



GPA ONLINE REBATE APPLICATION FREQUENTLY ASKED QUESTIONS (FAQ)

1. What are the benefits of applying for the GPA Energy Sense Rebate Program (ESRP) online?

- Improves the overall accuracy, efficiency, and processing of rebates.
- Reduces the use of paper, ink, and courier resources.
- Provides customers with the ability to track the progress of rebate applications online.
- Informs customers of any major application status changes through email notifications.
- Saves time, expenses, and fuel by applying from the comfort and convenience of home.
- Submit your application anytime 24/7 through the online app.

2. What type of GPA Energy Sense Rebate Programs are available online?

- Residential Customers: Window AC, Split AC, Central AC, Washer, and Dryer.
- Commercial Customers: Split AC, Central AC, VRF AC, Rooftop/Package AC.

A complete listing of approved models and vendors can be found on our Energy Sense website at <https://guampowerauthority.com/energysense>.

3. Can all GPA customers apply online?

Currently only residential and commercial customers who are billed under the rate schedules R, J, and G can apply online. Large Commercial, Government, and Prepaid customers can still apply using our existing paper application process.

4. When can I start submitting my GPA Energy Sense Rebate application online?

Wednesday, August 17, 2022.

5. If I do not have internet access, a computer, or a mobile device how can I apply?

Simply bring in all your required documents and information to any of our GPA Customer Service locations and we will assist you.

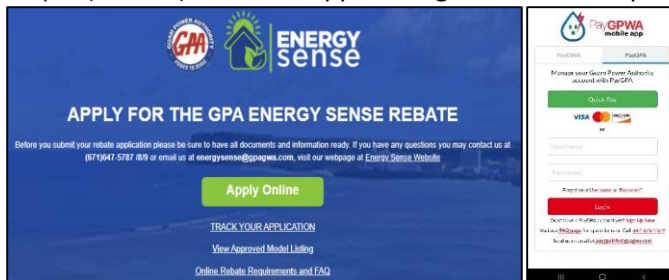
6. How do I submit my online application?

Step 1: Gather all required information.

Step 2: Scan and save documents to your computer or smart device.

Step 3 (Online): Go to <https://guampowerauthority.com/energysense/>

Step 3 (Mobile): *Mobile App coming soon feature update.



(Supported web browsers: Chrome, Firefox, Mozilla, Edge, & Safari)

(Supported mobile applications: Android Google Play Store or iOS Apple App Store)

Step 4: Fill out the online application form.

Step 5: Upload all your supporting documents and click submit.

7. What documents or information will I need in order to apply online?

Required documents and information:

- **Vendor Invoice** – Print, signed, and dated by the installer upon installation and disposals.
- **W-9 Tax Form (Signed and Dated)**– Applicant name must match with the W9.
- **Latest GPA Billing Statement** - GPA Account Number & Latest Bill ID (last 5 digits only).
- **Installer Information** - EPA Technician Certification Number (for air conditioning units).

Additional requirements if certain conditions are met:

- **Letter of Authorization** – Applicant is neither the property owner nor GPA account holder.
- **Disposal Slip** – Required if the customer is the disposing party for any existing equipment.
- **Proof of Ownership** – Applicant is the property owner but not the GPA account holder.
- **Special Consideration** – Applicant’s official request for any kind of exemption or consideration.
- **Other** - Upon review of your application, GPA may contact you for any additional requirements.

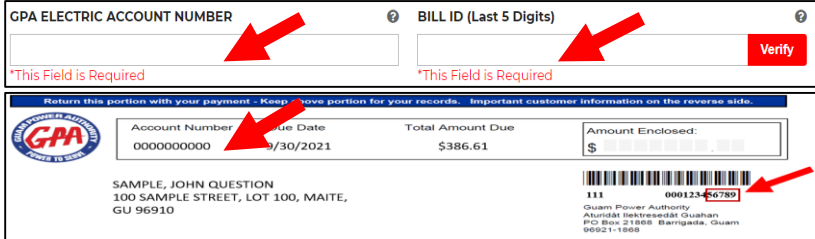
8. How can I get a copy of my most recent GPA billing statement?

You may retrieve your most recent billing statement through any of the following methods:

- Mailed paper or emailed paperless billing.
- Through our Pay GPA website at <https://paygpa.com>
- Through our PayGPWA mobile app
- Or by Contacting us at (671)647-5787/8/9 or emailing us at CustomersFirst@gpagwa.com

9. What is my Bill ID and why does GPA require this?

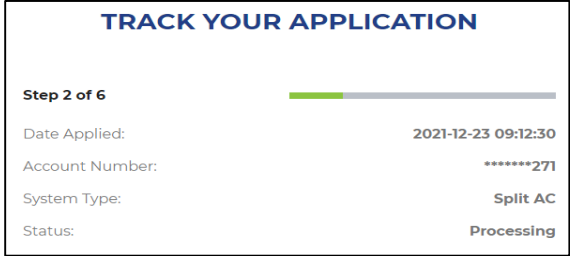
Your Bill ID is a unique serial number that changes every month and can be found on your GPA billing statement. Access to this information is just one way of validating that you are an authorized customer or applicant. This also helps in preventing fraudulent or unauthorized application submittals.



(Note: The last 5 digits of your BILL ID must come from your most recent billing statement.)

10. How can I track my rebate status?

Upon successfully submitting your application you will be provided with a confirmation/control number. Go to <http://guampowerauthority.com/energysense/apply> and click on “TRACK YOUR APPLICATION” then enter the control number for the document you wish to view.



(Note: Please included the dashes when entering your control number example: 2202-D-123AB)

11. How can I receive email notifications?

The email address you provide will be used to notify you if your application has been received, approved, or denied. If you do not have an email address you can use GPA's energysense@gpagwa.com.

EMAIL (We will be sending updates to this E-mail)

(Note: An email address is required for all applications.)

12. Is there a time limit for applying online?

Yes. You must install the equipment within 120 days from the date of purchase and you must submit your online application within 120 days from the date the equipment was installed.

13. How long will it take to receiving my rebate check?

Completed applications that are error-free will be processed within 90 days.

14. Can an application take longer than 90 days to be processed?

Yes. Any errors or missing information will likely require additional processing time.

15. Will other types of energy efficient equipment be included in the program?

GPA is constantly expanding its Energy Sense Rebate Programs to promote energy efficient technology. Additional programs will be announced as they become available.

16. Where can I go for additional information or if I need assistance with the digital application process?

- You can contact our GPA Customer Services at (671) 647-5787/8/9
- Or Email us at energysense@gpagwa.com
- Or visit our website at <https://guampowerauthority.com/energysense>