



Georgia's Home Energy Rebates

Applicant User Guide

This document is provided to help guide you through the Georgia Home Energy Rebates application in the Neighborly portal. The guide has instructions for the Home Efficiency Rebates (HER) and the Home Electrification and Appliance Rebates (HEAR) application.



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ABOUT GEORGIA'S HOME ENERGY REBATES

Georgia's Home Energy Rebates, administered by the **Georgia Environmental Finance Authority (GEFA)**, provide households with incentives on the purchase and installation of electric appliances, insulation, air sealing, HVAC, and other home improvement measures. Eligible households can get up to \$16,000 in savings depending on their household income and/or expected energy savings. To be eligible for the rebates, homeowners or tenants must:

- Reside in a property located in the state of Georgia as their primary home address.
- Perform an energy efficient upgrade allowable under Georgia's Home Energy Rebates.
- Be prepared to provide proof of identification, residency, income, and homeownership or building owner authorization.

There are two separate programs:

The **Home Efficiency Rebates (HER)**, which is a whole home energy assessment and building tune-up, and the **Home Electrification and Appliance Rebates (HEAR)**, which offer savings on energy efficient and electric ENERGY STAR™ appliances.

Each program has separate requirements and eligibility criteria.

ABOUT NEIGHBORLY SOFTWARE



The Georgia's Home Energy Rebates application is hosted on the Neighborly platform. Neighborly is a system of record for managing data. The platform is

used for managing several federally funded programs, including Georgia's Home Energy Rebates.

Homeowners and tenants **must** use the participant portal to submit rebate applications and supporting eligibility documentation. This platform is where applicants will manage their applications.



The Home Efficiency Rebates (HER)

For HER, your rebate amount(s) are determined by your household income relative to your county's area medium income (AMI) and your total expected energy savings. A program-approved contractor will work with you to create a project (scope of work) that will help improve the comfort of your home.

<i>Incentive Amounts by Area Median Income (AMI)</i>			
AMI Category	Savings Range	Rebate	Max Incentive
Less than 80%	20%-34%	Up to 98%	\$10,000
	Greater Than or Equal To 35%	Up to 98%	\$16,000
Greater Than or Equal to 80%	20%-34%	Up to 50%	\$2,000
	Greater Than or Equal to 35%	Up to 50%	\$4,000

The Home Electrification and Appliance Rebates (HEAR)

HEAR is income-based. Rebate amounts are tied to your household's area median income (AMI) level. To participate households will need to show proof of purchase, installation, income documentation, and adhere to all program requirements.

Income Eligibility	Rebate
Below 80% AMI	Up to 100% of the total project cost.
At or above 80% to 150% AMI	Up to 50% of the total project cost.

The following measures are eligible under HEAR:

ENERGY STAR™ Qualified Product	Incentive Limit (Not to Exceed)	Installer Requirements
Heat Pump Water Heater	\$1,750	Approved Contractor
Heat Pump for Space Heating or Cooling*	\$8,000	
Electric Stove, Cooktop, Range, Oven, Heat Pump Clothes Dryer	\$840	
Electric Load Service Center	\$4,000	
Insulation, Air Sealing, Ventilation	\$1,600	
Electric Wiring	\$2,500	
Maximum Rebate	\$14,000	



GEORGIA'S HOME ENERGY REBATES PROCESS

Georgia's Home Energy Rebates has the following steps:

- 1 Go to Georgia's Home Energy Rebates website at energyrebates.georgia.gov to learn more about the programs.
- 2 Find a contractor on the website's approved contractor list and reach out to them with your proposed project. This will be the basis for your Scope of Work.
- 3 Schedule a home evaluation or phone call (depending on the program) with your contractor to discuss program type, eligibility, and how your home can benefit from the rebate programs.
- 4 Develop your Scope of Work with your contractor, which will contain the project's description, eligibility information, program information, and timeline.
- 5 Your contractor will document your project's Scope of Work in the Neighborly platform and prompt Neighborly to invite you into the Applicant Portal.
- 6 You will receive an email from Neighborly to create your participant profile.
- 7 You will complete the application (steps for this are included in this guide).
- 8 Your application will go to Georgia's Home Energy Rebates program team for review.
- 9 After review, you and your contractor will receive a decision on your application.
- 10 If approved, you and your contractor plan a time to complete the project in your home.
- 11 Once the work is completed, your contractor will return to the Neighborly platform to submit proof of installation.
- 12 You will pay your contractor for the completed labor and receive a reduced rate because of the rebate.



