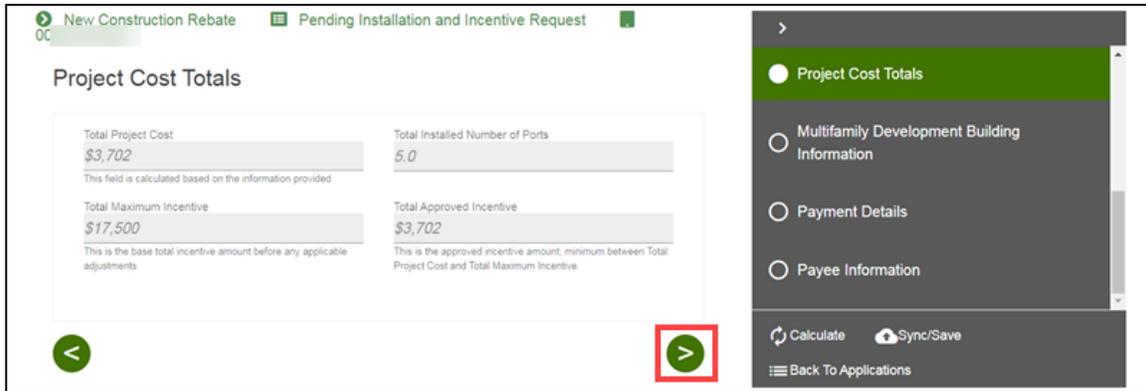


The **Project Totals** page displays.

## Project Cost Totals

20. Verify the **Project Cost Totals**.

21. Click the  **Next** arrow.

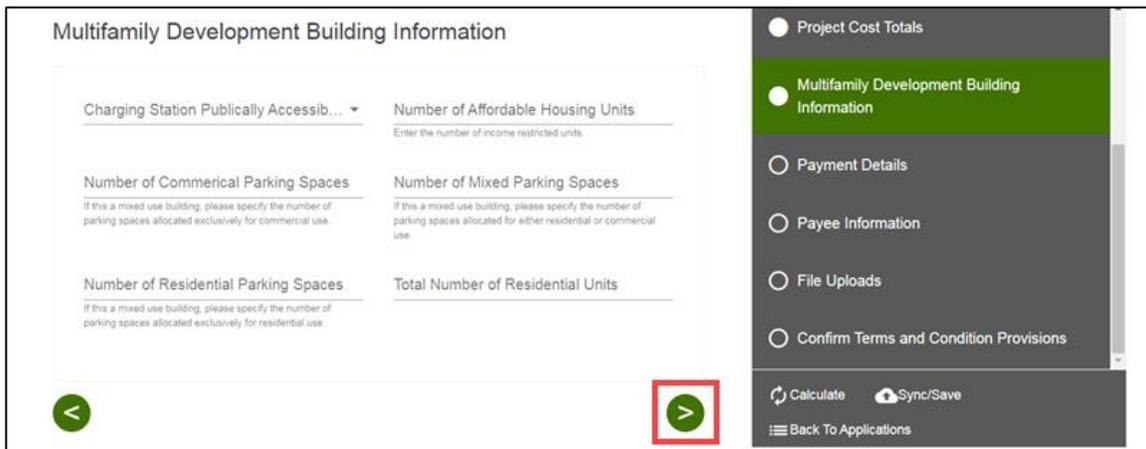


The **Multifamily Development Building Information (Optional)** page displays.

## Multifamily Development Building Information

22. Enter and verify the required information.

23. Click the  **Next** arrow.



The **Payment Details** page displays.

