



eRebates

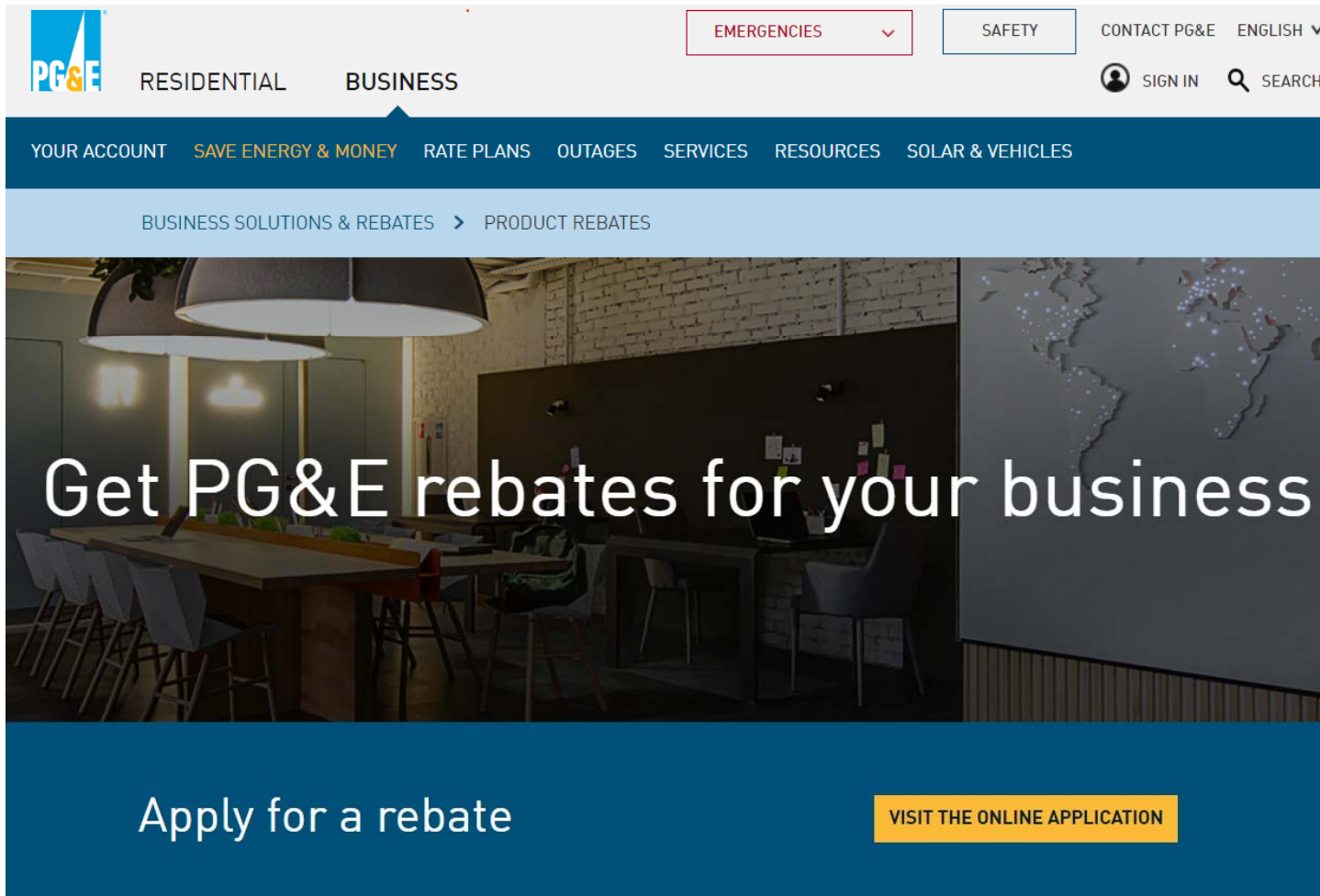
Apply for Energy Efficiency Rebates Online



SMB Rates and My Energy

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Your Account: Rebates



The image shows a screenshot of the PG&E website's business rebates landing page. The top navigation bar includes the PG&E logo, a 'RESIDENTIAL' link, and a 'BUSINESS' link which is currently selected. To the right of the navigation bar are links for 'EMERGENCIES', 'SAFETY', 'CONTACT PG&E', and 'ENGLISH'. Below the navigation bar is a dark blue horizontal menu with links for 'YOUR ACCOUNT', 'SAVE ENERGY & MONEY', 'RATE PLANS', 'OUTAGES', 'SERVICES', 'RESOURCES', and 'SOLAR & VEHICLES'. Below this menu is a light blue banner with the text 'BUSINESS SOLUTIONS & REBATES' and a right-pointing arrow, followed by 'PRODUCT REBATES'. The main content area features a large, dark, high-quality photograph of a modern office interior with a long wooden table, chairs, and a large screen displaying a world map. Overlaid on this image is the text 'Get PG&E rebates for your business' in a large, white, sans-serif font. At the bottom of the page is a solid dark blue footer bar. On the left side of this bar is the text 'Apply for a rebate' in white. On the right side is a yellow rectangular button with the text 'VISIT THE ONLINE APPLICATION' in dark blue.