GLOSSARY

Frequently Used Term	Definition
Area Median Income (AMI)	Midpoint of a region's income distribution, calculated annually by the U.S Department of Housing and Urban Development (HUD). The AMI calculation is based on household size for every region in the U.S.
Categorical Eligibility	The determination that a household meets income requirements by verifying household participation in another Federal or State of Georgia program.
Contractor	Individual hired to perform home assessments and install upgrades.
ENERGY STAR™	Industry standard certification for energy efficient appliances.
Georgia Environmental Finance Authority (GEFA)	Georgia's state energy office responsible for administering rebates.
Home Efficiency Rebates (HER)	Rebate program focused on whole-home energy efficient retrofits and upgrades.
Home Electrification and Appliance Rebates (HEAR)	Rebate program focused on the purchase of ENERGY STAR-certified appliances and other specific upgrade measures.
Homeowner	Individual who owns the home they reside in.
Income Verification	The process of confirming a homeowner or tenant's income to determine program eligibility.
Scope of Work	Summary of proposed activities for a home upgrade project.
Tenant	Individual residing in a rental unit.



GEORGIA'S HOME ENERGY REBATES NEIGHBORLY APPLICATION

Georgia's Home Energy Rebates uses the Neighborly software to host the Participant Portal where homeowners and tenants apply for both the Home Efficiency Rebates (HER) and the Home Electrification and Appliance Rebates (HEAR) program.

Please review the details for both programs above and when you're ready to create your account, follow the below guide.

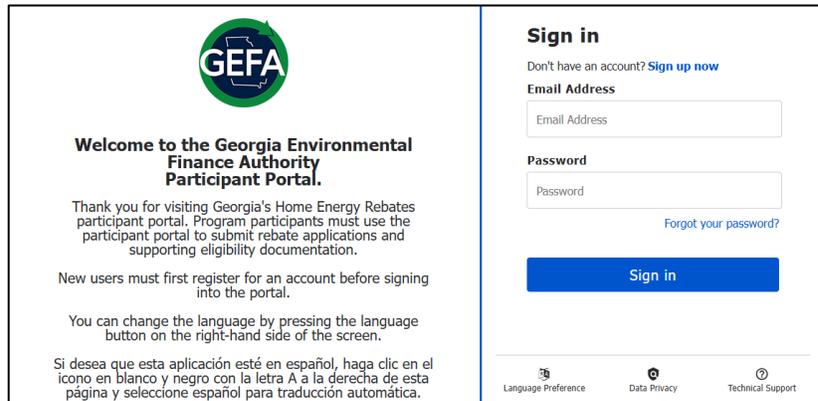
Creating Your Account

Once you have found the contractor you'll be working with and you've discussed your eligible project, your contractor will prompt Neighborly to send you an email to create a Neighborly account.

Please follow the below steps to create your account:

1. Access the home page by following the email you may have received from your project contractor, or by entering this link in your browser: portal.neighborlysoftware.com/energyrebates-ga/participant.

- The link will direct you to the sign in page of GEFA's Participant Portal for Georgia's Home Energy Rebates.



- Here, you can select your language preferences by clicking the "Language Preference" icon on the bottom, right side of the screen.

Note: The recommended browser is Google Chrome. Though Neighborly should work with any modern web browser (Internet Explorer v10+, FireFox, Safari), try using Chrome if you are having any issues.



- Next, create an account by selecting the 'Sign up now' and entering your email in the 'Email Address' field, then clicking 'Send Verification Code'.

Sign in

Don't have an account? [Sign up now](#)

User Details

Please provide the following details.

Email Address

- When you receive the code sent to your email address, enter it into the 'Verification Code' field and click 'Verify code'.

User Details

Please provide the following details.

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address

Verification Code

- Once verified, create a password, add your name, and click 'Create'.
 - Note: If you forget your password, select "Forgot your Password?" and follow the prompts.

User Details

Please provide the following details.

E-mail address verified. You can continue now.

Email Address

New Password

Confirm New Password

Given Name

Surname

Registration is complete! You will now be navigated to your rebate application portal dashboard.



Portal Dashboard

Program participants will be able to access their application using the portal dashboard.

Once your account is registered and you are in the portal dashboard, you can navigate to your application by clicking 'view application'. You can also follow the link sent to your email from your contractor.

Be sure to select the option that starts with 'Homeowner Profile'. This is the application you need to complete to include your household information.

Continue an Existing Application						
Case ID	Name	Program	Year	Status	Expires	Action
30365		Appliances and Other Upgrades (HEAR)	TEST	Draft	N/A	View Application
30366		Homeowner Profile-HEAR	TEST	Registration in Progress	N/A	View Application

You will see another document in the Portal Dashboard that has your project's Scope of Work submitted by your contractor. You can view this at any time in the Portal Dashboard by clicking on the green and blue GEFA logo. See the below table for application status types and descriptions:

Draft	Your contractor started your application, and you received an email notice.
Registration in Progress	You started filling out your application but have not yet finished it.
Registration Complete	Your application is complete.
Proposal Submitted	Your contractor submitted your Scope of Work (SOW) Proposal for review.
Rebate Request Under Review	The review team is reviewing your Proposal.
Rebate Request Approved	Your Proposal was approved. You will receive an email with this notice
Rebate Request Returned to Contractor/Homeowner for More Information	More information is needed on your proposal before moving forward. You will receive an email with this notice and what action to take.
Rebate Request Denied	Your Proposal was denied. You will receive an email with this notice and what action to take.
Project Appealed	You and/or your contractor appealed the denial and request a new review of your proposal. You will receive an email with this notice and what action to take.
SOW Re-opened	Your Proposal is re-opened. You will receive an email with this notice and what action to take.
Project Completed	Your project is completed following submittal that the work in your home was done. You will receive an email with this notice and what action to take.
Completed Project Under Review	Your completed project is undergoing post-install review/inspection. You will receive an email with this notice.
Paid	Your project's rebate payment has been issued. You will receive an email with this notice.
Payment Under Review	The payment failed and the review team is working to resolve the issue. You will receive an email with this notice and what action to take.