## Payment Details

24. Select a **Payee Selection**.

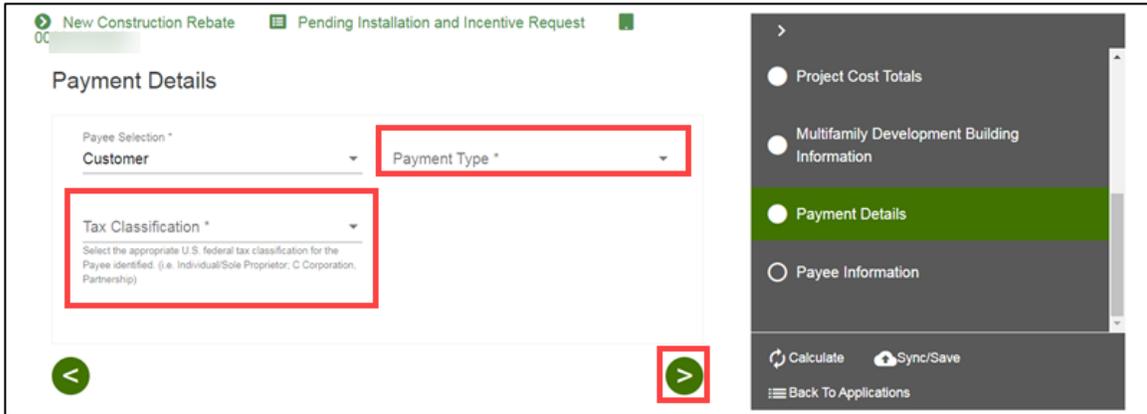


Additional fields display.

25. Select a **Payment Type**.

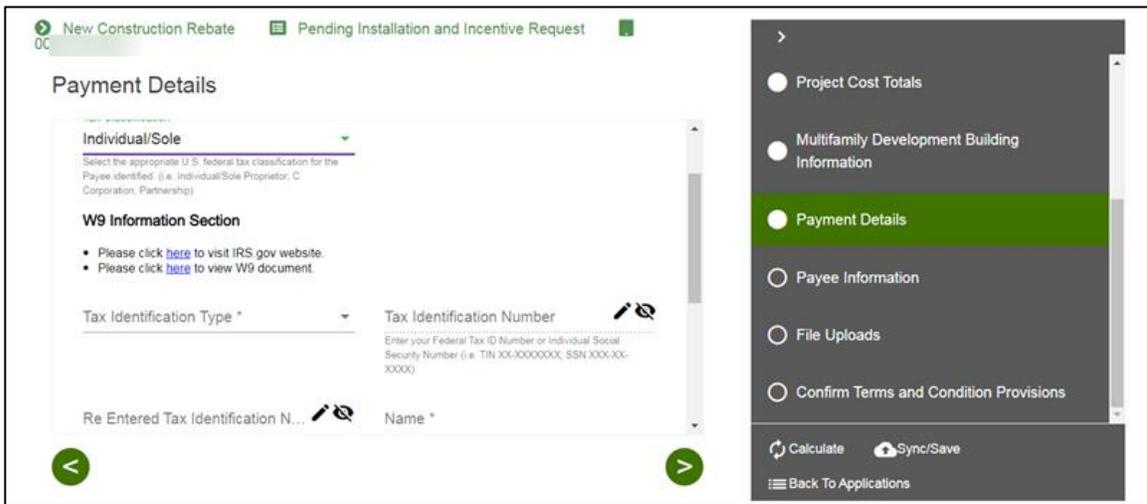
26. Select a **Tax Classification**.

27. Click the  **Next** arrow.



The screenshot shows the 'Payment Details' form. The 'Payment Type' dropdown is set to 'Customer'. The 'Tax Classification' dropdown is open, showing a list of options. The 'Next' arrow is highlighted with a red box. The sidebar on the right shows the 'Payment Details' section is selected.

Note: Certain Tax Classifications require more information.



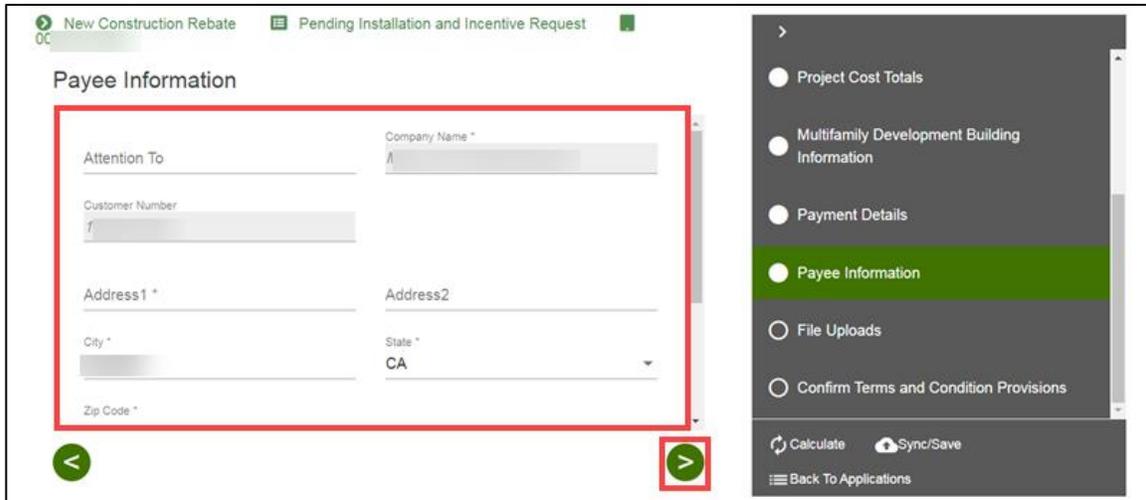
The screenshot shows the 'Payment Details' form with 'Individual/Sole' selected for Tax Classification. The 'W9 Information Section' is expanded, showing instructions to visit the IRS website and view the W9 document. The 'Tax Identification Number' field is visible, with a note to enter the Federal Tax ID Number or Individual Social Security Number. The 'Next' arrow is highlighted with a red box. The sidebar on the right shows the 'Payment Details' section is selected.

