Commonwealth Solar Hot Water Programs
PowerClerk Online Instructions

MassCEC accepts all solar hot water project applications and project completions online using PowerClerk. Installers must request a username and password by emailing SolarHotWater@MassCEC.com. Your Powerclerk username and password will then be emailed to you. If you have questions about your login information, contact the Comm Solar Hot Water team at SolarHotWater@masscec.com.To log in, and submit or track the status of applications, go to www.powerclerk.com.

Note	Save your inputs along the way as PowerClerk will automatically log you off of the system after a certain period of inactivity.

1. To Submit a New Application:

Under the *Applications* tab, choose the **Commonwealth Solar Hot Water Residential or Commercial Program** from the drop down menu.

Then select the “New Incentive Application” Button

Note	PowerClerk will take you through each page of the application. You can keep track of which page you are on by looking at the bar at the top of your screen.

A. Installer Selection

Applicant/Primary Integrator:
As a solar hot water primary installer, you are the Applicant. MassCEC has provided you with login information for a contact person at your company. After selecting your company from the “Applicant/Primary Installer” drop-down list, select the Applicant contact person from the list to the right.

Installer (if different):
To add a secondary installer for this job, pick one from the drop-down list. If the secondary installer is an employee of the Applicant company, skip this step and leave “Installer” blank. If your secondary installer is not listed, please email SolarHotWater@masscec.com to request a **Secondary Installer Contact Information** form.

To continue, select “Next”.

B. Host Customer

Contact Details:
Complete this section with the contact information for the electric ratepayer for the project site; this will be considered the Host Customer. This may or may not be the System Owner.

All fields with a red asterisk (*) are required. Make sure that you enter valid information, since PowerClerk will not let you save incomplete data entries.

Note	Communications regarding the status of applications will be sent to Applicant/Installers, Host Customers and System Owners via email throughout the rebate approval and payment processes. Please ensure that any email addresses provided are current and accurate.

Note	Be sure that the city or town listed as the Project Site is one of the Official Massachusetts Town/City names. See http://www.sec.state.ma.us/ele/eleclk/clkidx.htm.

C. System Owner

If the System Owner is the same as the Host Customer, choose Host Customer from the "System Owner Is" list provided. If the System Owner is a Third Party, enter information for the owner of the system.

D. Project Site

This information should be the same information that you filled out for Host Customer. If it is, choose Host Customer from the “Set Same As” list.

E. Project Components

Note	You will need to save your work several times while completing this page. There are several points where PowerClerk will need to make computations, at which point the screen will go grey and you will need to wait until the screen updates.

Step 1 – Add Solar Collectors:

First, select “Add Solar Collectors” and select the Manufacturer of the Collectors. If your project has more than one array and the arrays are at different azimuths or tilts, you will need to add these arrays separately.

Next, select the Model of the Collectors.

Next, input the quantity of Collectors for this array. If there is more than one array with different module manufacturers, model, azimuth, or tilt, you will have to complete this array first and then add another with the other specifications.

Next, input the cost of the Collectors (PowerClerk will update the Total Cost), the array azimuth and the array tilt

After PowerClerk has updated, select “Save” in the upper right hand corner of the box.

Step 2 - Add Water Tank

First, select "Add Solar Collectors" and enter the tank size in gallons. Next, input the quantity and cost of the water tank(s) (PowerClerk will update the Total Cost).

After PowerClerk has updated, select "Save" in the upper right hand corner of the box.

Step 3 - Add Installation Costs

You must provide the total installation cost for the project. First, select "Add Other".

Next, Component should read "System Costs".

Next, under the Manufacturer drop down list, choose "Installation Costs" (PowerClerk will update).

Next, under Model, choose "Balance of System" from the drop down list.

Enter the total remaining project cost in "Total Cost."

Select "Save" in the upper right hand corner (PowerClerk will update).

F. Application Review

Please review your application for inaccuracies, make any adjustments as needed, and then print for your records.

PowerClerk will prompt you if there is required information missing.

G. Paperwork Records

The first 5 documents listed are required back-up documents that you must submit by clicking "Add Attachment" and uploading a PDF document.

If your customer is eligible for the Natural Disaster Relief Adder, you must upload the required piece of documentation.

H. Submit Application

If you did not fill out any required fields, PowerClerk will notify you on this page. Please go back to the appropriate page and fill out all required fields.

2. To View a Previously Submitted Application:

Find the application you would like to view, and note the status of the application. Next to the status, there may be some notes from MassCEC detailing the reason for the status change.

Possible Statuses:

- **Not Submitted:** The application has been created in PowerClerk, but has not been submitted.
- **Submitted:** The application has been electronically submitted.

- **Under Review:** MassCEC is reviewing the application.
- **Application On Hold:** An item needs clarification on the application and MassCEC will contact you for more information. The application will not be approved until these issues are remedied.
- **Denied:** The application is incomplete or does not meet Comm Solar Hot Water requirements.
- **Withdrawn:** The application has been withdrawn by the System Owner before it was approved for a rebate.
- **Review Complete:** The application has been reviewed and will go through the Approvals Process. This process may take an additional two weeks.
- **Approved:** The application has been approved. An Award Email will be sent to the Host Customer, the Applicant/Primary Installer and the System Owner.
- **Forfeited:** The award was forfeited by the System Owner after the award was approved.
- **Payment Request Received**: Project completion paperwork has been received, but has not yet been reviewed.
- **Payment Request On Hold**: Project completion paperwork has been received but items are missing or the project is waiting for additional issues to be resolved (i.e. waiting for site inspection to be completed).
- **Payment Request Approved**: Payment has been approved and is waiting for the required approval before being sent for check processing.
- **Completed:** The project has been approved for final payment, received all necessary approvals and the check is being processed.

3. To Submit a Project Completion Form

Find the application for which you would like to submit a project completion form. Click the “Edit” button next to the application.

A. Project Components

Please enter Date In Service, Building Permit #, Licensed Plumber #, and check off that the Grantee has sent a completed W-9 form to Finance@MassCEC.com. Please correct any fields if the information has changed since the time of application.

B. Payee

The Payee can either be the System Owner or the Applicant/Primary Installer. Select one of these entities from the “Payee is…” drop-down list. The Payee information will fill in for you. If the payee information is not correct, please enter the correct information.

C. Incentive Claim Form

Please review your application for inaccuracies, make any adjustments as needed, and then print for your records.

PowerClerk will prompt you if there is required information missing.

D. Paperwork Record

The first 4 documents listed are required back-up documents that you must submit by clicking “Add Attachment” and uploading a PDF document.

If you did not submit an electric bill at the time of application because the facility was under construction, you must upload the electric bill at this time.

E. Submit Application

If you did not fill out any required fields, PowerClerk will notify you on this page. Please go back to the appropriate page and fill out all required fields.

4. To Change Your Password:

i. Login to your account
ii. Select the tab at the top of the screen “Administration”
iii. Follow the prompts to change your password

Note	If you have forgotten your Password, go to www.powerclerk.com and click “Forgot Password?” You will be prompted to enter your User Name (email address that you chose when your PowerClerk account was created), and a Password Reset email will be sent to that email address.

5. Additional Information:

More information on using PowerClerk can be found within the PowerClerk training video located on our website at:

http://web3.streamhoster.com/mtc/PowerClerk/MRET_Commercial_2_5.htm

We recommend that all installers watch the training videos in addition to reading these instructions.