



Customer Application Guide

For HOMES & HEAR Rebates



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Apply Online in Just a Few Steps

Energy Saver North Carolina HOMES & HEAR Rebates



About This Guide

This guide is designed to make **applying online** for Energy Saver North Carolina simple and stress-free. It provides clear, step-by-step instructions for completing your online application for HOMES and HEAR rebates, helping you access energy-efficiency upgrades and get started on your project as quickly as possible. If you prefer not to apply online, additional application options are available on [page 4](#) so you can choose the method that works best for you.

Program Background

Energy Saver North Carolina is a program offering federally funded rebates to help income-eligible households upgrade their dwellings with heat pumps, insulation and more. Plus, your participation helps create thousands of local jobs and strengthens communities across North Carolina. Energy Saver North Carolina is managed by the North Carolina Department of Environmental Quality's (DEQ) State Energy Office (SEO).

HOMES & HEAR Rebates

Energy Saver North Carolina is a combination of two federally funded rebates: **HOMES & HEAR**.

HOMES (Homeowners Managing Energy Savings Rebates) encourages residents to complete whole-home energy upgrades that decrease energy use. HOMES rebates provide performance-based upgrades that save at least 20% of a home's energy usage (as defined by energy modeling and an initial energy assessment).

Eligible projects include air sealing, insulation, HVAC upgrades (heat pumps), heat pump water heaters, duct sealing, electrical upgrades and more.

HEAR (Home Electrification and Appliance Rebates) covers the cost of installing high-efficiency electric appliances and necessary home upgrades. No energy assessment or utility data is required. Eligible projects are heat pumps, heat pump water heaters, electric clothes dryers, electric cooktops/stoves, electrical wiring and panel improvements, and air sealing/insulation.



Apply Online

Applying online is the preferred way to submit your application and may help your application move through processing more quickly.



To apply online, visit:

energync.goeverblue.com/forms/prequalification-step-1

A valid email address is required to complete the online form. Once you've completed the email confirmation step, you can save your progress and return later to finish the form.

Other Ways to Apply



MAIL

Submit a completed paper application available from our Resource Library in **English** or **Spanish** along with the required documentation listed above to:

Energy Saver North Carolina | 1613 Mail Service Center | Raleigh, NC 27699-1613



PHONE

Call the Energy Saver North Carolina Call Center. Our customer care team will walk you through the application process:

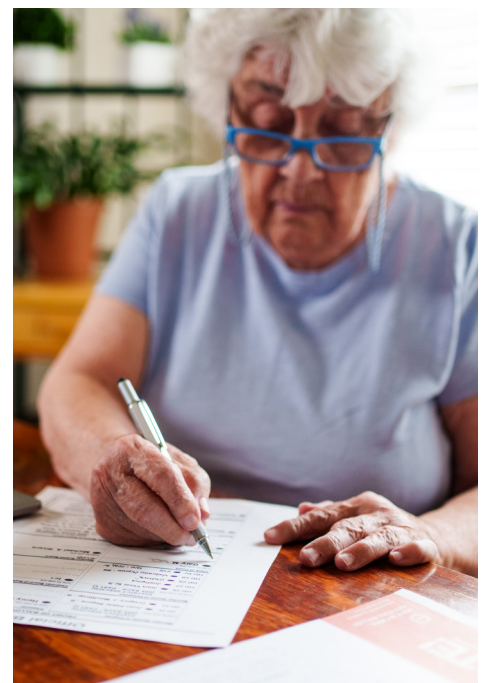
866-998-8555 Monday—Friday, 8:00 a.m to 7:00 p.m

Our call center has bilingual customer care team members along with access to translation services supporting more than 30 languages plus more.



EMAIL

Complete your application and collect your supporting documentation and send them as photos or scans to: energysavenc@aptim.org





Your household may automatically qualify for the Energy Saver North Carolina program if you're enrolled in another recognized federal program.

See the [Let's Get Started section on page 7](#) of this guide for more information.

