Intermountain Gas Contractor Central Quick Start Guide

Welcome to the Trade Ally Program

Thank you for partnering with us! This guide will help you:

- Register as a Trade Ally.
- Access the Contractor Central Portal and other TA program benefits.
- Submit and track rebate applications.

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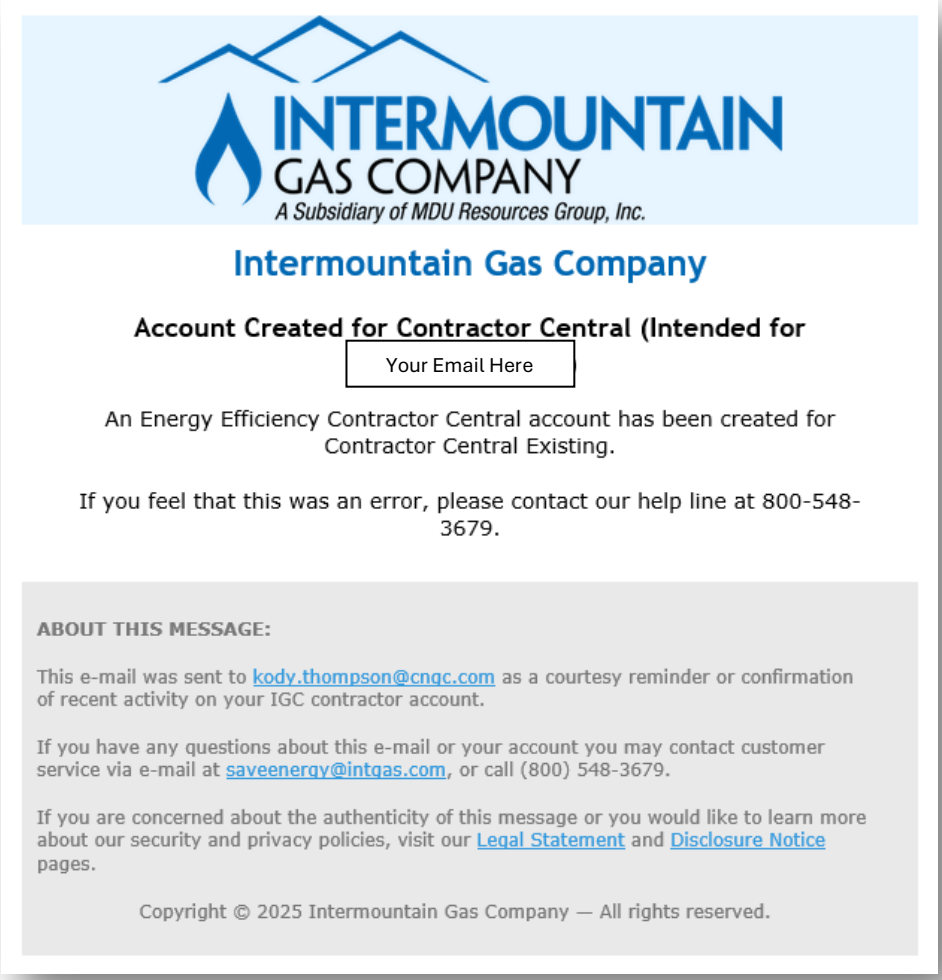
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1. Getting Started

Here we will review how to set up your account in Contractor Central for submitting rebate applications.

Set Up Your Account

A. If you've been identified on an Intermountain Gas Rebate in the past, Program staff can get your account started for you with the information we have on file. After initial communications with IGC staff, an account will be set up for you. Once your account has been set up, you will receive a notification via email.



INTERMOUNTAIN GAS COMPANY
A Subsidiary of MDU Resources Group, Inc.

Intermountain Gas Company

Account Created for Contractor Central (Intended for

Your Email Here

An Energy Efficiency Contractor Central account has been created for Contractor Central Existing.

If you feel that this was an error, please contact our help line at 800-548-3679.

ABOUT THIS MESSAGE:

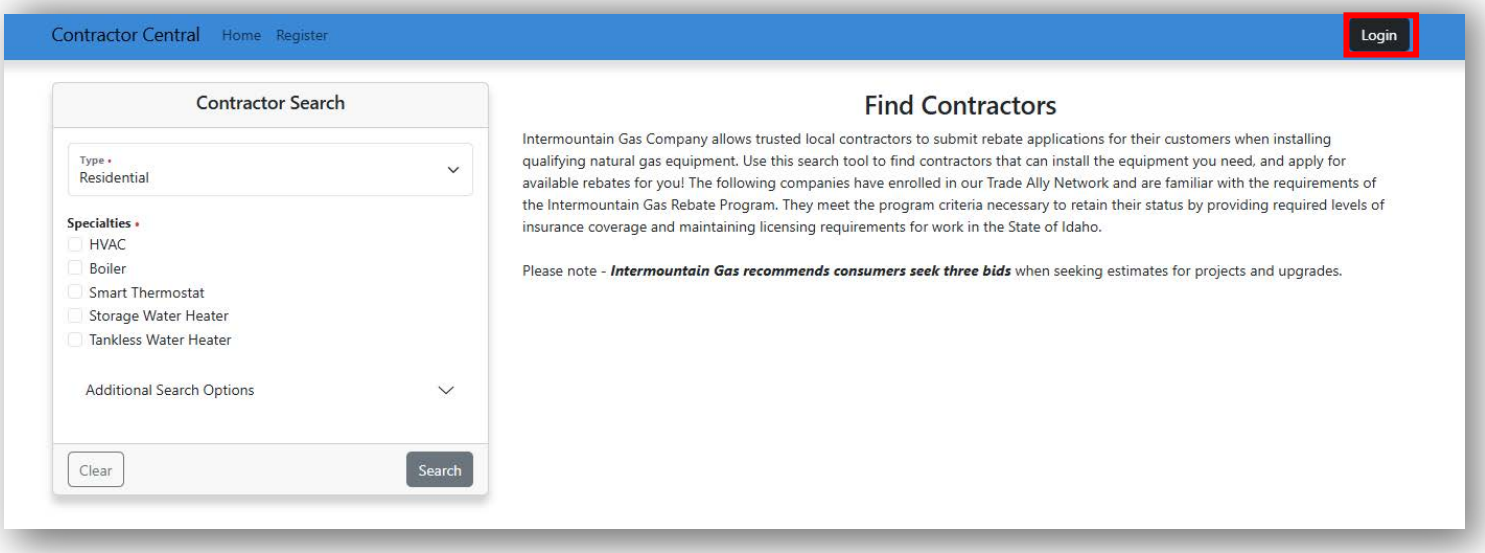
This e-mail was sent to kody.thompson@cngc.com as a courtesy reminder or confirmation of recent activity on your IGC contractor account.

If you have any questions about this e-mail or your account you may contact customer service via e-mail at saveenergy@intgas.com, or call (800) 548-3679.

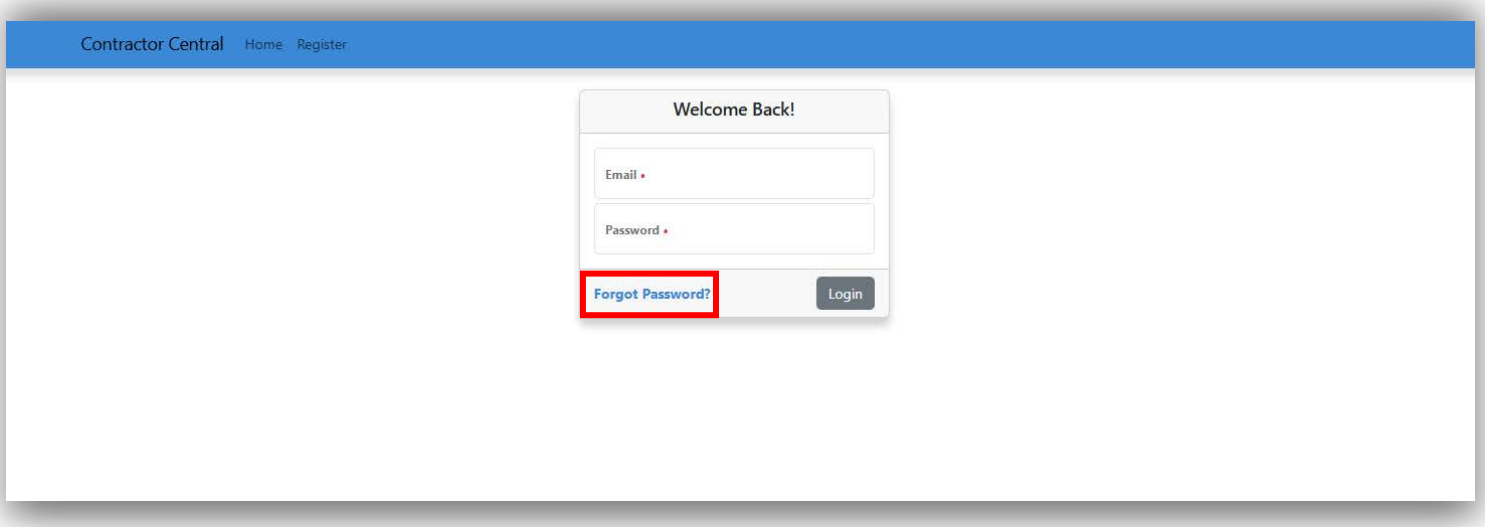
If you are concerned about the authenticity of this message or you would like to learn more about our security and privacy policies, visit our Legal Statement and Disclosure Notice pages.

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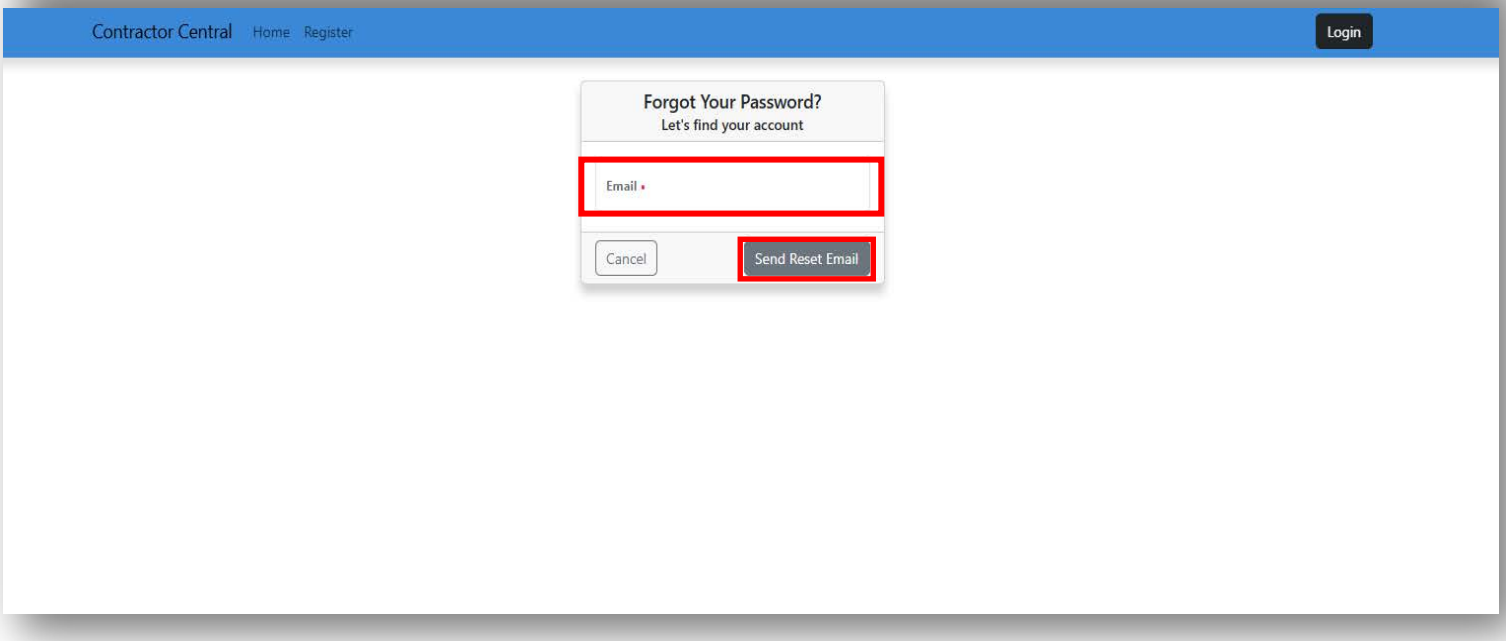
B. Once you've received your email notification, go to: www.contractorcentral.intgas.com or access Contractor Central by going to the Intermountain Gas contractor resources web page to find the link to Contractor Central. Click 'Login' in the upper right corner.