The **Payee Information** page displays.

## Payee Information

28. Enter and verify the required information.

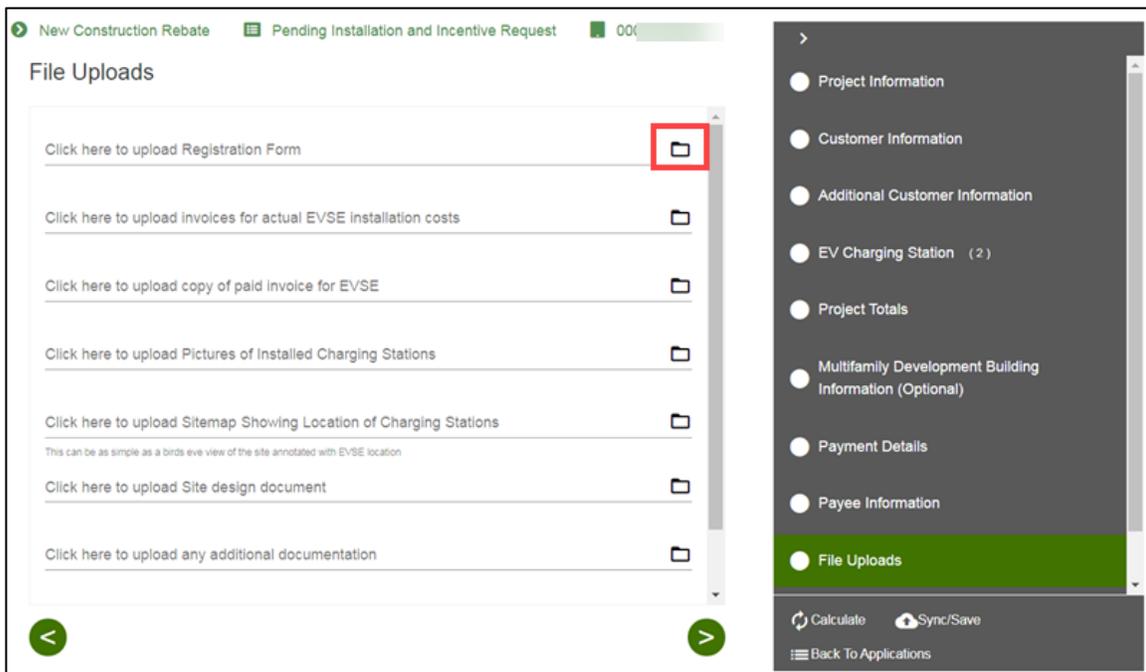
29. Click the  **Next** arrow.



The **File Uploads** page displays.