Gather Your Documents

To complete an application, the following documents are required:

1. INCOME DOCUMENTS

For all adults in the home who are working or have income. This includes:

- **Wage Income Documents**

- » **Pay statements:** If you're paid bi-weekly, attach two to three pay statements. If you're paid weekly, attach four to five pay statements.
- » **Form W-2:** If the household member is a seasonal employee (a person whose main source of income is inconsistent throughout the calendar year), the annual income must be provided for both wages and unemployment compensation received in the prior tax year.

- **Retirement Income Documents**

- » **Pension(s):** Award letter or letter from administrative agency; pension check stubs; Form 1099; statements attached to the pension checks.
- » **Social Security:** Award letter or Form 1099.
- » **401(k):** 401(k) retirement plan statement; Form 1099; award letter; statement of benefit.
- » **Pensions, annuities, and IRAs:** Check stubs; statements attached to the disbursement checks; Form 1099; award letter; statement of benefits.



For full details concerning income documentation, please refer to the Income Qualification Checklist available in both **ENGLISH & SPANISH**

[Income Qualification Checklist-English.pdf](#)

[Income Qualification Checklist-Spanish.pdf](#)



1. INCOME DOCUMENTS (CONTINUED)

- **Investment Income Documents**

- » **Dividends & interest:** Bank statement or letter from bank dated within 60 days; check stub/ payment receipt; Form 1099; copy of recent tax return; statements from companies paying dividends or interest.
- » **Rental income:** Income tax Form 1040 (Schedule 1 and Schedule E); 12 months of income and expenses (rent receipts); notarized statement from applicant listing each apartment and the rent received per month, as well as a description and amount of deductible expenses; copy of lease(s) if annual documents are unavailable.
- » **Royalties:** Income tax return; current statement from the company issuing checks.

- **Family Income Support Documents**

- » **Alimony:** Court order; pertinent pages of separation agreement or divorce decree that identifies the payee and amount of alimony received.
- » **Child support:** Child support court order from the district clerk's office in the county where the order was issued; statement from child support office; check stubs; order from the court; bank statements.

2. PROOF OF HOMEOWNERSHIP

If ownership of the home is not listed under public records, please upload a property title or recent mortgage statement that shows you own the home.

3. FOR HOMES APPLICATIONS ONLY

If you are **ONLY applying for the HOMES** rebate, please provide the following for the previous 12 consecutive months:

- **Utility data** for all sources used to heat or power the home. This includes electricity, gas, oil and propane. Please be sure the bills include:
 - » Utility Provider
 - » Account Holder Name
 - » Address
 - » Units (kWh, therms)
 - » Meter Read or Usage Dates - including month, day, and year
- **Heating fuel receipts** (if applicable), including fuel provider and fuel type



Black out all versions of Social Security numbers on forms prior to submission.



Let's Get Started

Step 1: Pre-Qualification—Verify Your Income

The rebates you can receive depend on your household income and your project.

A. Qualifying Programs: Select any income-qualified programs in which you or an occupant in your household is currently enrolled. You may select more than one, but only one is required to utilize this method of income qualification. Proof of enrollment will be required if you use these programs as income verification.

The following Qualifying Programs can be used as income verification:

- Low Income Home Energy Assistance Program (LIHEAP)
- Medicaid enrollment document
(A Medicaid card alone is not sufficient)
- Supplemental Nutrition Assistance Program (SNAP)
- Special Supplemental Nutrition Program for Women, Infants and Children (WIC)
- Head Start
- Lifeline Support for Affordable Communications (Lifeline)
- Food Distribution Program on Indian Reservations (FDPIR)
- National School Lunch Program—Free (NSLP)
- Housing Improvement Program (HIP)
- Housing Opportunities for Persons with AIDS
- Supplemental Security Income (SSI)
- Weatherization Assistance Program (WAP)



You will need to provide proof of enrollment in a future step.

B. Complete Address & Income Information:

Based on your address and household size, you can qualify by providing details on your actual income.

- Enter your address – the field should begin to auto-fill with address options, and you can eventually click the option matching your address.
- Enter the number of individuals living in the household including dependents.
- Enter the number of adults (age 18 and up) with income.
- Income verification is required for each adult.
- Enter your total household income – this should match total gross (pre-tax) income on the tax return for each individual.

Click **NEXT** to proceed.

Address and Income Information

Address*

Start typing your address...