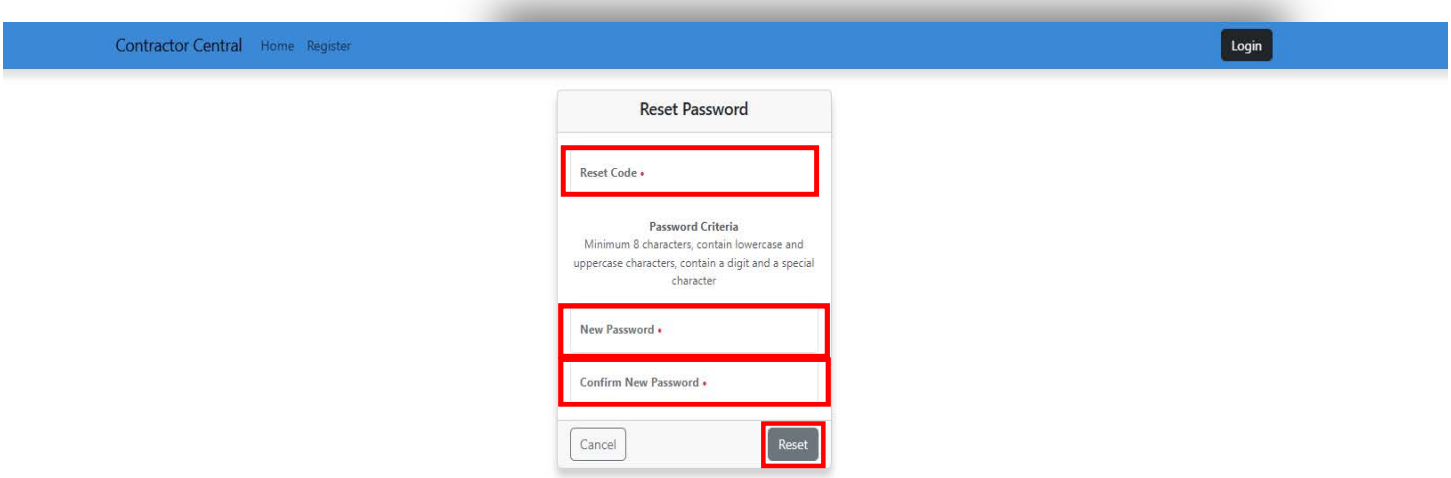
C. On the next page, click ‘forgot password’ in the login area. Since your account is set up by IGC staff, this will let you create your password on the account that’s been set up for you.

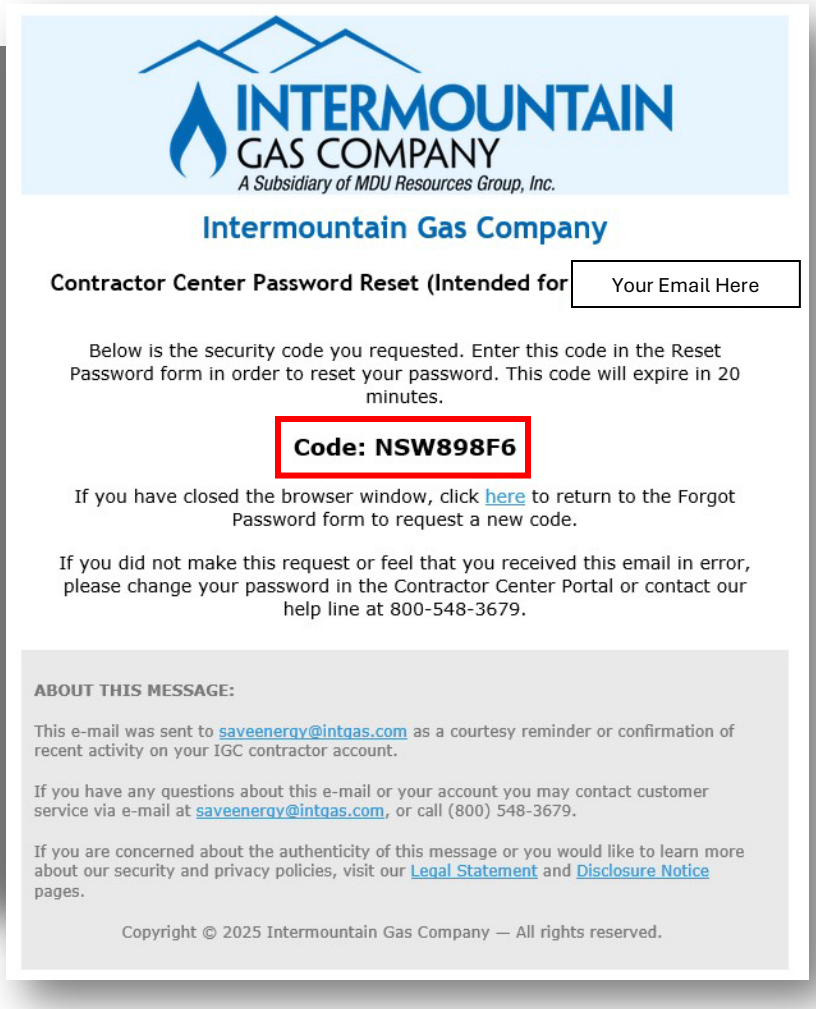


D. On the next screen, enter the email that was used to set up your account as it is written in the confirmation email you received. Click ‘Send Reset Email’. You will receive an email containing a reset code that looks like the one shown in the next step.

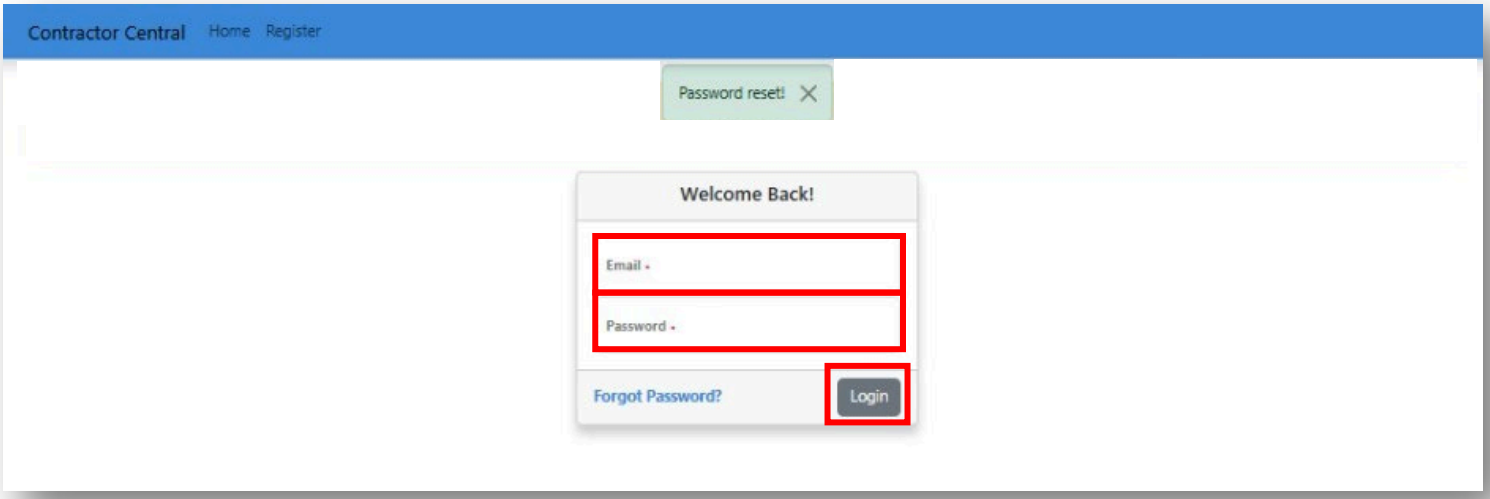


E. On the next page, enter the verification code received in your email (case sensitive) and create a password for your account. Record your password somewhere secure for future reference and click ‘Reset’.