YOUR REBATE APPLICATION

Now, you will be navigated to the application home screen. Click on 'Click here to continue' to start your application.

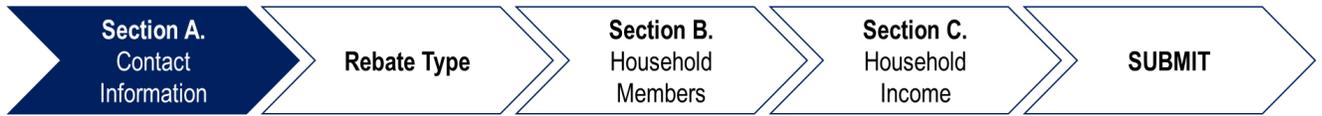
As a homeowner or tenant, you must complete your application to receive either:

- A rebate if you are pursuing a HEAR Do-It-Yourself project; or
- A discounted rate from a participating contractor if you are pursuing a HER whole home energy assessment or HEAR contractor-led appliance installation.

During the application process, participants will need to verify information about their household, including income and ownership, to establish eligibility for the rebates.

- **Note:** Make sure to save your progress throughout your application by clicking 'Save.' You can leave and come back to saved progress. If at any point you decide that you would not like to move forward, you can withdraw by clicking the drop-down list at the bottom of the screen.

Please follow the below steps to complete your application:



SECTION A. Contact Information

Applicant Contact Information

This part of Section A requires information about the applicant and the homeowner.

- First, enter the building owner's information.
 - If you are completing the application and do not own the home, you must enter the homeowner's information and upload a signed copy of the Landlord/Property Management Authorization Form. This form and the field to submit the form will appear when you select 'No' to question A.1a.

A screenshot of a web form. The first question is 'A.1. Do you or someone else who lives in the household own the property?' with radio buttons for 'Yes' (selected) and 'No'. Below it is 'A.1a. Are you the homeowner?' with radio buttons for 'Yes' and 'No' (selected). Under 'A.2. Owner Information', there are input fields for 'a. Owner Name', 'b. Owner Phone Number', and 'c. Owner Email'. To the right of the phone number field is a section for 'Building Owner Approval to Participate, please click here to download, sign, and upload. *Required' with an 'Upload File' button. Red circles highlight the 'No' options in A.1 and A.1a, and the entire approval section.

- Next, provide your contact information including:
 - ✓ Name
 - ✓ Address (including unit numbers)
 - ✓ Email
 - ✓ Phone Number
 - ✓ County of residence

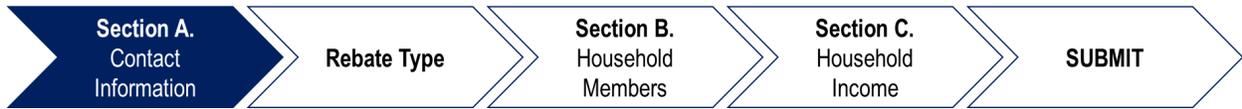
Here, under line e, you can view income limits for your county based on household size. You will need this information to confirm eligibility.

- Select how you heard about the program in field A.3.

A screenshot of a dropdown menu for 'A.3. How did you hear about this program?'. The selected option is 'Word of Mouth'.

- Note: Once you have uploaded documents, you can delete them if you need to by clicking on the red 'x' next to the document.

A screenshot of a document upload area. It shows a file named 'Lease (1)' with a red 'x' icon next to it, indicating it can be deleted. Below the file list is an 'Add Another File' button.



Required Documents

This part of Section A requires proof of identification, residency, and home ownership (see Section A step 1 for Landlord/Property Management Authorization requirements).

- Prepare your identification documents. You must provide a valid and unexpired form of identification. Accepted forms include:

- ✓ Valid State Identification Card
- ✓ Valid Driver's License
- ✓ Valid U.S. Passport or Passport Card
- ✓ Permanent Residency Card

Required Documents

Proof of Identification (e.g., State-issued ID, Driver's License, Passport)

Proof of Identification *Required

2 forms of proof of residency documentation, from 2 separate sources, dated within the last 3 months (e.g., Recent utility bill, certified mail)

Proof of Residency *Required

Proof of ownership (property tax statement, property deed, etc.)