PG&E

RESIDENTIAL BUSINESS

EMERGENCIES SAFETY CONTACT PG&E ENGLISH

SIGN IN SEARCH

YOUR ACCOUNT SAVE ENERGY & MONEY RATE PLANS OUTAGES SERVICES RESOURCES SOLAR & VEHICLES

BUSINESS SOLUTIONS & REBATES > PRODUCT REBATES

Get PG&E rebates for your business

Apply for a rebate

VISIT THE ONLINE APPLICATION

Online Energy Efficiency Resources:

www.pge.com/businessrebates



Your Account: Rebates

Save money and energy with qualified products

It's easy to get money back for your business. Just purchase an approved energy-efficient product for your company, fill out a rebate application, and we'll send you a check.

Online Energy Efficiency Resources:

www.pge.com/businessrebates

- Financing options
- Info on contractor selection
- Rebate catalogs
- Printable applications
- Online application

Use our rebate catalogs to select eligible products



Business rebates for qualified products

Access a complete list of business rebates.

[Download 2017 Business Rebate List \(PDF, 1.6 MB\)](#)



Visit California Statewide Qualified LED Product List

Learn about rebates for fixtures, lamps and accent/directional lighting. [Download Lighting Rebate Catalog \(PDF, 3.9 MB\)](#)



Heating, ventilation and air conditioning (HVAC)

Get information on HVAC rebates.

[Download WHAT'S NEW AS OF JANUARY 1, 2017 \(PDF, 54 KB\)](#) >

[VISIT CALIFORNIA STATEWIDE QUALIFIED LED PRODUCT LIST](#) >

[Download HVAC REBATE CATALOG \(PDF, 1.04 MB\)](#) >



Boilers and water heating

Get rebates for process heating, hot water heating, space heating and pool heating.

[Download BOILERS AND WATER HEATING REBATE CATALOG \(PDF, 2.38 MB\)](#) >



Refrigeration rebates

Learn about rebates for refrigerator-related coolers, motors, display cases, strip curtains and more.

[Download REFRIGERATION REBATE CATALOG \(PDF, 1.03 MB\)](#) >



Food service equipment

Get information on cooking, holding, cooling and ventilation equipment.

[Download FOOD SERVICE REBATE CATALOG \(PDF, 2.2 MB\)](#) >

EXPLORE REBATE CATALOGS FOR YOUR INDUSTRY

Find products and rebates designed for your business.



[Download Agriculture and Food Processing Rebate Catalog >](#)
[PDF, 4.73 MB]



[Download Hotel and Lodging Rebate >](#)
[PDF, 3.72 MB]



[Download K-12 Schools Rebate Catalog >](#)
[PDF, 3.43 MB]



Your Account: Submitting Rebates

PG&E's rebates can be submitted through the new online portal.

Customers are able to search for rebates based on their business

eRebates Customer Portal Overview

1. Customers can now submit their rebate applications online through eRebates at the following link: <https://sit-sit-pgecommunities.cs44.force.com/eRebateApplication/>
**Please note that you may test this portal for business customers using SAID 1222457630
2. The customer will be prompted to gather their necessary documentation and enter in their SAID

Start your application

**Required field*

SERVICE AGREEMENT ID (SAID)*

Your SAID is a 10-digit number.

Service agreement ID (SAID)

[BACK TO REBATES OVERVIEW](#) [START APPLICATION](#)

Customers will need their:

- SAID
- Product Information
- Tax ID

<https://sit-sit-pgecommunities.cs44.force.com/eRebateApplication/>



Questions?



Thank You!



S.T.A.R.T Team Presentation



Knowledge Check

Lets test our knowledge!



Activity - Talking to the Customer

- We are going to review two scenarios:
 - Customer who has enrolled
 - Customer who has not enrolled
- After determining which type of customer you are speaking to (a frequent user or New user), you can utilize these questions to engage the customer and start the conversation about **PGE.COM**.





Talking to a customer that has **NOT** already enrolled

Do you know that you can view and pay your bills online?

- PGE.COM allows you to view up to 24 months worth of your bills. You can also make one-time payments and enroll in monthly recurring payments.
 - Where would you find these options?



Talking to a customer that has **NOT** already enrolled:

Do you know that you can sign up to receive notifications about outages and reminders about things such as: payment due dates, outages and service appointments?

- This can be very useful in helping you to make smart business decisions, in the event of an outage. I can show you how to do that now if that is okay?
 - What tool would you advise the customer to use on our website?



Talking to a customer that **HAS** already enrolled

Do you know that you can view and download your monthly, daily and hourly usage at PGE.COM?

- PGE.COM provides easy-to-read graphs that allow you to understand exactly when you are consuming your energy and how much.
 - Where would you direct the customer to see this information?



Talking to a customer that **HAS** already enrolled

Have you ever taken a look to see if you are on the most optimal rate for your usage patterns?

- PGE.COM uses your last 9-12 months of data to calculate your optimal commercial rate. It will even tell you the approximate annual cost for each rate.
 - Where would you direct the customer to see this information?



Questions?