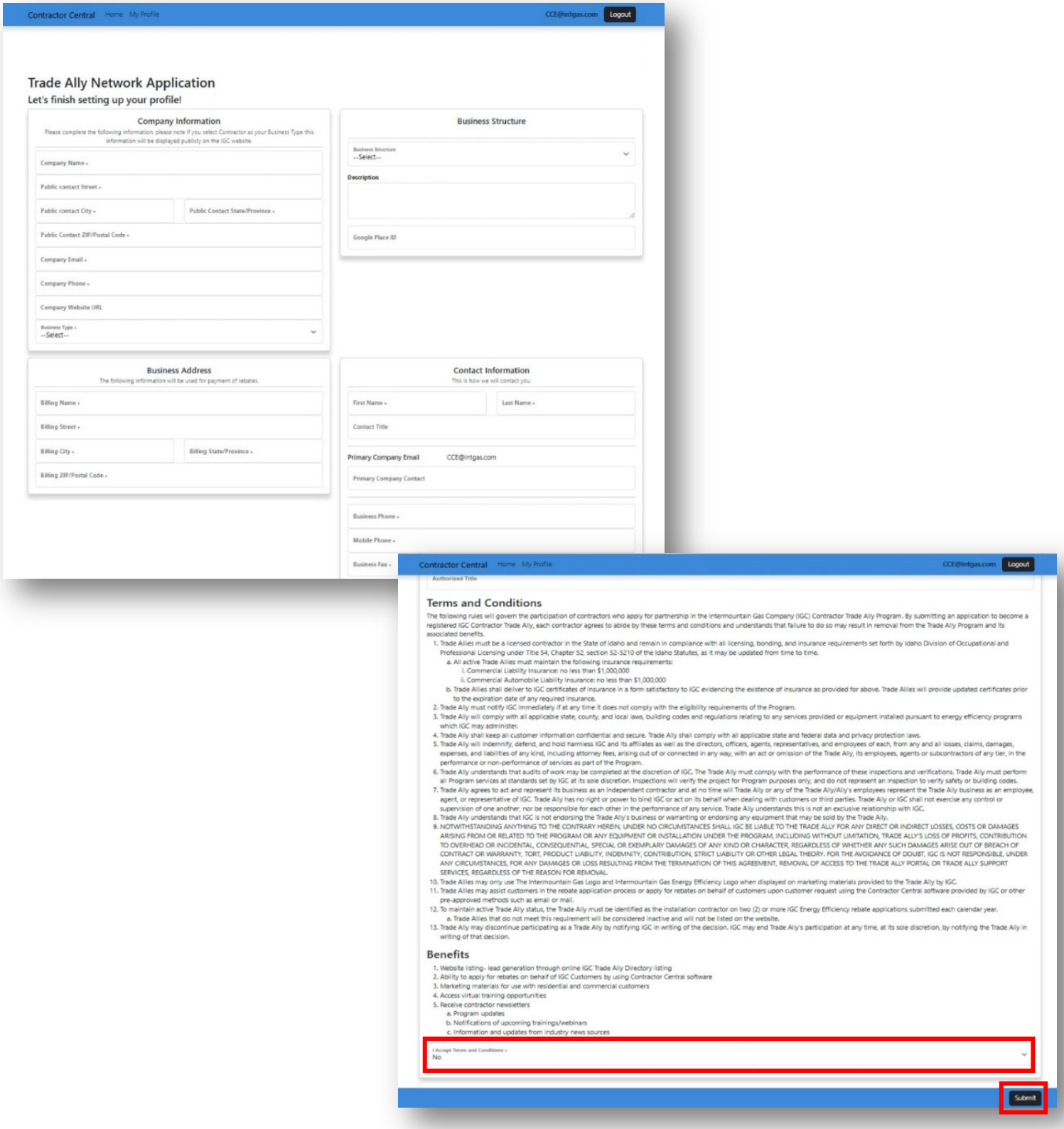




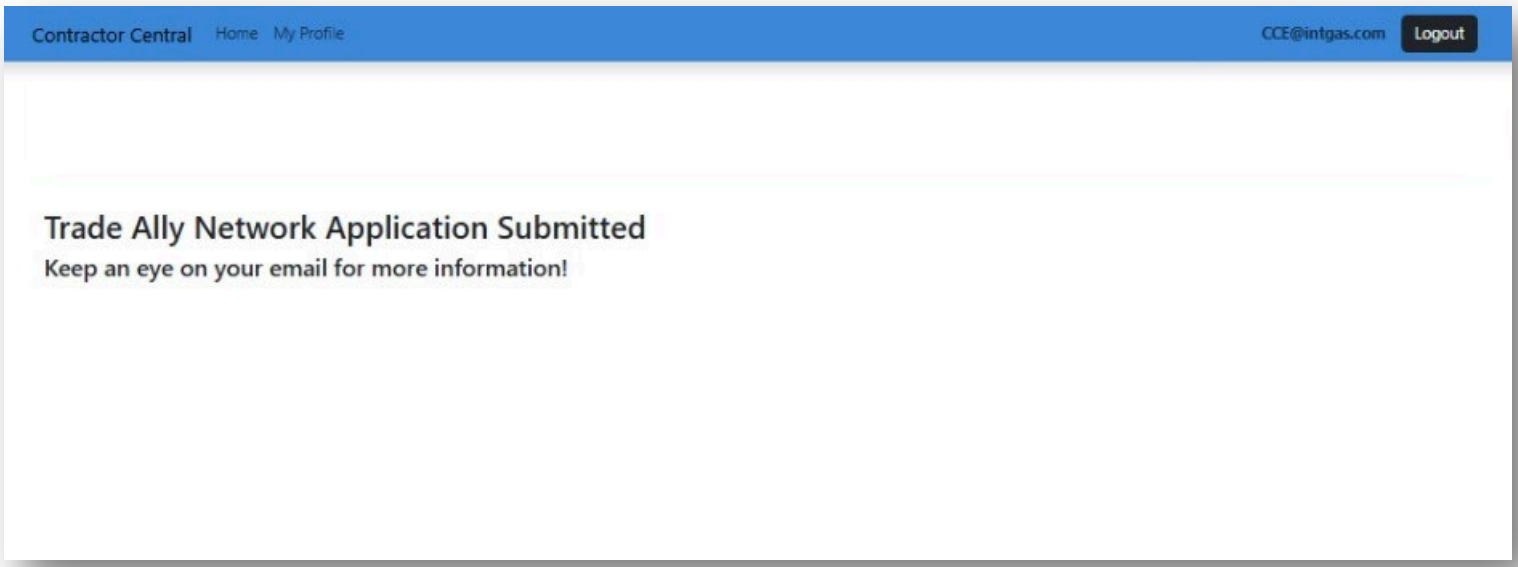
F. You will then be redirected back to the login page, log in using your email address and the password you created.



G. The next page will ask you to fill out information about you and your company including contact/location information, specialties, and locations where your services are available. Fill out all fields marked with a red asterisk and select 'yes' at the bottom of the page to accept the terms and conditions before clicking 'submit'

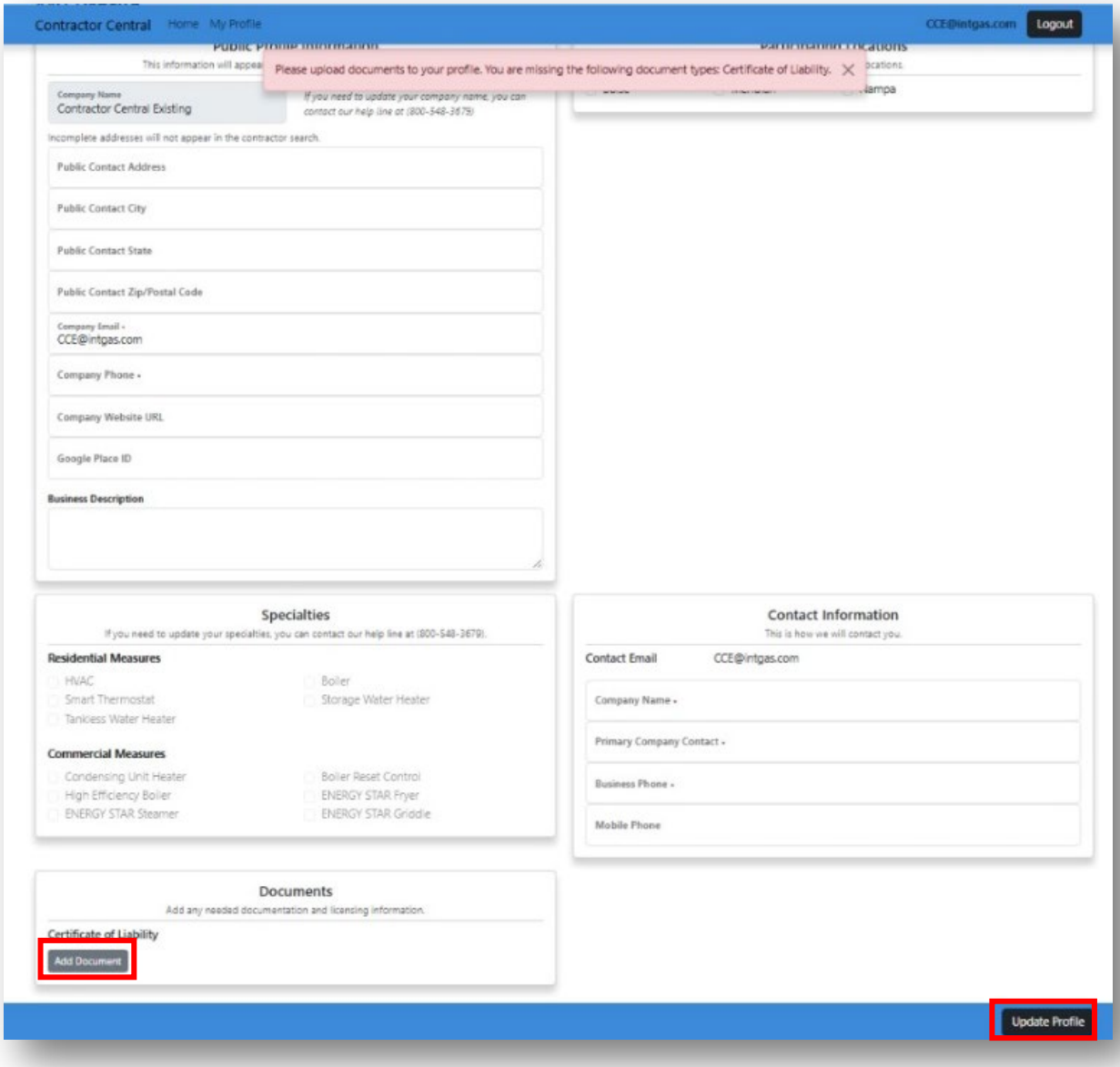


H. IGC Program staff will review your submission. Once approved, you will be able to proceed to the next step of registration which will appear upon logging in. This may take a few days, check back here periodically. Go back to Contractor Central and log in using your previously established credentials to complete the next step.

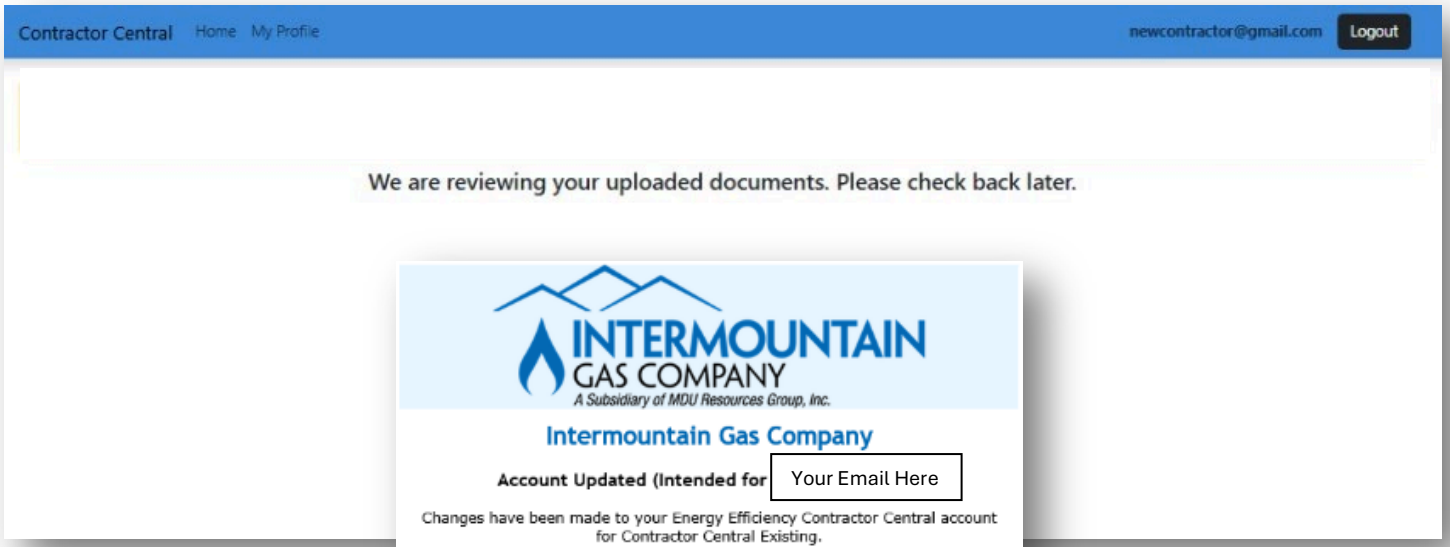


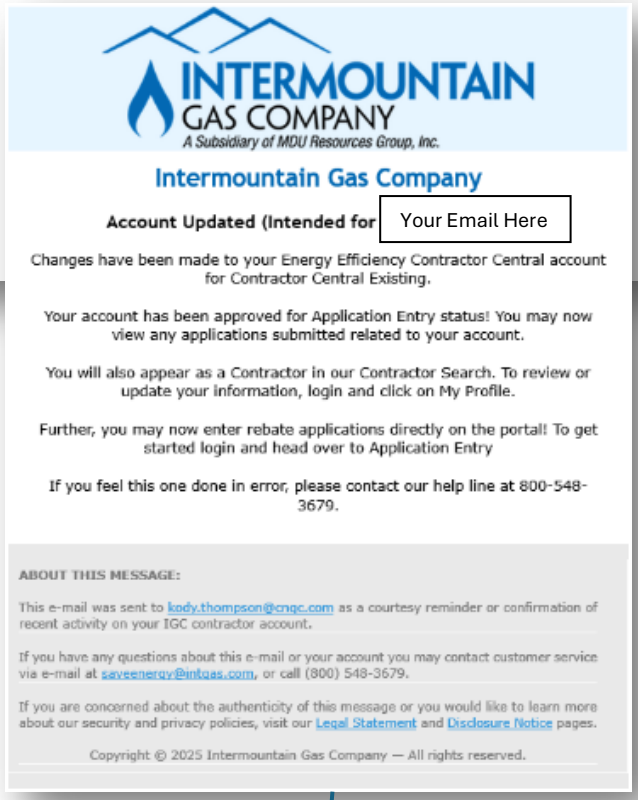
I. After logging back in to Contractor central, you will be prompted to upload documents showing proof of insurance. After you have uploaded your insurance document, click 'Update Profile'. In this section, you will need to upload proof of the following insurance in a single document:

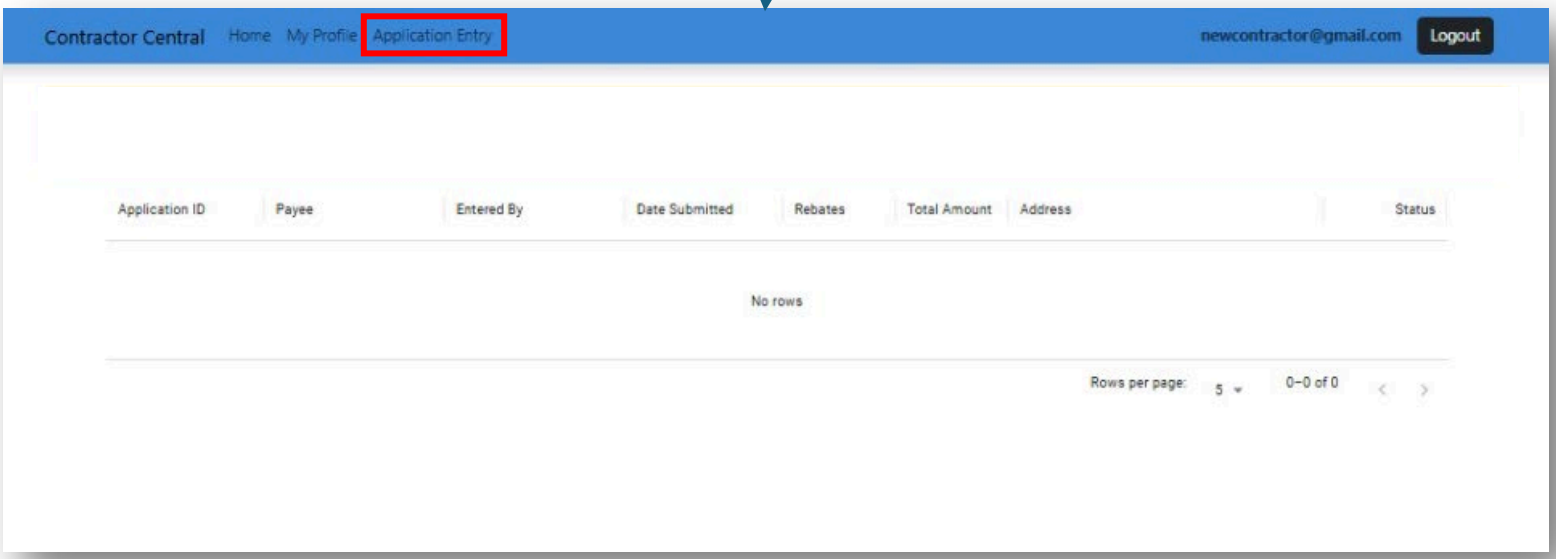
- Commercial Liability Insurance: no less than $1,000,000
- Commercial Auto Liability Insurance: no less than $1,000,000



J. After uploading your insurance documents, they will be reviewed by staff. Upon confirmation, you will receive email notification of the rebate application entry area becoming available.

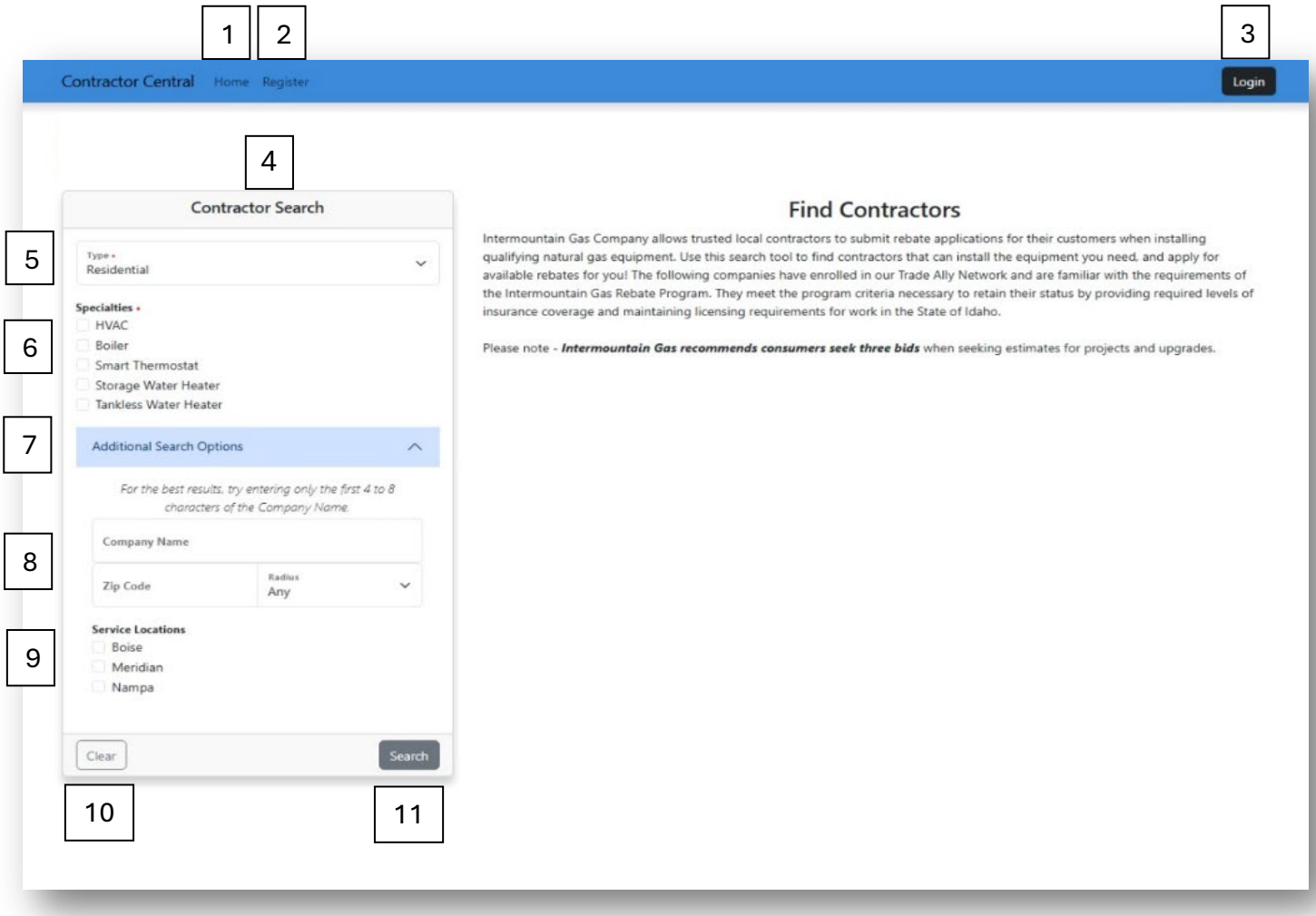






2. Navigating the Trade Ally Directory and Contractor Central Dashboard

Here, we will go over how to navigate the Trade Ally Directory.

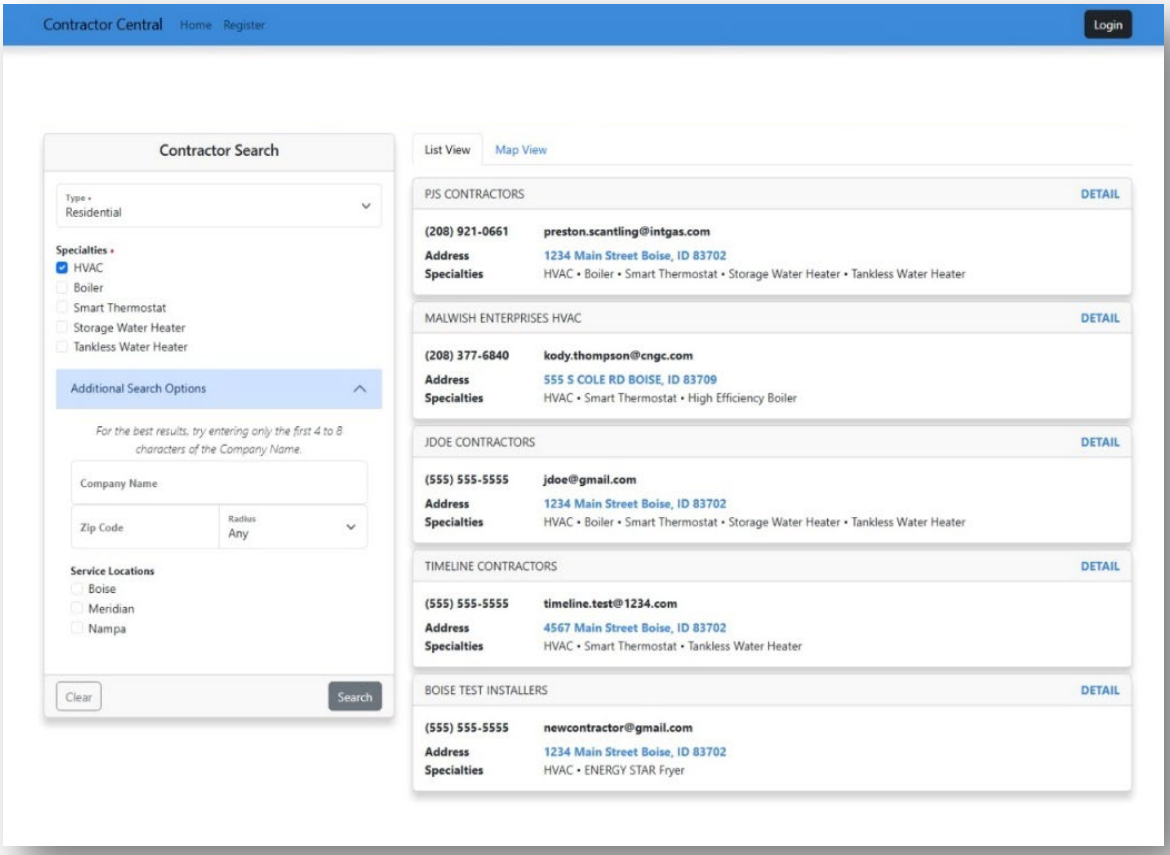


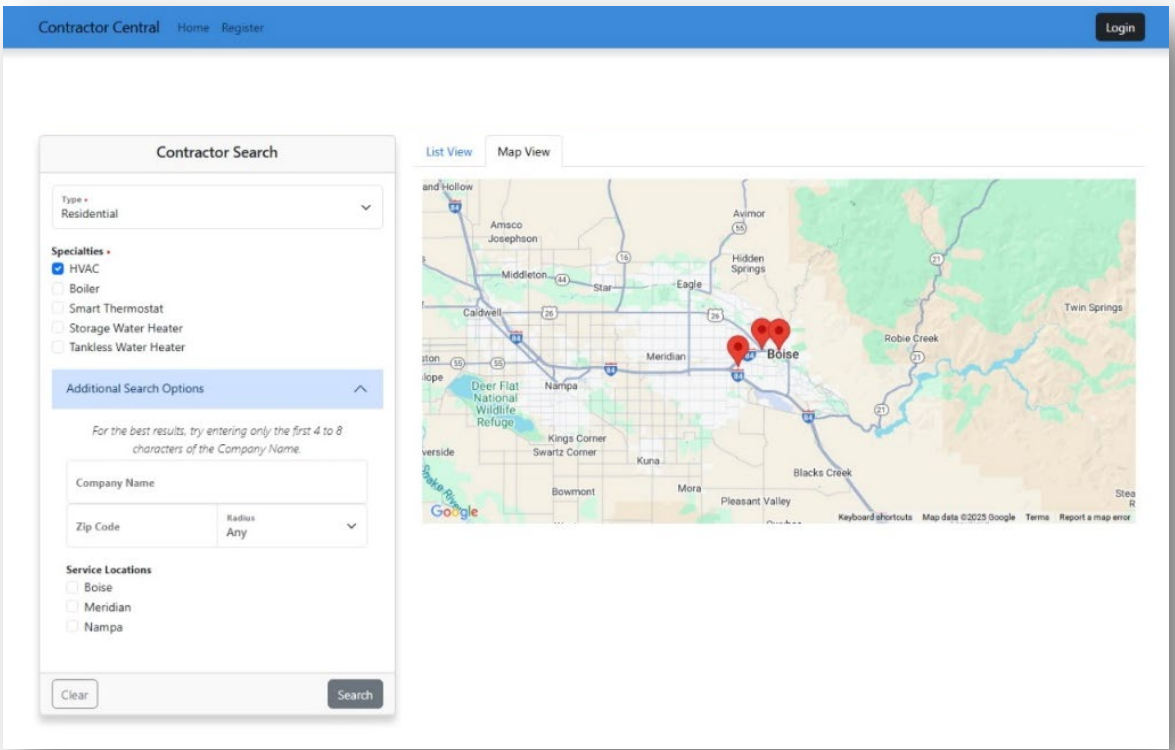
On the Trade Ally Directory, you will find the following features:

1. Home: Return to the directory page.
2. Register: Begin registration process as a new contractor in the Trade Ally program.
3. Login: Access your account and submit rebate applications by logging in here.
4. Contractor Search: Customers can search for Trade Ally contractors using the filters to fit their needs.
5. Type: Drop-down option for filtering Trade Allies by sector (residential or commercial).
6. Specialties: Options for filtering Trade Allies by equipment specialties (furnaces, water heating, etc.).
7. Additional Search Options: Click to open additional search options.
8. Fill-in Search Options: Area to search for Trade Allies by company name, Zip code, or distance away from customers' location (in miles).