Proof of Ownership *Required

Examples of required identification:

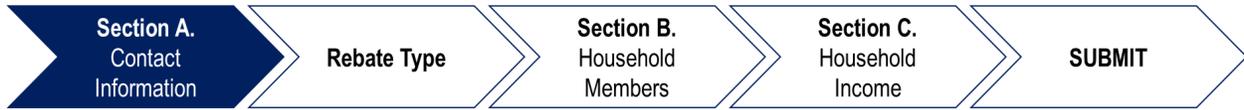
- IDs must be valid and unexpired.



Georgia State Driver's License



Georgia State Identification Card



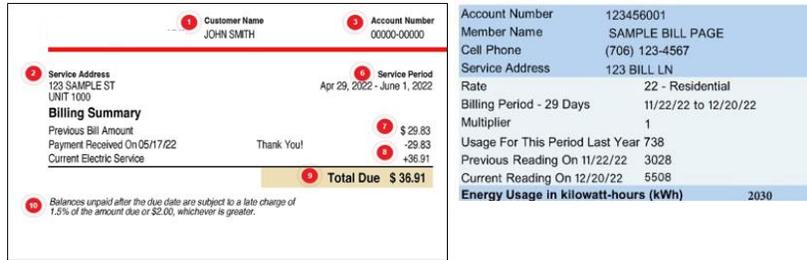
- Next, prepare your residency documents. You must provide two forms proving residency from separate sources. Accepted documents and their requirements include:

Documentation	Criteria
✓ Household information	From a current or preceding calendar year – Mortgage, payment coupon, Lease, deed, HUD settlement statement, escrow statement, property tax bill, Homeowners insurance policy or premium bill, title search documentation, or Military housing agreement letter. Current (dated within the past six (6) months) valid rental contract/agreement, payment receipt for a home, apartment, mobile home, dorm, extended-stay motel.
✓ Any physical postmarked mail delivered by the U.S. Postal Service	Dated within the past three (3) months
✓ Documents issued by Federal, State, or Local Governments	From a current or preceding calendar year – Government assistance documents such as Medicare, Medicaid, unemployment insurance claims, Disability, WIC, Georgia or Federal Income Tax Return or refund check, Voter Registration card, unexpired firearms license, unexpired Merchant Marine license, I-797A, I-797C, correspondence from DDS, USPS Change of Address confirmation, Jury Summons, Military discharge benefit statement, and other documents issued by Federal/State/Municipal government.
✓ Utility bills	Dated within the past three (3) months – Utility bill for services installed at your residential address (water, sewer, gas, electricity, cable/satellite TV, Internet, telephone/cell phone, or garbage collection)
✓ Motor vehicle information	Vehicle Registration or Title, Insurance policy, or Insurance Card with the address displayed for the current year or dated within the past six (6) months.
✓ Employer documentation	From current or preceding calendar year – Employer verification including paycheck, paycheck stub, a letter from employer on company letterhead, or W-2 form.
✓ School records	School record/transcript for the current or prior school year, report card, student loan documentation, or form DS-1.



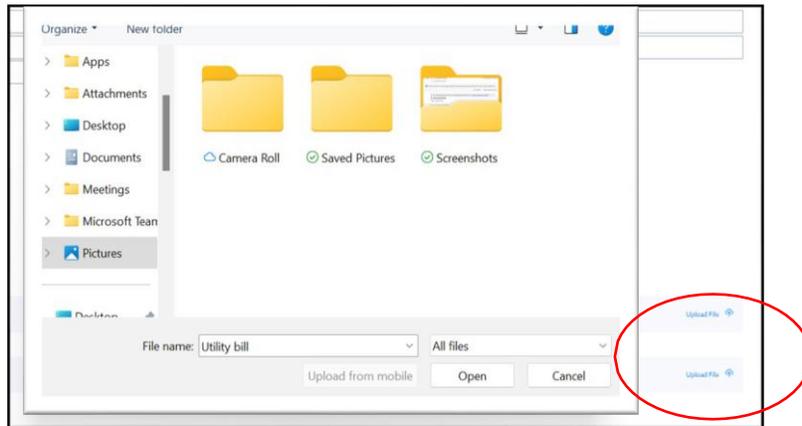
Examples of required two forms of proof of residency:

- Document should be from the last three (3) months.
- Customer name should match the applicant's name.
- Service address should be the building listed in the rebate application.