Type to search your address

Household Size*

0

Number of people living in the household between 1 and 8.

Number of working adults, with income, in the household over 18*

On the income step you will need to upload the required income verification documents for each one of these individuals.

Annual Household Income*

\$

Please include pre-tax income from all sources for all household members.

Cancel

Next

Step 2: User Situation—Choose A Rebate

“Which best describes your situation?”

The answer selected from the drop-down will help you decide which rebate is best to get started first. If you don't know or if you are not sure, the Energy Saver North Carolina team suggests selecting **HOMES rebates**. Click inside of the box and a drop-down menu will appear with the following options:

- “I know what upgrades I want to complete in my home.”
 - » If you select this answer, please select the upgrades you're considering from the drop down list.
- “I have an idea of what projects I want completed but will consider any upgrades that save money and energy as long as the rebates allow me to afford them.”
 - » If you select this answer, please select the upgrades you're considering from the drop down list.
- “I don't know what projects are applicable to my home so I'd like help figuring out how to reduce energy bills and make my home more efficient.”

Click **NEXT** to proceed.

User Situation

Which best describes your situation?*

Select...

Select...

I know what upgrade I want to complete in my home.

I have an idea of what projects I want to complete but I will consider any upgrades that save money and energy as long as the rebates allme to afford them.

I don't know what upgrades are applicable to my home so I'd like help figuring out how to reduce my energy bills an make my home more efficient.

CONTINUE TO THE [NEXT PAGE](#) FOR HOMES REBATE INSTRUCTIONS
GO TO [PAGE 16](#) FOR HEAR REBATE APPLICATION INSTRUCTIONS



HOMES Rebate Application Instructions

Great choice! You've chosen to apply for a **HOMES rebate**. This section will walk you through the questions and requirements needed to complete your application.

Step 1: Applicant Type

A. Select all that apply

- Do you live in the home?
- Do you rent the home? (Your landlord/homeowner contact information is required.)
- Are you the homeowner?

B. Occupant and Owner Information

Fill in your First Name, Last Name, Email, and Phone Number for both the owner and occupant sections.

C. Attestation

This section is called Self-Attestation. To proceed, you must check the box ☒, confirming that all information you provide is truthful and accurate.

Click **NEXT** to proceed.

Attestation

- ☒ By submitting this application for award, the applicant hereby certifies that all information provided is true and accurate to the best of their knowledge. The applicant understands that any false or misleading statements may constitute fraud and could result in the denial of this award, as well as potential civil and criminal penalties. This includes, but is not limited to, the truthful and accurate reporting of total family income, number of household members, property ownership, property location, and performance of contractor services.*

Step 2: Property Information

A. Property Type

- **Single Family:** A single-family property is defined as a free-standing residential structure that shares fewer than three walls with another unit. It can be a standalone dwelling, mobile home or townhouse.
- **Multifamily:** A multifamily property is defined as a dwelling with more than three shared walls and/or stacked on top of each other. Examples include an apartment or a condo.

Note: Multifamily is currently waitlisted until late 2026.

- **Mobile Home:** A factory built home that has been delivered and installed permanently on-site.

B. Construction Type

- Please select **New** or **Existing** from the drop-down menu.
- Answer the following question with an answer from the drop-down menu.

What is the status of the upgrades for which you are currently applying?

» Not Started, In Progress, or Already Installed



HEAR retroactive rebates aren't available. HOMES retroactive rebates are available for projects that:

- Meet all DOE requirements in the requirements document. (NC is using the modeled approach).
- Begin on or after August 16, 2022, and before January 16, 2025.
- Meet any additional state requirements.
- Must receive program approval prior to equipment purchase or installation.
- Meet any additional state requirements - including but not limited to, using a contractor in the Energy Saver NC network.

Please refer to the [**Home Efficiency Rebates \(50121\) Retroactivity Fact Sheet and Eligibility Checklists**](#) for retroactive rebate eligibility for HOMES and HEAR projects you are currently applying for.

C. Referral Source

How did you hear about Energy Saver North Carolina?

- Please select the option that best describes how you heard about our program.
- If you don't see your referral source in the drop down menu please select "Other" and type the source where prompted.

Click **NEXT** to proceed.