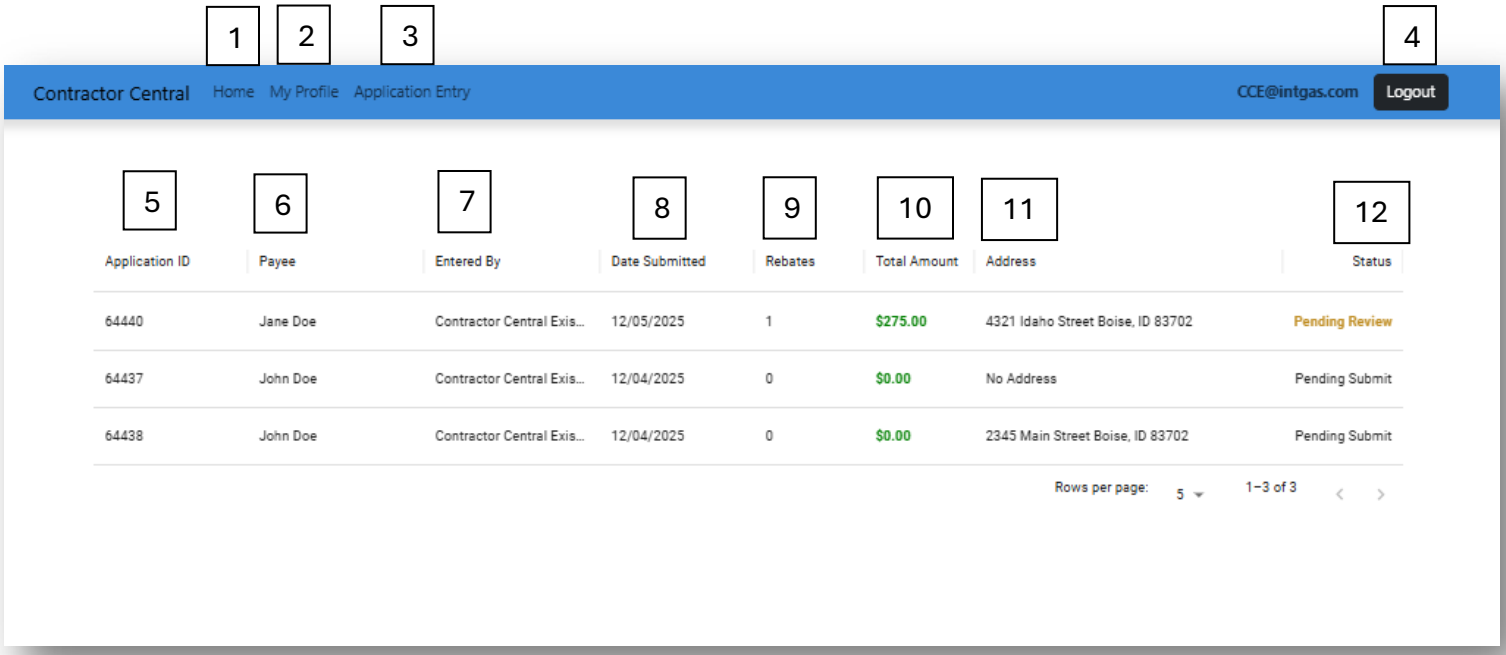
9. Service Locations: Options for filtering Trade Allies by city.
10. Clear: Reset search settings.
11. Search: Initiate search for Trade Allies.

When customers search for Trade Allies, results can be viewed in either list view or map view.





Contractor Central Dashboard:



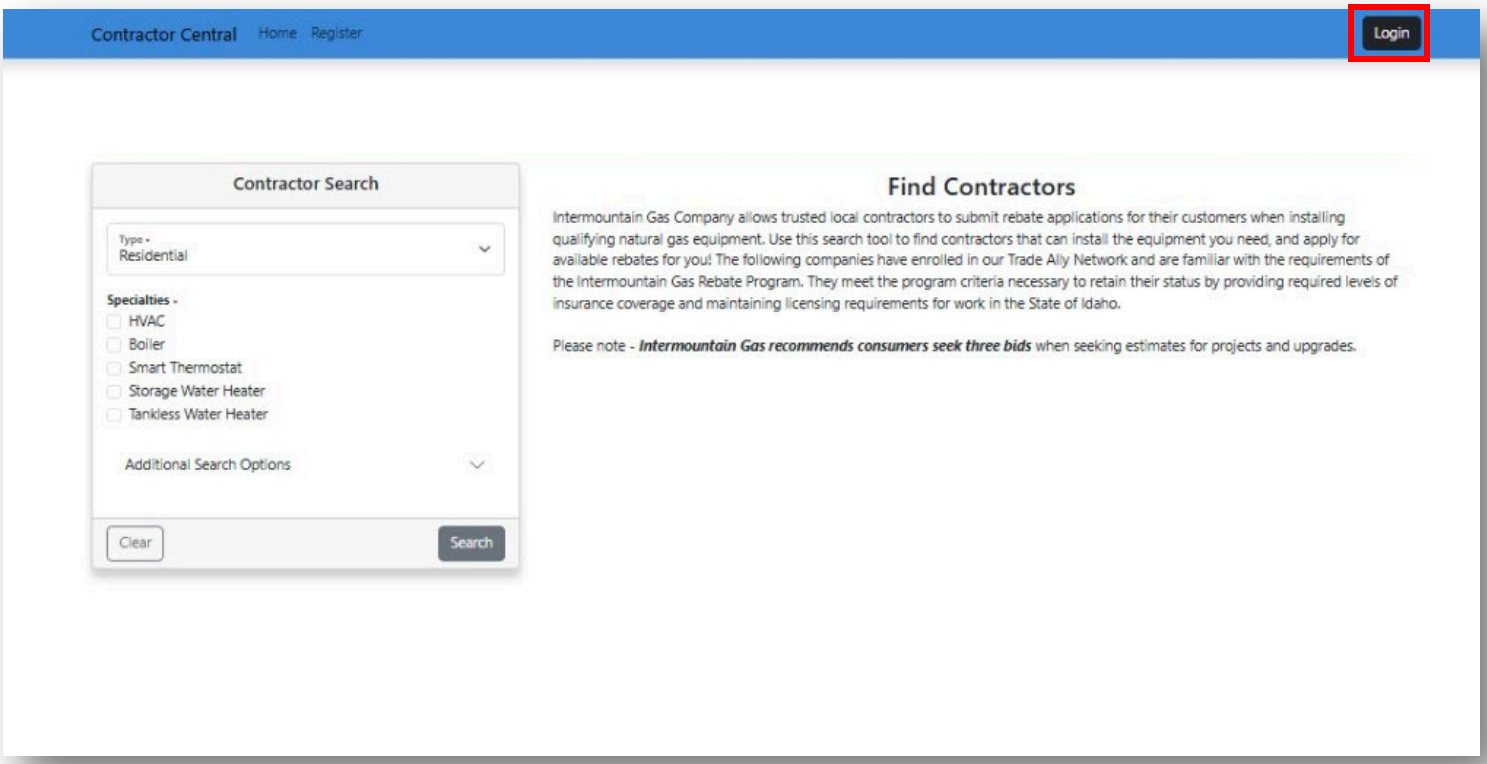
On the Contractor Central home page, you will find the following features:

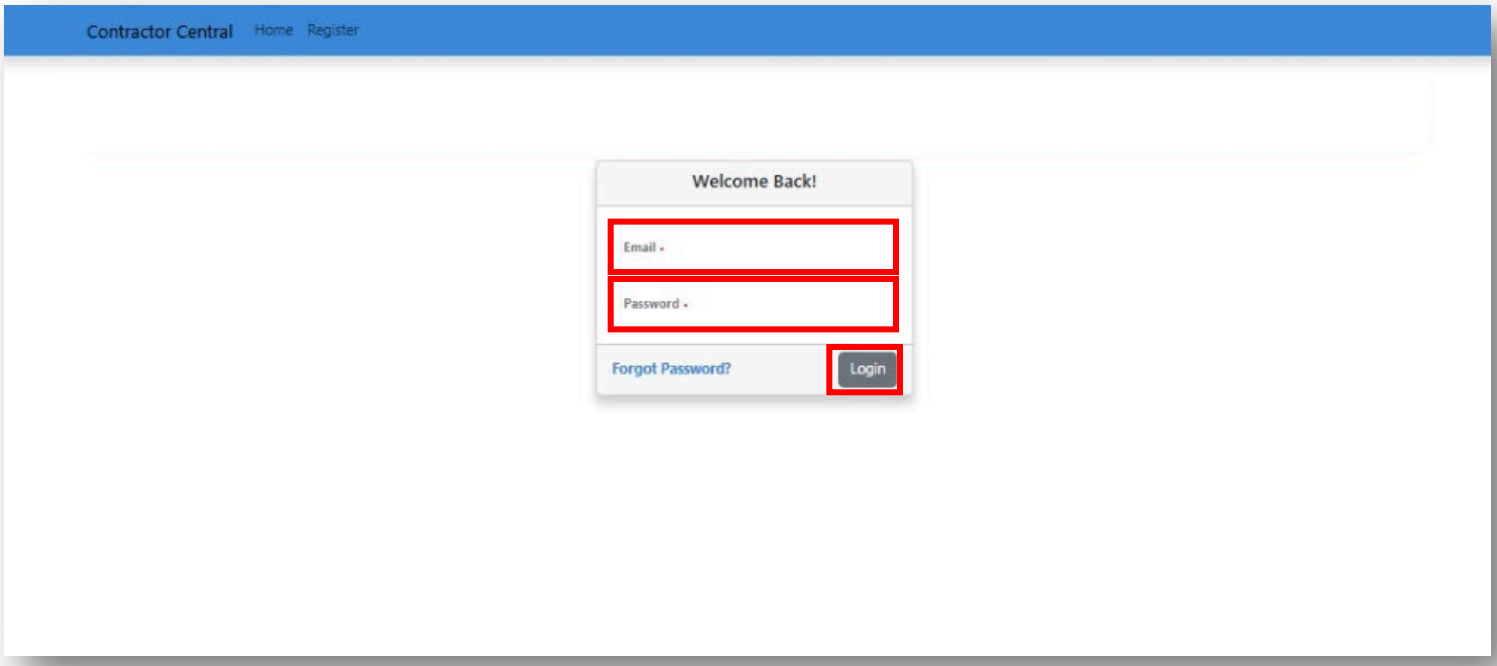
1. Home: Return to home page
2. My Profile: Access and edit information about your company, contact information, and work performed.
3. Application Entry: Access the online rebate entry area to submit rebate applications.
4. Logout: Leave the Contractor Central dashboard and
5. Application ID: Unique ID assigned to each rebate application for tracking purposes.
6. Payee: The customer identified to receive the rebate check on the application.
7. Entered By: The entity who fills out and submits the rebate application.
8. Date Submitted: The day the rebate application is finished and sent to IGC staff.
9. Rebates: The number of incentives being applied for on the application (i.e. Furnace, Tankless Water Heater, Boiler, Etc.) that is being installed to receive the corresponding rebate.
10. Total Amount: Total incentive amount for rebates that are being applied for on the application
11. Address: Service address for premise where incentives are being applied for on the application.
12. Status: This will tell you which stage of processing each rebate is in.