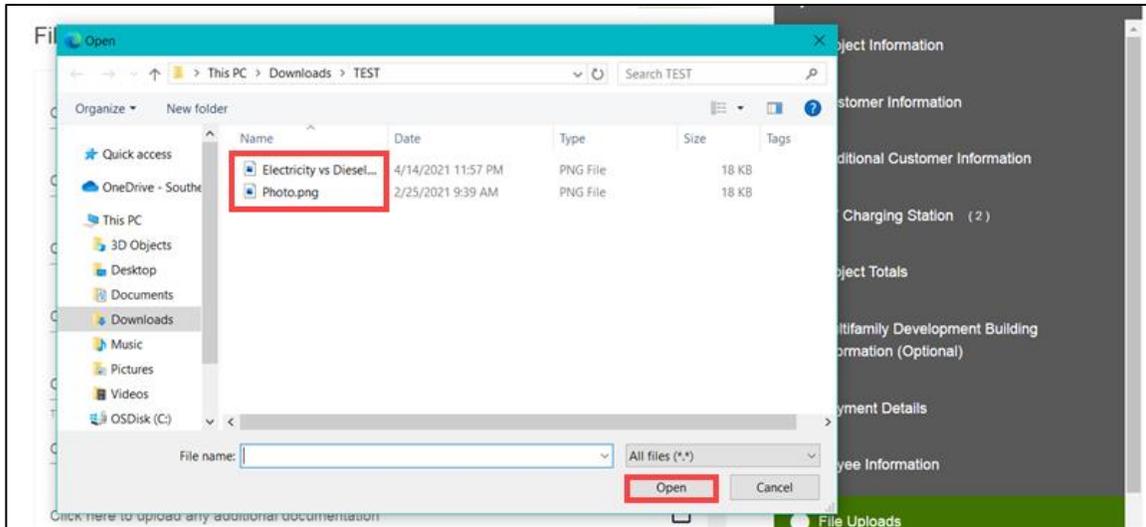
## File Uploads

30. Select the  **Folder** icon.



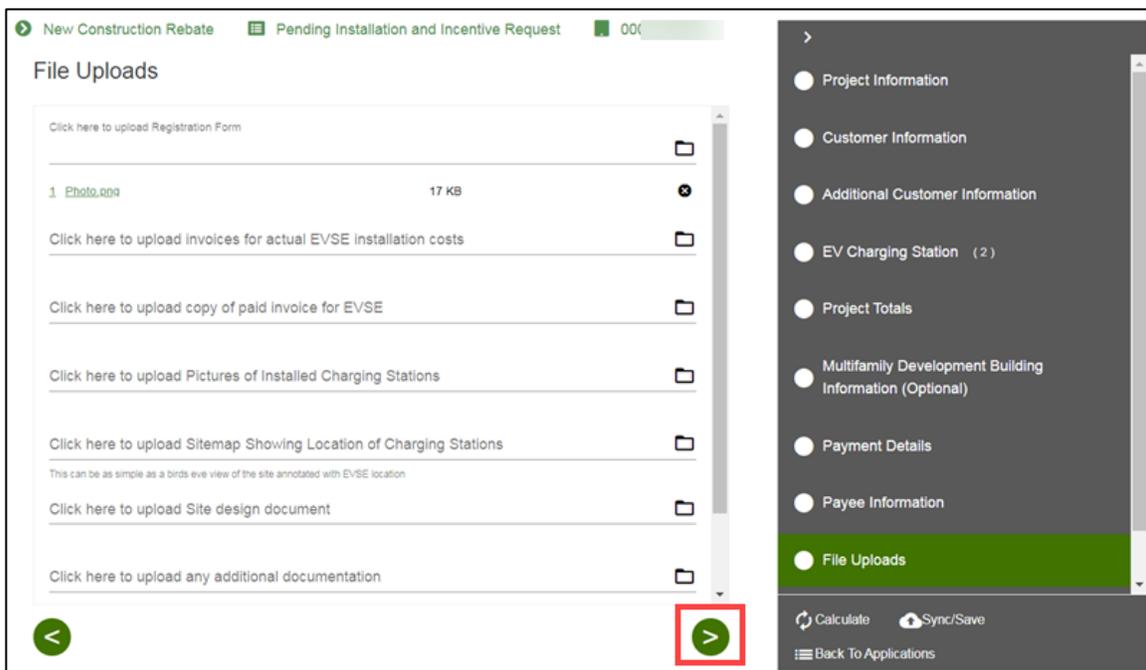
An **Open** window displays.

31. Select a document and select **Open**.



The file uploads.