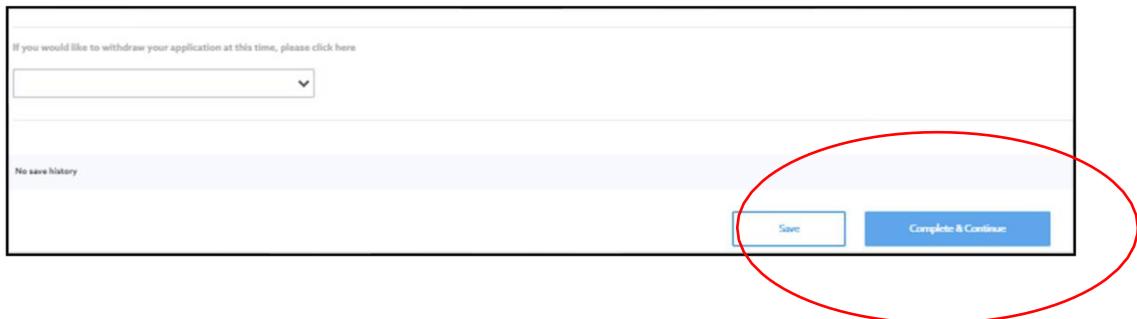


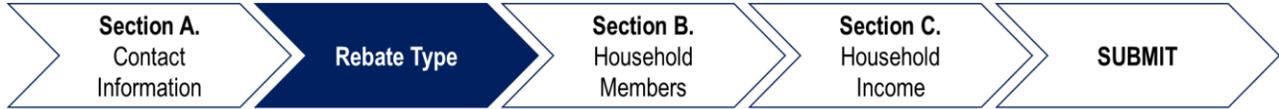
Utility Bill Examples

6. Upload your files by clicking the 'Upload File' icon to the right of the 'Proof of Identification' and 'Proof of Residency' fields. You can upload your files from the device you're using to complete the application. Be sure to upload proof for all required fields.



7. To complete Section A, click 'Complete and Continue' after uploading your documents.





Rebate Type

This section of the application will depend on the rebate program that you and your contractor selected.

1. Review the Area Median Income (AMI) limit based on household size for your county as you will need this information for the Section C, Household Income, of the application.

Rebate Type

Please read the information below.

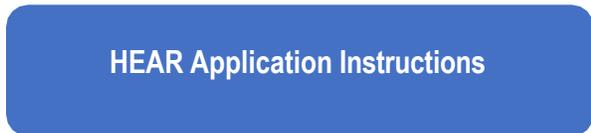
These rebate incentives are tied to your household income, relative to your county's Area Median Income (AMI). If your household income is above the number listed below, your potential rebate amount will be lower.

County

Butts County

Household Size	1	2	3	4	5	6	7	8
Income 80%	\$40,000.00	\$45,750.00	\$51,450.00	\$57,200.00	\$61,800.00	\$66,350.00	\$70,950.00	\$75,500.00

This guide will now show separate steps for both programs, as they have different requirements. You will see the following indicators at the top right of each page that corresponds to a specific program.





HEAR Application Instructions

This part of the application is to guide you through the income requirements for the Home Electrification and Appliance Rebates (HEAR). For detailed information on both rebate programs, go to page two of this document, or visit the program website at energyrebates.georgia.gov.

*For HER instructions, go to page 22.



SECTION B. Household Members

Primary and Other Household Members

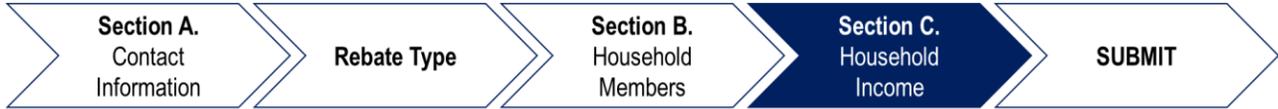
Section B requires information about both the primary household member and all other members of the household.

1. Provide information for all members of the household (everyone who lives in the house). You must provide:

- ✓ First name
- ✓ Last name
- ✓ Birthdate

- You can add more household members by clicking the dotted box at the bottom of the information fields.

2. Click 'Complete and Continue' when you have added all the household members.



SECTION C. Household Income

Household Income Verification

Section C requires income information for all household members 18 years and older. **HEAR is based on income.** See page two for more information.

1. Review your options for household income verification. Income must be less than 150% AMI to qualify. The three income eligibility options and their required verification options include:

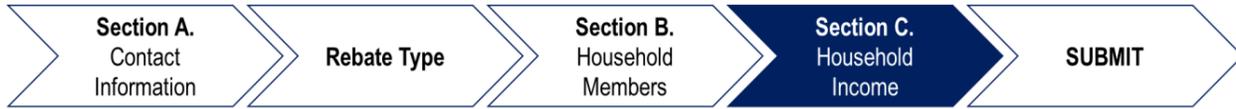
- ✓ **Ineligible:** Household income is greater than 150% AMI. No action, income is not eligible for HEAR.
- ✓ **Categorical eligibility:** Household income is less than 150% AMI and you are enrolled in select other state or federal benefit programs. Upload documentation from participation in another income- based state or federally funded assistance program. These programs include:

National School Lunch Program – Free (NSLP)	Head Start
Supplemental Nutrition Assistance Program (SNAP)	Housing Improvement Program (HIP)
Supplemental Security Income (SSI)	Housing Opportunities for Persons with AIDS
Lifeline Support for Affordable Communications (Lifeline)	Low Income Home Energy Assistance Program (LIHEAP)
Medicaid	Weatherization Assistance Program (WAP)
Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)	Asset Limited Income Constrained Employed (ALICE)

- ✓ **Manual income certification:** Household income is less than 150% AMI. Upload other acceptable forms of including, but are not limited to:

- Most recent income tax documents, e.g. 1040s, W-2s, 1099s, etc.
- Paycheck or paystubs dated within the last 60 days.
- Cash income, e.g. bank statement, Zelle/Cash App dated within the last 60 days
- One or more of the following: Most recent Unemployment Benefits documentation, Social Security documentation, VA Award Benefits, Annuity, and/or Child Support.