3. Submitting a Rebate Application

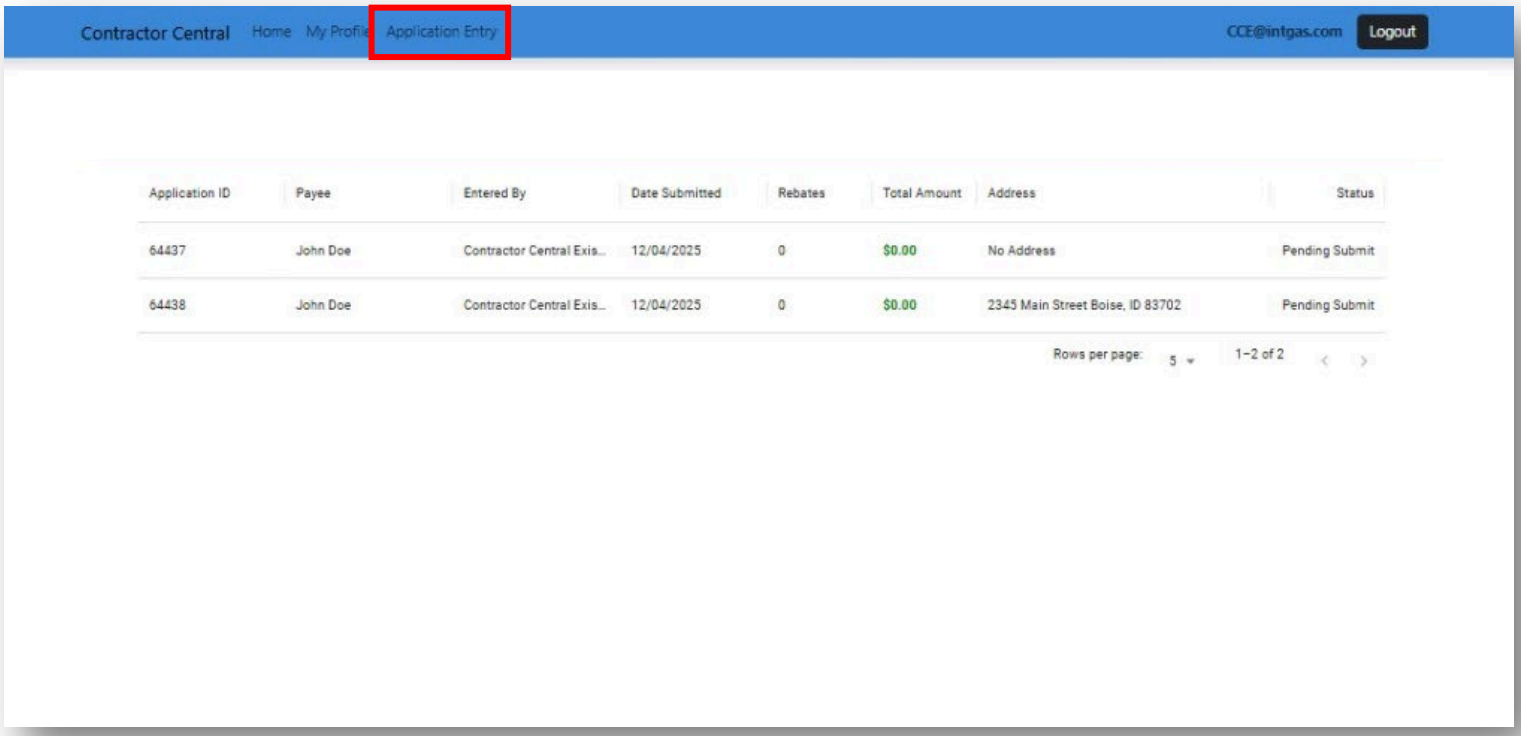
Here we will go over how to submit a rebate application in Contractor Central.

A. Go to Contractor Central at contractorcentral.intgas.com and click ‘Log In’. Log in with the credentials you created during registration.





B. Once on the Contractor Central dashboard, click ‘application entry’ to begin a new application.

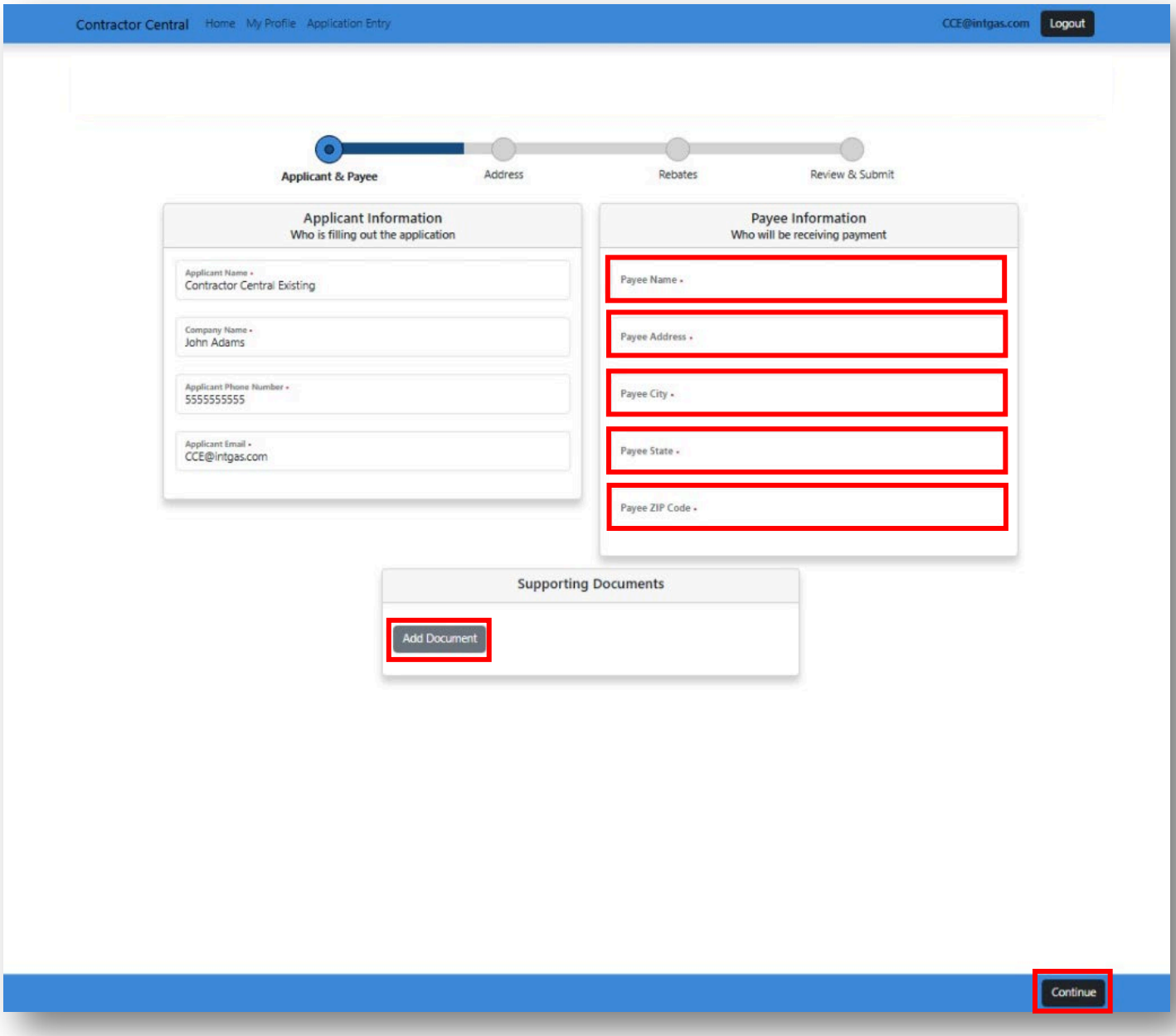


C. On the ‘Applicant and Payee’ page, fill the customer’s information into the corresponding lines marked with a red asterisk. Your information will auto-fill into the ‘applicant information section.

Upload the final invoice in the ‘supporting documents’ section by clicking ‘add document’ and retrieving it from your computer’s files. Click ‘continue’ when you’ve filled out the required information and attached the final invoice.

Tip: For smooth processing of the application, make sure the invoice includes the following:

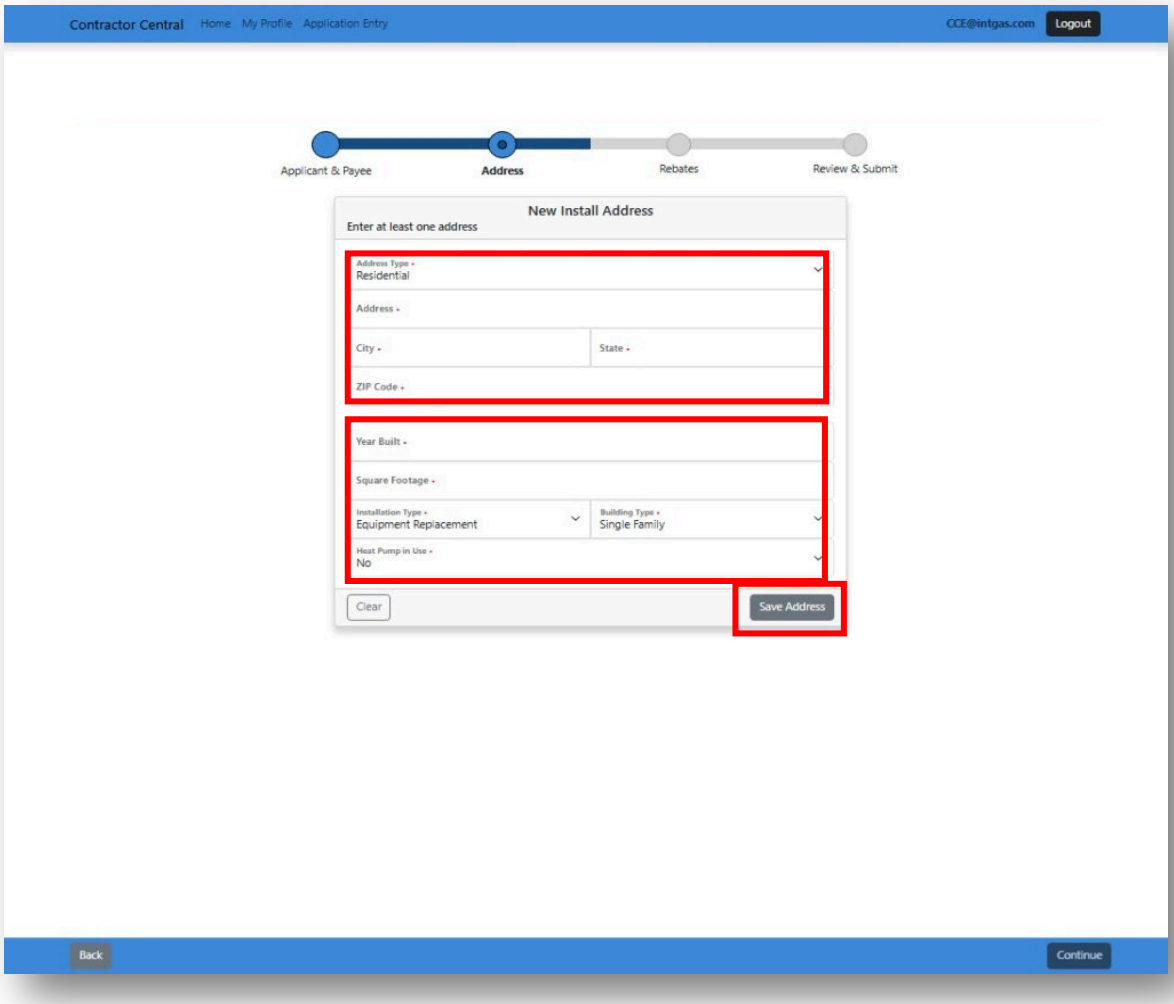
- Installation date and address
- Total cost
- Brand, model, and serial number