32. Click the  **Next** arrow.

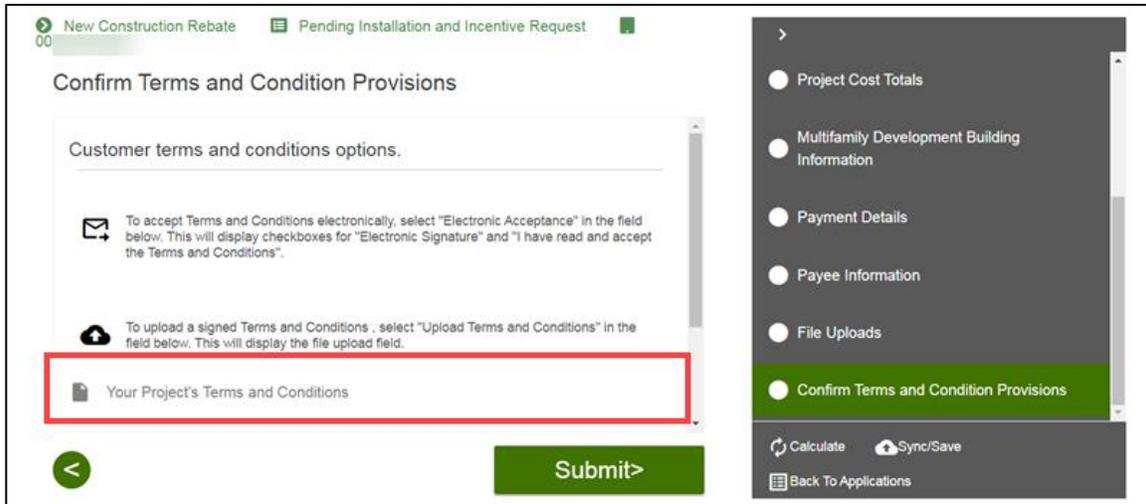


The **Confirm Terms and Condition Provisions** page displays.

## Confirm Terms and Condition Provisions

33. Select the **Project's Terms and Conditions**.

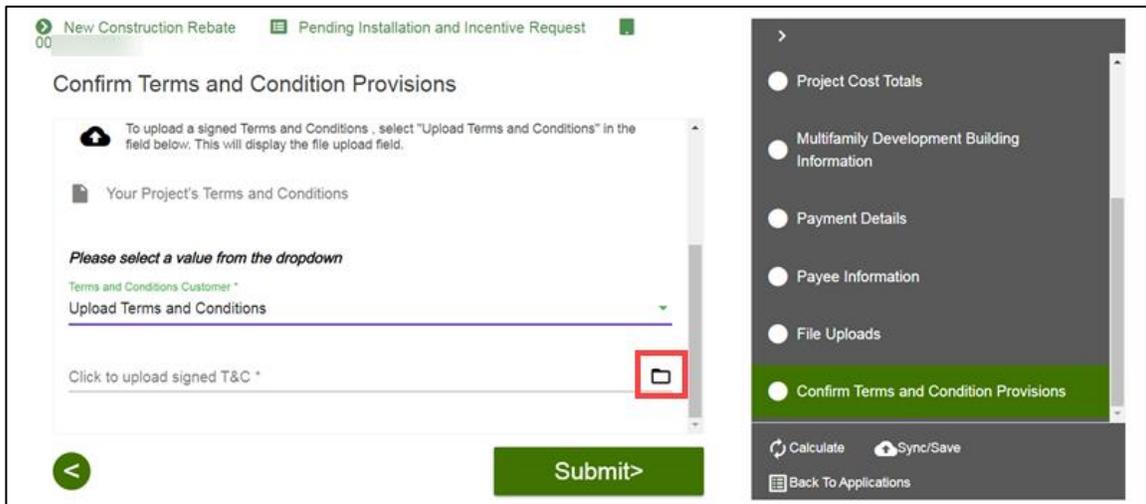
Note: You can upload a document or complete an electronic signature.