Step 3: Income Documents

Income documents are required for the entire household, including all adults who are working or receiving income. Please refer to the following documents for more details concerning income documentation.

- [Income Qualification Checklist-English.pdf](#)
- [Income Qualification Checklist-Spanish.pdf](#)

To upload documents, click on the income document saved on your computer then **SELECT FILE** then click **UPLOAD FILES**.

To upload multiple documents **you must click UPLOAD FILES after each one.**



Black out all versions of Social Security numbers on forms prior to submission.

Income Documents

To verify your household income, please upload income documents for every adult (18 or older) in your home who earns income. The preferred document is each person's most recent **Form 1040 (U.S. Tax Return)** from the past 12 months.

- Be sure to **black out social security numbers** before uploading.
- If someone **did not file taxes**, [click here](#) to view other acceptable income documents.

If you have questions, please email us at energysavernc@aptim.com if you have any questions.

Upload New Document:

[\(Example 1040 document\)](#) [\(Other Accepted Documents\)](#)

 **Select Files**

 **Upload Files**



The preferred document format is PDF, JPEG or PNG.

Documents in .MOV, .HEIC, ZIP files, or Excel/spreadsheets will not be viewable by the application processing team and are not accepted.

Step 4: Acknowledgments & Agreements

Please read the **Terms and Conditions** and select the check box. **This step is required.***

Please read the **Removal of Existing Equipment Acknowledgment** and select the check box. **This step is required.***

Please read the **Photo Release for Promotional, Educational, and Marketing Materials** and select the check box. **This step is NOT required.**

Please read the **Referral Consent** section and select any outside organizations we can refer you to if interested. **This step is NOT required.**

Click **NEXT** to proceed.

Step 5: Information Option

Utility Information

Select one of the check boxes:

- ☐ I will upload my electric and heating bills
 - ☐ I haven't lived at this residence long enough to provide 12 months of bills
- Applicants are not deemed ineligible due to the lack of 12 months of utility history*



It is **HIGHLY** recommended that you upload **ALL** utility data and bills at this step to process your application.

Electricity Provider

If you are a **Duke Energy** customer and consent to have your electric bills provided to Energy Saver North Carolina, please select "Yes" from the drop-down menu when prompted. You will need to provide the following:

- A. Duke account holder name
- B. Duke account number
- C. Duke service address
- D. Start date for sharing bills (should be 12 months ago)
- E. End date for sharing bills (should be today's date)
- F. Please sign the form digitally, date, and check the data disclosure consent box.

Electricity Provider

Electricity Provider

Duke Energy

Looking at your electric bill, please select the name of your electricity provider (e.g. Duke, etc.)

Would you like to provide your consent to have your electric bills provided by your provider? With your consent, Duke Energy will share up to 12 months of energy usage data.

Select

Select...
Yes
No

Electricity Provider (continued)

- A. If your electricity provider is a utility other than Duke Energy, enter the name of your electricity provider
- B. Upload **12 CONSECUTIVE MONTHS** of heating bills
- » To upload documents, click the blue **SELECT FILES** button in the **Upload New Documents** section, then select your files from your device, then click the light blue **UPLOAD FILE** button.
 - » A green success check mark  will appear in a green shaded box when your file is successfully uploaded.
 - » Multiple documents can be uploaded here; you must click **UPLOAD FILE** after each one
- C. Please be sure the bills include:
- » Utility provider
 - » Account holder name
 - » Address
 - » Units (kWh, therms)
 - » Meter read or usage dates

Electricity Provider

Electricity Provider

Other

Looking at your electric bill, please select the name of your electricity provider (e.g. Duke, etc.)

Please specify the name of your electricity provider

City Wide Electric

Upload your electricity bill

Upload New Document

Select Files

Upload Files

UPLOADED FILES:

SAMPLE ELECTRIC BILL



Please submit your electric bills for the last 12 months.