- Note: you can return to the Area Median Income table found in both the Contact Information section of the application and the Rebate Type section. Return to those sections by clicking on the section of your choice in the navigation window on the left side of the page.



Examples of income verification documentation for Categorical Eligibility:

- Current Benefit Letters are required to prove Categorical Eligibility
- Benefit letters are only valid if they include the full name and address of the person receiving the benefit, and an issuance date after January 1, 2024.

LIHEAP Benefit Letter

SSI Benefit Letter

Examples of income verification documentation for Manual Income Certification:

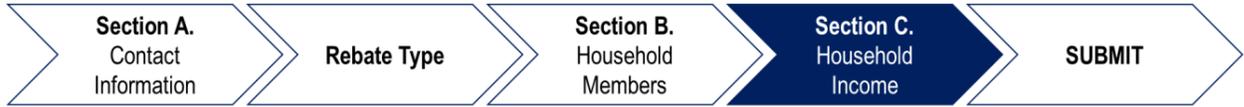
- Documents should be recent-within the last year for tax documents, and dated within the last 60 days for pay stubs and bank statements.

W-2

Pay Schedule	Pay Period	Pay Date	Check Number		
Weekly	Jan 01, 2023 to Jan 07, 2023	Jan 06, 2023	2810		
Earnings		Rate/Units	Hours	Amount	YTD
Gross Earnings				\$600.00	\$600.00
Tips				\$100.00	\$100.00
Total Gross Amount				\$700.00	\$700.00
Tax / Deductions		Current		YTD	
No Deductions					
Total Tax / Deductions				\$0.00	\$0.00

Paystub

- Note: Use your adjusted gross income (AGI) from your latest tax return as a reference for total reportable income. **You may be required to repay awarded rebate amounts if you are found to be ineligible after assistance is granted.**



2. Select your income eligibility option in the 'HOUSEHOLD INCOME CERTIFICATION METHOD' box.

• If you choose **Categorical Eligibility**:

- First, select 'Categorical Eligibility' and enter \$0.00 in the dialog box.

- Then, select the programs that you participate in from the checklist.

- Next, select which program Benefit Letter you will be uploading and upload the letter by clicking the 'Upload File' icon.

3. Click 'Complete and Continue.'

- Note: Looking for Weatherization Assistance Program (WAP), Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), or Verified government or non-profit program serving Asset Limited Income Constrained Employed (ALICE)? Select the "I am not a participant in any of the above programs" box and the additional programs will appear.



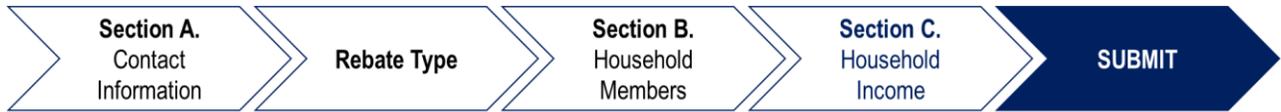
- If you choose Manual Household Income Verification:

- Select "I will certify my annual household income by documenting each household member's income source(s)." You will see the Household members information auto-populate from the Household Members section.

- Then, click on 'Add an Income Source' to add income source type and associating annual income.

- Next, upload required documentation for the income source type by clicking the 'Upload File' icon.

3. Click 'Continue and Submit.'



Submit

You have reached the final section of the HEAR application! To finish:

1. Select each of the agreements.

The screenshot shows a 'Submit' section with a red warning message: 'Once an application is submitted, it can only be "Re opened" by an Administrator. Also note: please check your Spam email.' Below this is a list of seven items, each with a green checkmark icon and a line of text. The items are:

- I certify that all information in this application, and all information furnished in support of this application...
- I have read the Scope of Work provided and understand that I will pay any costs not covered by the det...
- I give permission for the State to use the data uploaded here for the Weatherization Assistance Program...
- I understand that my utility bill may be impacted by heat pump for space heating/cooling fuel switchin...
- I certify that the application information provided is true and complete to the best of my/our knowledg...
- I agree to provide any documentation needed to assist in determining eligibility and are aware tha: all I...
- I certify this project is not for the replacement of an existing electric appliance with a new electric appli...
- I have reviewed and discussed the Statement of Work (SOW) associated with my project with the prog...
- I have read and agree to the GEFA Consumer Participation Agreement Terms and Conditions.