**Uploading Terms and Conditions**

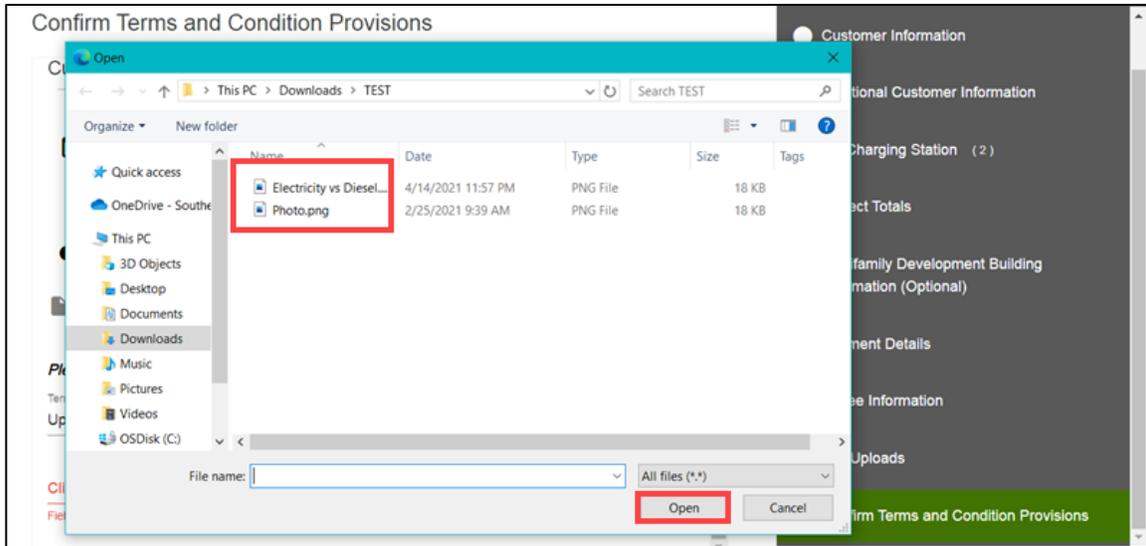
To upload terms and conditions, follow the steps below:

34. Select the  **Folder** icon.

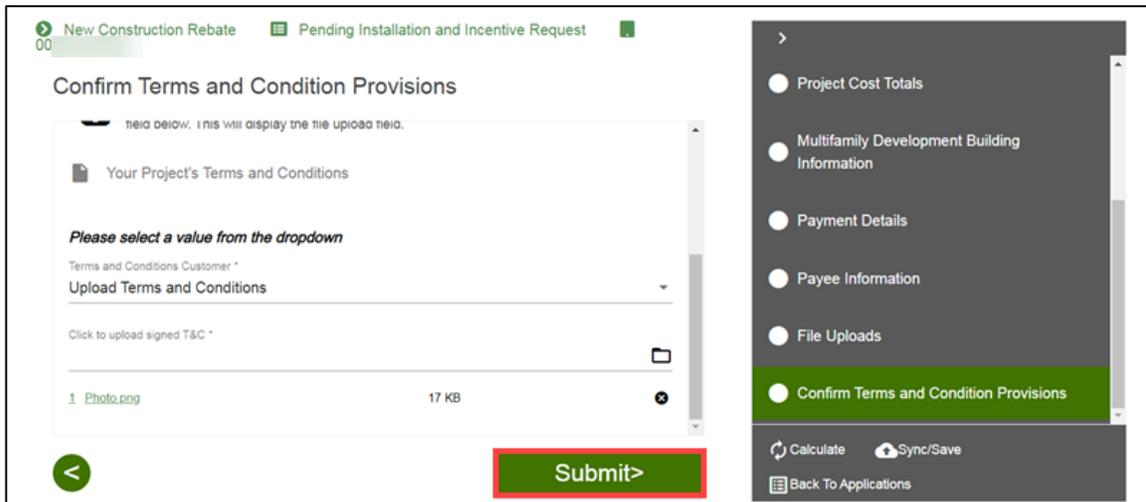


An **Open** window displays.