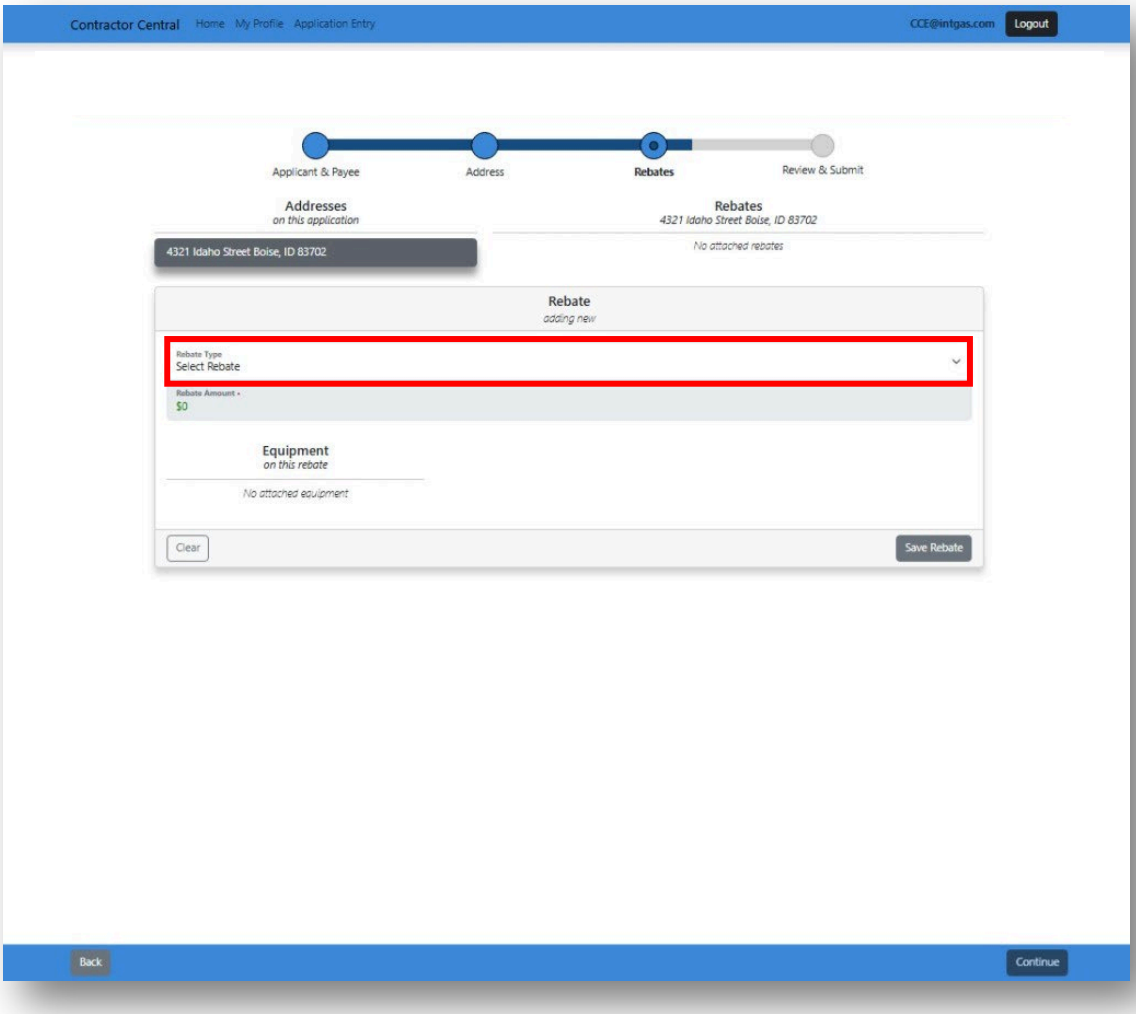
D. On the ‘address’ page, fill in the required premise information indicated by the red asterisks. There are drop-down selections that are available for use on the ‘address type’, installation type, and ‘building type’. You will want to ensure the following information about the premise is available:

- Address and address type (residential or commercial)
- City, state, zip code
- Year built, square footage
- Installation type (equipment replacement or new construction)
- Building type (single family, duplex, multifamily, manufactured, etc.)
- Heat pump use (does the building use an electric heat pump for space heating?)

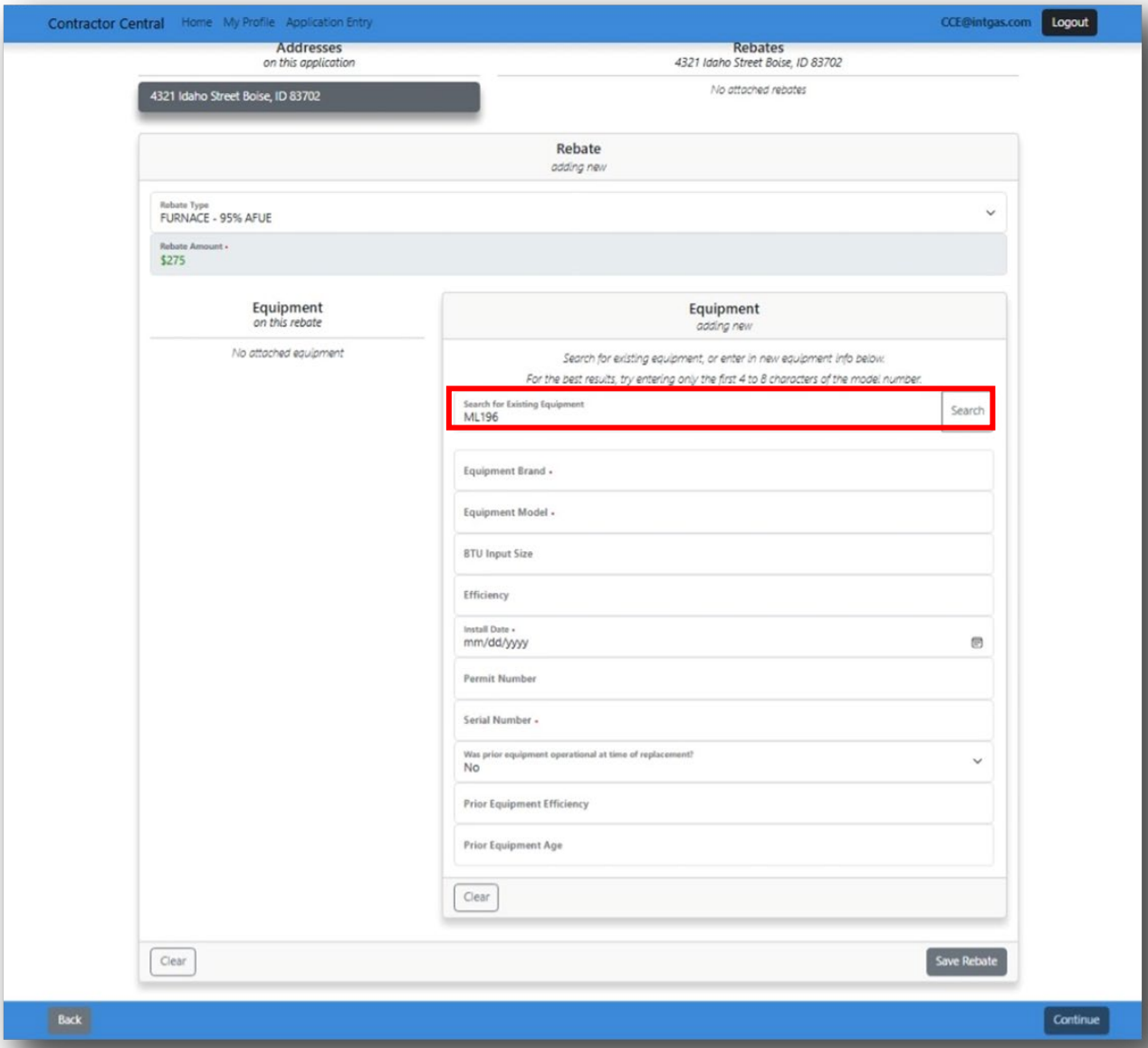
Click ‘save address’ when you’re finished filling out the required information, then ‘continue’ to move to the next page.



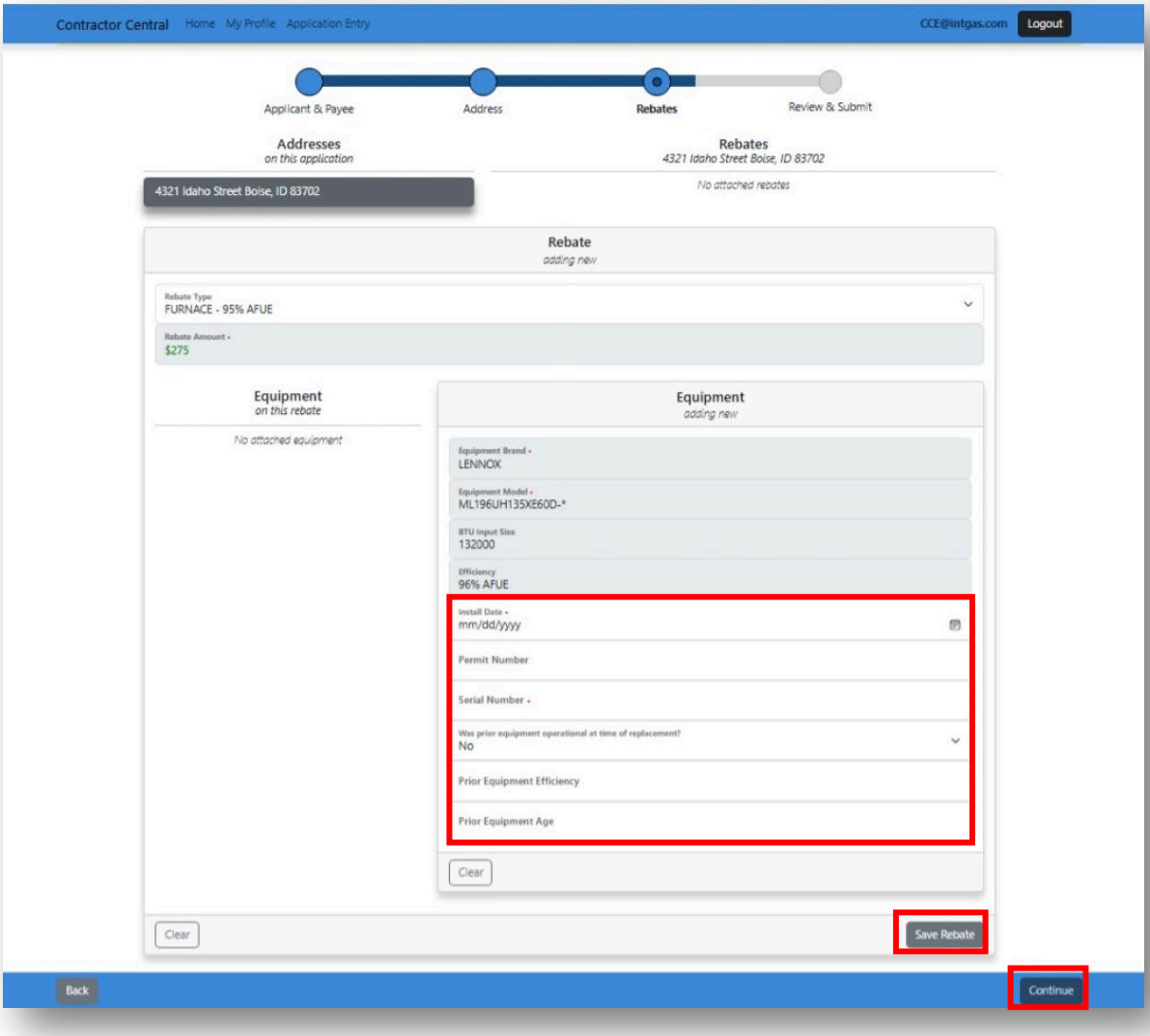
E. Information about the equipment installed will be filled in on the ‘rebates’ page. Use the drop-down menu on the ‘rebate type’ line to select the type of equipment installed from the list (furnace, tankless water heater, boiler).