2. Click the blue box that says, "Click here to electronically sign" and provide your signature on the pop-up window by typing in your name and clicking 'Sign.'

This block contains two screenshots. The first is a screenshot of the agreement list from the previous step, with a red circle around the blue button labeled 'Click here to electronically sign' under the 'Authorized Signature' heading. The second screenshot is a pop-up window titled 'AUTHORIZED SIGNATURE'. It contains the text: 'By typing your name below and clicking "Sign" you are submitting your electronic signature as [redacted]. This shall be considered as an original signature for all purposes and shall have the same force and effect as an original signature.' Below this text is a text input field labeled 'Signature' and a blue button labeled 'Sign'. A red circle highlights the 'Sign' button.

3. Click 'Complete and Submit.'

The screenshot shows the bottom of the application form. It features a light blue bar with a 'save history' link on the left. At the bottom right, there are two buttons: a light blue 'Save' button and a dark blue 'Complete & Submit' button. A red circle highlights the 'Complete & Submit' button.



HER Application Instructions

This part of the application is to guide you through the income requirements for the Home Efficiency Rebates (HER). For detailed information on both rebate programs, go to page two of this document, or visit the program website at energyrebates.georgia.gov.

*For HEAR instructions, go to page 16.



SECTION B. Household Members

Primary and Other Household Members

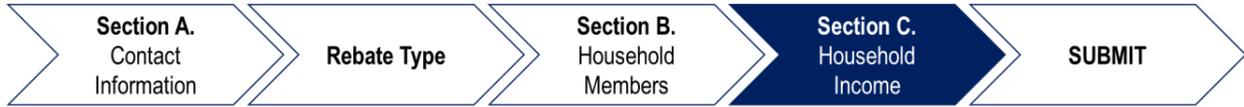
Section B requires information about both the primary household member and all other members of the household. See page two for more information.

1. Provide information for all members of the household (everyone who lives in the house). You must provide:

- ✓ First name
- ✓ Last name
- ✓ Birthdate

- You can add more household members by clicking the dotted box at the bottom of the information fields.

2. Click 'Complete and Continue' when you have added all the household members.



SECTION C. Household Income

Household Income Verification

Section C requires income information for all household members 18 years and older. **HER is based on income AND total expected energy savings.** See page two for more information.

1. Review your options for household income verification. Income must be less than 150% AMI to qualify. The three income eligibility options and their required verification options include:

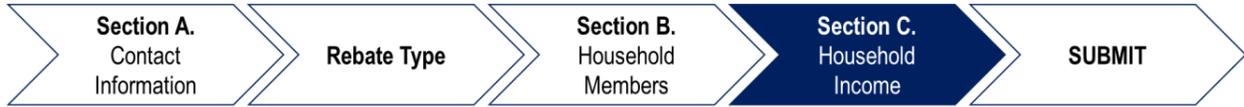
- ✓ **Non-qualifying household (based on income)-** Household income is greater than 80% AMI. Move forward with the application for the lower rebate levels.
- ✓ **Categorical eligibility:** Household income is less than 80% AMI and you are enrolled in select other state or federal benefit programs. Upload documentation from participation in another income- based state or federally funded assistance program. These programs include:

National School Lunch Program – Free (NSLP)	Head Start
Supplemental Nutrition Assistance Program (SNAP)	Housing Improvement Program (HIP)
Supplemental Security Income (SSI)	Housing Opportunities for Persons with AIDS
Lifeline Support for Affordable Communications (Lifeline)	Low Income Home Energy Assistance Program (LIHEAP)
Medicaid	Weatherization Assistance Program (WAP)
Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)	Asset Limited Income Constrained Employed (ALICE)

- ✓ **Manual income certification:** Household income is less than 80% AMI. Upload other acceptable forms of including, but are not limited to:

- Most recent income tax documents, e.g. 1040s, W-2s, 1099s, etc.
- Paycheck or paystubs dated within the last 60 days.
- Cash income, e.g. Bank statement, Zelle/Cash App dated within the last 60 days.
- One or more of the following: Most recent Unemployment Benefits documentation, Social Security documentation, VA Award Benefits, Annuity, and/or Child Support.

- **Note:** you can return to the Area Median Income table found in both the Contact Information section of the application and the Rebate Type section. Return to those sections by clicking on the section of your choice in the navigation window on the left side of the page.



2. Select your income eligibility option in the 'HOUSEHOLD INCOME CERTIFICATION METHOD' box.

• **If you are not income eligible:**

- Select 'Non-Qualifying Household' to acknowledge that you are opting for the lower rebate levels.

A screenshot of a form titled 'HOUSEHOLD INCOME CERTIFICATION METHOD'. It contains three radio button options. The first option, 'Non-Qualifying Household: I do not qualify based on categorical eligibility or income level and acknowledge that I am opting-out of receiving the higher rebate levels available for this program. Instead, I will move forward with the lower rebate levels.', is selected and circled in red. The other two options are 'Categorical Eligibility: My household qualifies based on our participation in another income-based state or federally funded assistance program.' and 'I will certify my annual household income by documenting each household member's income source(s)'.