35. Select a document and select **Open**.



36. Click **Submit**.

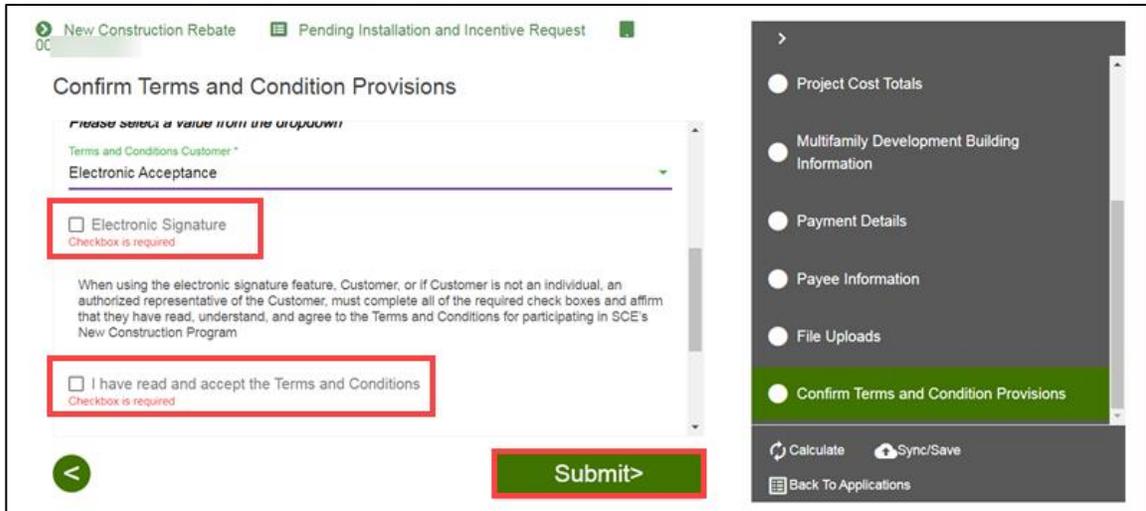


### Completing an Electronic Signature

To complete an electronic signature, follow the steps below:

37. For Electronic Acceptance, read and select the check boxes.

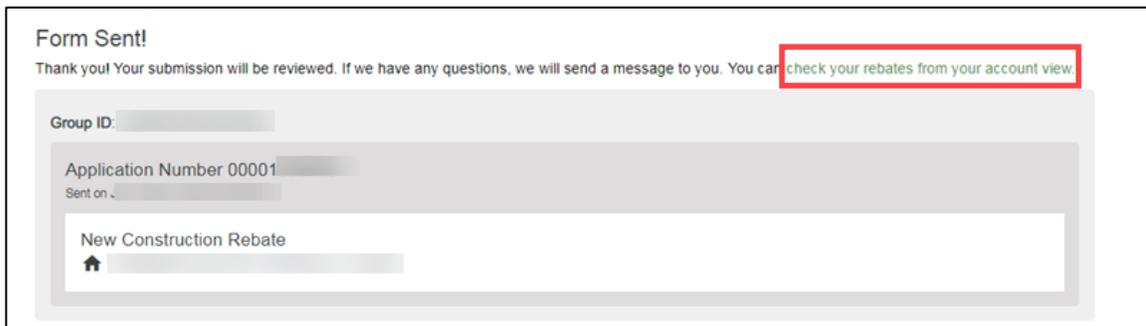
38. Click **Submit**.



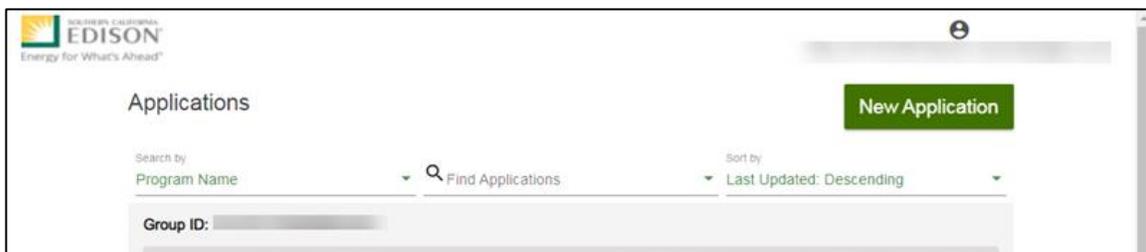
## Form Sent!

Once you submit an application, the Form Sent! page displays, and a submission email is sent to you.

39. Select **check your rebates from your account view**.



The **Applications** page displays.



Once a Pending Installation and Incentive Request is complete, SCE reviews all equipment information and documentation to verify eligibility.

# Appendix A: Charge Ready Trade Professionals Submitting an Application for a Customer without an Existing Account

If you are a Charge Ready Trade Professional submitting an application on behalf of a customer, there may be times when:

- ◆ A Customer does not have any existing site in the SCE territory, **AND** does not have an SCE Customer Account Number

To submit an application for a customer without an existing site or an SCE Customer Account Number, follow the steps below:

1. Direct the customer to request a new account by emailing [ChargeReady@sce.com](mailto:ChargeReady@sce.com). In the email, they should include the following details:
  - ◆ Subject Line: New Customer Request
  - ◆ Body of email:
    - Company Name
    - Company Address
    - Contact Name
    - Contact Email Address
    - Project Address or Adjacent Address

The Charge Ready team will create an account, and email the customer their Customer Account Number.

**IMPORTANT: The customer must share their account number with you.**

2. Once received, enter the Customer Account Number and the Project Zip Code when identifying the customer on the application to proceed with the project.