

## **Solar Rebate Review Process for Paper Applications**

**The following is the review process for Solar Rebate applications once received.**

**Please take note:** The current status of hardcopy review has a 6 month backlog. Two full time OPS staff-persons and I intern has been assigned to review the applications. All applications received will be placed in the back of the applications currently on file.

We are limited on the number of steps that can be completed, as funds are not always available. Some steps require the involvement of other offices and agencies.

The following estimates are based on a per application review. Rebates are processed in date batches, causing the quantity and the review time per batch to vary.

### **Entry into the System**

- Rebates are delivered by the mail courier every weekday around 3:00 pm.  
**On average 45 applications are received per day.**
- The mail is then manually opened, sorted (stapled and placed in the right order): **Time estimate: 10 to 20 minutes depending on the quantity of applications received.**
- The rebate applications are then manually time and date stamped: **Time estimate: 5-8 minutes**
- The applications are then labeled by hand with a chronological case number. The number is generated by the Excel spread sheet: **Time estimate: 45-60 minutes depending on the quantity of applications received.**
- Once a case number is assigned, the information from the rebate application is entered into a spread sheet that is accessible on the network. **Time**

**estimate: 2.5 – 4 minutes per application.** This is dependent on the skill and familiarity of the processor.

- The application is now filed chronologically and is waiting for review.

**The daily system entry time estimate is 4.5 hours.**

### **Review of the Rebate application – Approval process**

- Applications are reviewed from the oldest to the newest.
- The application is reviewed by a standard check list (see attachment): **Time estimate: 3 minutes per application**
- If the application is approved by the first reviewer. It is then passed to a second reviewer for review and signature. **Time estimate: 3 minutes per application**
- Once it has been confirmed as approved. The application is submitted for batching (**numbering for check organization**)
- The batching individual will open the Excel sheet and indicate the application status of approved and list the batch number.
- Now that the application has been assigned to a batch, when funds are available, it will be processed for payment.
- Once the check has been printed, the batching individual will log the posted date of the check into the Excel spread sheet

**The average review time per approved application is 6 minutes.**

## **Review of the Rebate application – Rejection process**

- The application is reviewed by a standard check list (see attachment). **Time estimate: 3 minutes per application**
- If the application is rejected, the missing information is highlighted or marked to show what needs to be provided. This is done during the review.
- The reviewer will then open the Excel spread sheet and log the rejection noting the date of the rejection and the name of the reviewer. **Time estimate 2 minutes per application.**
- The reviewer will either print/electronically fill the rejection notice, indicating the reason for the rejection and date the document. **Time estimate: 2 minutes per application**
- The entire rejected application including the rejection letter is scanned and e-mailed to the reviewer's office e-mail account as an Adobe attachment. **Time estimate: 3 minutes per application**
- The e-mail attachment is then saved to a network drive so the rejection information is on file for ease of access when responding to calls concerning the application. **Time estimate: 2 minutes per application**
- The reviewer then prints a label with the applicant's mailing information. **Time estimate: 2 minutes per application**
- The entire rebate will be mailed to the applicant along with a rejection letter via regular mail. **Time estimate: 2 minutes per application**

**The average review time for a rejected application is 16 minutes**

Application # \_\_\_\_\_

## Solar Energy System Incentives Program Rebate Application - Review Form

---

- Carefully review rebate application form for all information. E-mail address is optional.
- Double check calculated rebate math for commercial thermal installations and for photovoltaic installations.

Indicate with a check mark (✓) that indicated information has been legibly provided.

- \_\_\_\_\_ **Copy of Signed Purchase Agreement Attached with System, Site, Cost, & Installation, Date**
- \_\_\_\_\_ **System Type Indicated on Rebate Form**
- \_\_\_\_\_ **Type of Site Location Indicated (*residence, commercial, public facility*)**
- \_\_\_\_\_ **Applicant Name & Address**
- \_\_\_\_\_ **Contact Phone**
- \_\_\_\_\_ **Solar System Site Address Information (if applicable)**
- \_\_\_\_\_ **Amount of Rebate is Indicated (verify formula math accuracy)**
- \_\_\_\_\_ **Applicant Certification Signed**
- \_\_\_\_\_ **Specifications Provided for Applicable System**
- \_\_\_\_\_ **System Installer Business Contact Information is Complete**
- \_\_\_\_\_ **Contractor License Verified Through FL DBPR Contractor Licensing Board**
- \_\_\_\_\_ **FEIN Provided**
- \_\_\_\_\_ **Total Cost, and Installation Date Provided**
- \_\_\_\_\_ **Permitting Information Complete (*if applicable*)**
- \_\_\_\_\_ **Contractor Certification Signed and Dated**
- \_\_\_\_\_ **Application Entered Into FEO Database?**