- Enter your Annual Income (optional).

A screenshot of the same form as above. Below the radio button options, there is a text input field labeled 'Enter Annual Income (optional)' with a value of '\$ 0.00'. This input field is circled in red.

3. Click 'Complete and Continue'.

A screenshot of a summary screen. At the top, it displays '= TOTAL COMBINED INCOME \$0.00'. At the bottom, there are two buttons: 'Save' and 'Complete & Continue'. The 'Complete & Continue' button is circled in red.



• If you choose Categorical Eligibility:

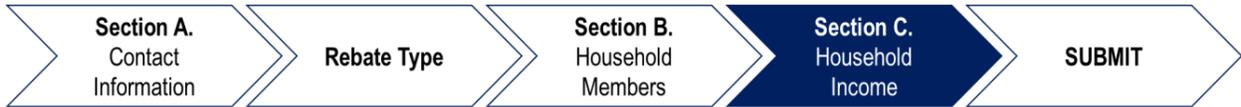
- First, select 'Categorical Eligibility' and enter \$0.00 in the dialog box.

- Then, select the programs that you participate in from the checklist.

- Next, select which program Benefit Letter you will be uploading and upload the letter by clicking the 'Upload File' icon.

3. Lastly, click 'Complete and Continue.'

- Note: Looking for Weatherization Assistance Program (WAP) or Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)? Select the "I am not a participant in any of the above programs" box and the additional programs will appear.



- If you choose Manual Household Income Verification:

- Select "I will certify my annual household income by documenting each household member's income source(s)." You will see the Household members information auto-populate from the Household Members section.

- Then, click on 'Add an Income Source' to add income source type and associating annual income.

- Next, upload required documentation for the income source type by clicking the 'Upload File' icon.

3. Lastly, click 'Continue and Submit.'



Submit

You have reached the final section of the HER application! To finish:

1. Select each of the agreements.

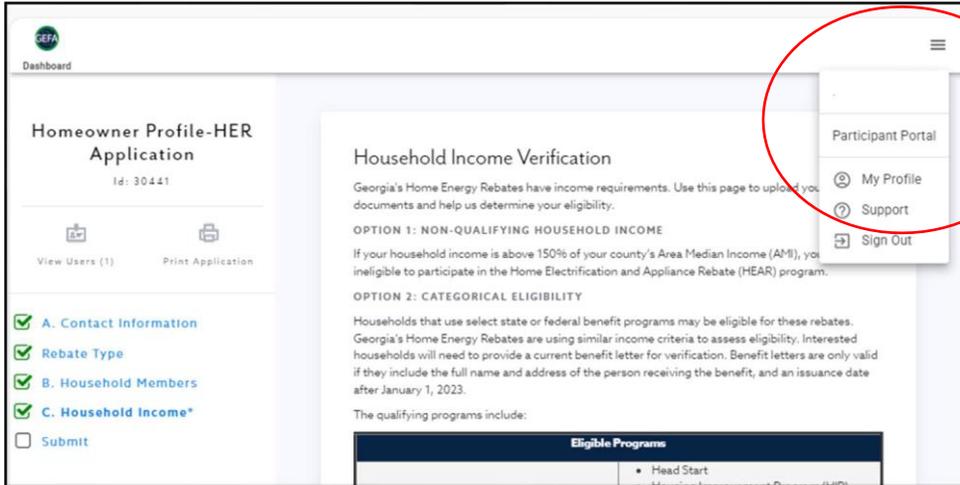
2. Click the blue box that says, "Click here to electronically sign" and provide your signature on the pop-up window by typing in your name and clicking 'Sign.'

3. Click 'Complete and Submit.'



APPLICANT SUPPORT

If you need assistance with your Neighborly account, click the three lines in the upper right-hand corner of your Neighborly application and select 'Support'. You will then be prompted to select from a list of topics and complete a help form.



If you need assistance outside of your Neighborly account, contact the program team using the information on the right, or visit energyrebates.georgia.gov.

How can we help?

-  **CALL US**
Toll-free: (877) 348-5237
-  **EMAIL US**
[Contact Us Form](#)
-  **HOURS**
Monday to Friday, 09:00 a.m. - 06:00 p.m.
Eastern Time Zone



NEXT STEPS

Congratulations on completing Georgia's Home Energy Rebates application in Neighborly!

Now, your application will go to Georgia's Home Energy Rebates program team for review. After review, you and your contractor will receive a decision on your application.

If approved, you and your contractor will plan a time to complete the project in your home.

Once the work is completed, your contractor will return to the Neighborly platform to submit photo proof and/or an energy savings report.

You will pay your contractor for the completed labor and receive a reduced rate because of the rebate.

Thank you for your participation in the program. For more information, please visit the Georgia Home Energy Rebates website at energyrebates.georgia.gov.