Heating Fuel Provider

(if applicable)

- A. Select the checkbox that describes the heating fuel for your home
- B. Enter the name of your heating fuel provider
- C. Upload **12 CONSECUTIVE MONTHS** of heating bills
 - » To upload documents, click the blue **SELECT FILES** button in the **Upload New Documents** section, then select your files from your device, then click the light blue **UPLOAD FILE** button.
 - » A green success check mark  will appear in a green shaded box when your file is successfully uploaded.
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- D. Please be sure the bills include:
 - » Utility provider
 - » Account holder name
 - » Address
 - » Units (kWh, therms)
 - » Meter read or usage dates

Click **NEXT** to proceed.

Step 7: Complete

You will receive an email that your application is under review and prompt you to login and create a password where you can access and edit your application.

During the application review, you might be contacted if your application is incomplete. If the application is approved, you will be notified via email.

- **HOMES**—you will be notified when it's time to schedule your home assessment in your dashboard or you can contact the call center to schedule your assessment.



Email Sent!

Thank you for submitting your application. We will now review your submission. If additional information is required, we will contact you via email or phone. Once your application has been reviewed, our staff will contact you to schedule an in-home energy assessment.

[User Dashboard](#)

HEAR Rebate Application Instructions

Great choice! You've chosen to apply for a HEAR rebate. This section will walk you through the questions and requirements you need to complete your application.

Step 1: Choose Rebate Type

Select **HEAR** Rebates.

Click **NEXT** to proceed.

Step 2: Applicant Type

A. Select all that apply

- Do you live in the home?
- Do you rent the home? Your landlord/homeowner contact information is required.
- Are you the homeowner?

B. Occupant and Owner Information

Fill in your First Name, Last Name, Email and Phone Number for both the owner and occupant sections.

C. Attestation

This section is called Self-Attestation. To proceed, you must check the box, confirming that all information you provide is truthful and accurate.

Click **NEXT** to proceed.

Attestation

- ☒ By submitting this application for award, the applicant hereby certifies that all information provided is true and accurate to the best of their knowledge. The applicant understands that any false or misleading statements may constitute fraud and could result in the denial of this award, as well as potential civil and criminal penalties. This includes, but is not limited to, the truthful and accurate reporting of total family income, number of household members, property ownership, property location, and performance of contractor services.*

Step 3: Property Information

A. Property Type

- **Single Family:** A single-family property is defined as a free-standing residential structure that shares fewer than three walls with another unit. It can be a standalone or detached dwelling, mobile home, townhouse.
- **Multifamily:** A multifamily property is defined as a dwelling with more than three shared walls and/or stacked on top of each other examples include an apartment or a condo.

Note: Multifamily is currently waitlisted until late 2026.

- **Mobile Home:** A mobile home is a manufactured or movable residential home used as the applicant's primary residence.

B. Construction Type

Please select **New** or **Existing** from the drop-down menu.

Answer the following question with an answer from the drop-down menu.

- What is the status of the upgrades for which you are currently applying?
 - » Not Started, In Progress, or Already Installed
 - HEAR rebates are not eligible for retroactive rebates.
 - Please refer to the [Home Efficiency Rebates \(50121\) Retroactivity Fact Sheet and Eligibility Checklists](#) for retroactive rebate eligibility.
- This question refers to HOMES and HEAR projects you are currently applying for.

C. Referral Source

How did you hear about Energy Saver North Carolina?

- Please select the option that best describes how you heard about our program.
- If "Other" is selected, please specify.

Click **NEXT** to proceed.

Step 4: Income Documents

Income documents are required for the entire household, including all adults who are working or receiving income. Please refer to the following documents for more details concerning income documentation.

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 **Select Files**

 **Upload Files**



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Please read the **Photo Release for Promotional, Educational and Marketing Materials** and select the check box. **This step is NOT required.**

Please read the **Referral Consent** section and select any outside organizations we can refer you to if interested. **This step is NOT required.**

Click **NEXT** to proceed.

Step 5: Complete

You will receive an email that your application is under review and prompt you to login and create a password where you can access and edit your application.

During application review, you might be contacted if your application is incomplete. If the application is approved, you will be notified via email.

- **HEAR**—You will be notified to select a contractor for appliance installations.
- Heat pump installation requires a limited assessment.



Email Sent!

Thank you for submitting your application. We will now review your submission. If additional information is required, we will contact you via email or phone. Once your application has been reviewed, our staff will contact you to schedule an in-home energy assessment.

[User Dashboard](#)