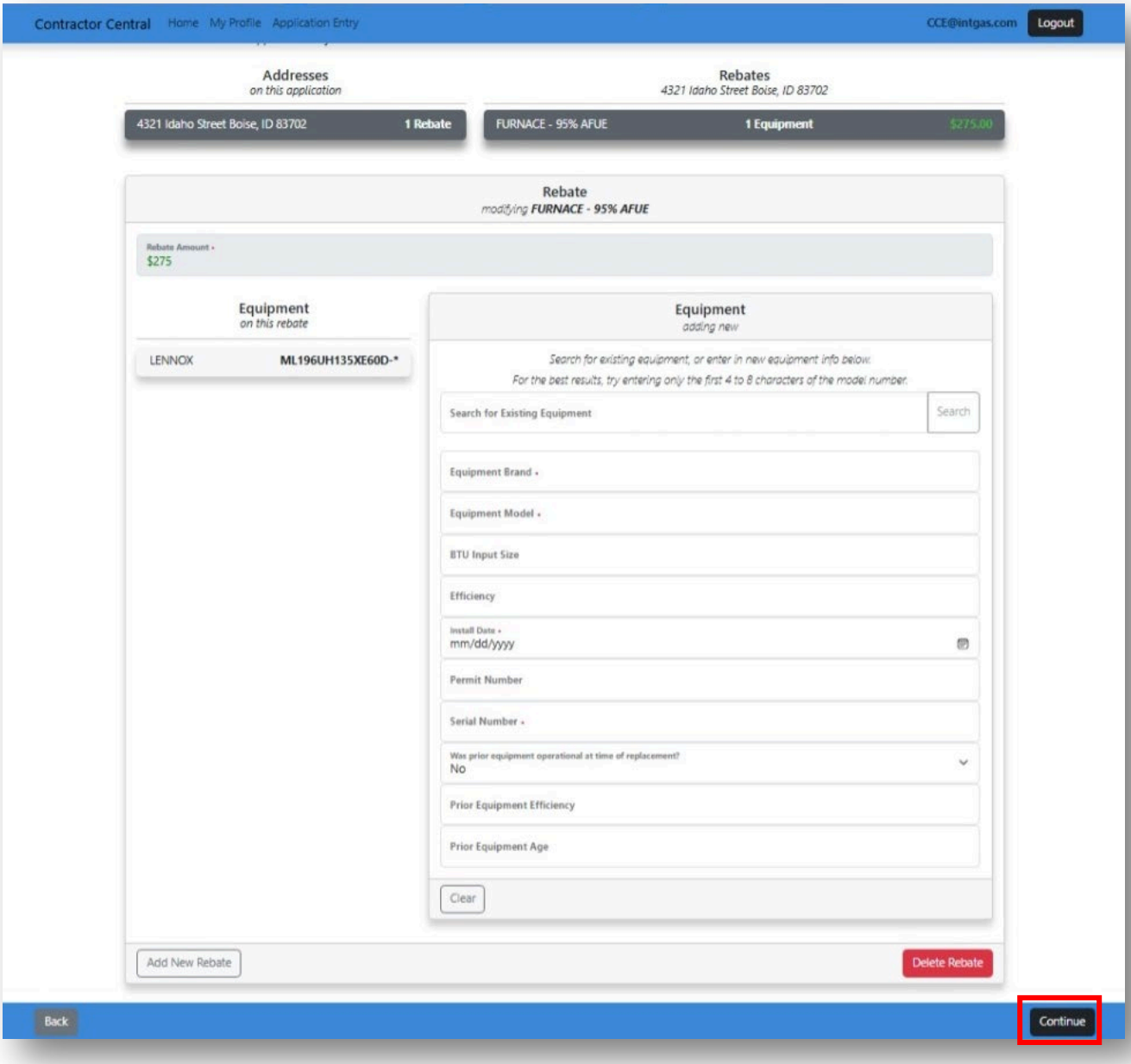
F. Once equipment is selected, a new field will appear to fill out equipment information. You can type the first 4 to 8 characters of the model number in the search bar to find common equipment models and select the corresponding one to auto-fill information into the application. If the equipment you're searching for isn't available through the search, you will need to manually input the equipment information in this section.



After filling out all required equipment information indicated by red asterisks, click ‘save rebate’.



G. After clicking ‘save rebate’, the information entered will be saved under the tab added at the top of the page. If you’re applying for multiple rebates at the same presmise (i.e: furnace and tankless water heater) you can repeat the process to add more equipment in the space provided. Once all equipment has been added, click ‘continue’.

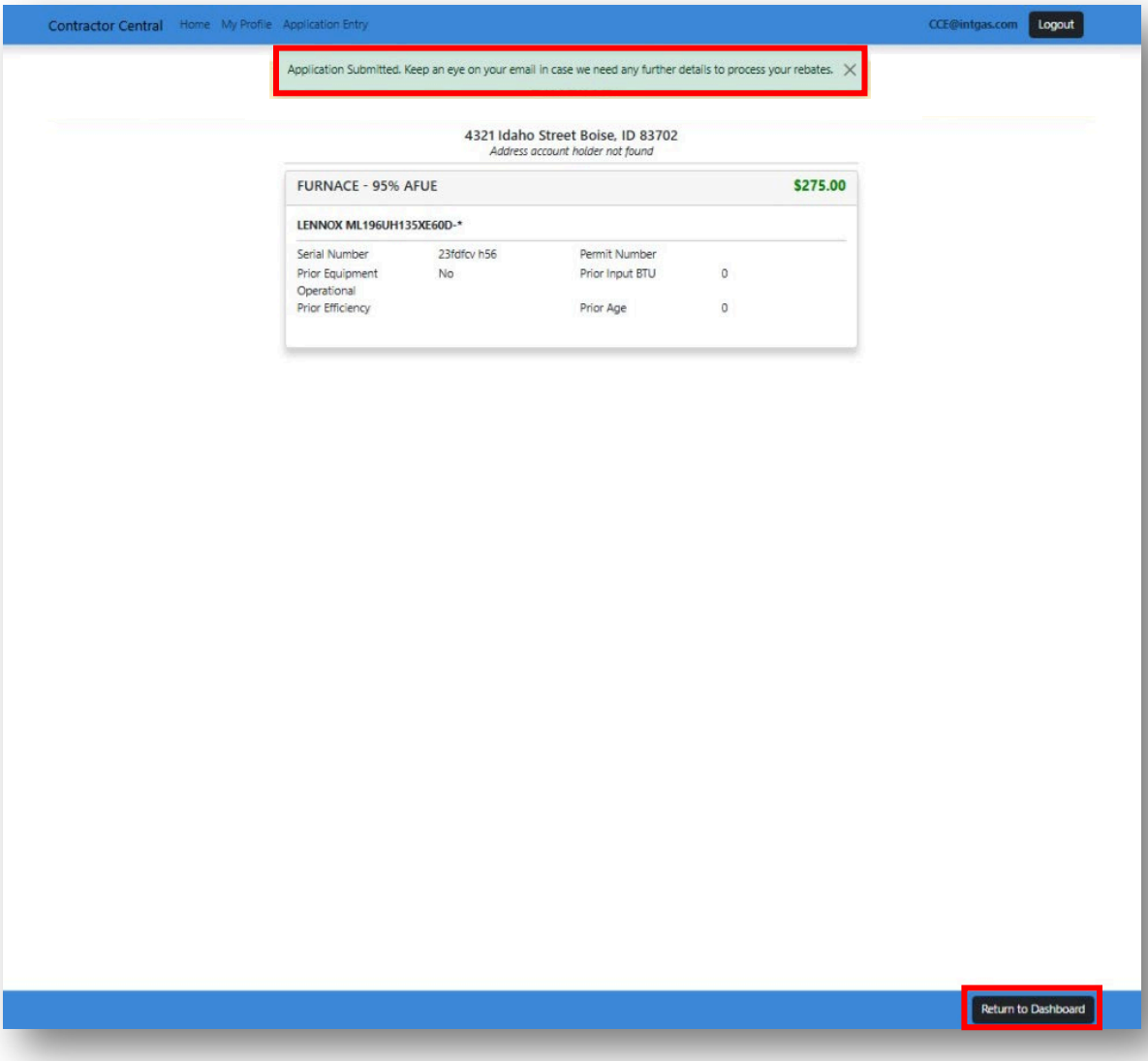


H. On the final page, double-check all the info—payee, address, and equipment details for accuracy. If you need to make any edits, you can click on the different stages listed at the top of the page to go back where edits may be needed.

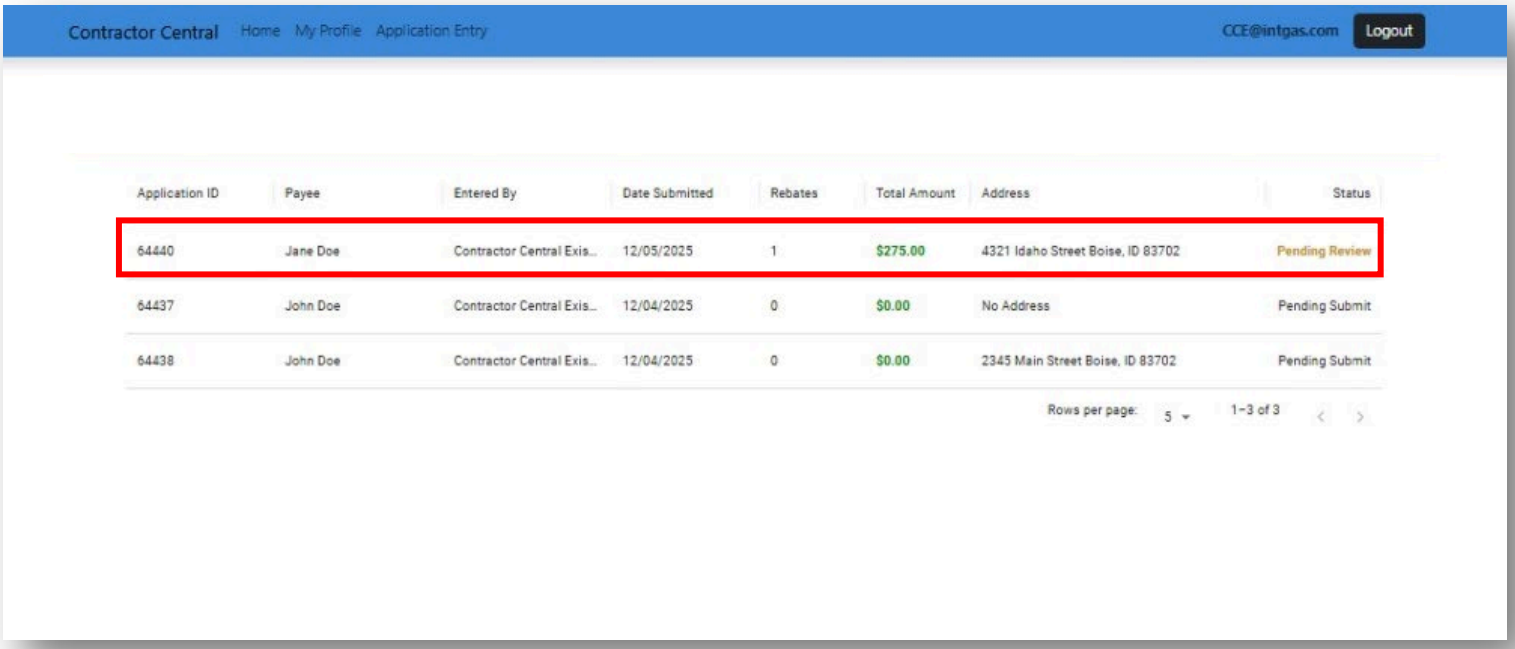
Review the Terms and Conditions, and make sure your invoice includes all the required information. Then, accept the terms and conditions using the drop-down option and click submit to complete the application.



I. A summary screen will appear after submitting the application, and you will get a notification at the top of the page comfirming your submission. Here you can review the details of your submission, then click ‘return to dashboard’.



J. On the dashboard, the new submission will appear on top of any other submissions or drafts that have been created. After you submit the application, it will show ‘Pending Review’. As it moves through the review process with IGC staff, you can check the dashboard to check its progress.



4. Maintaining your Trade Ally Status

To remain in good standing as a Trade Ally, you will be required to complete the following on an annual basis:

- Submit 2 or more IGC Energy Efficiency rebate applications per year (or be identified as the installation contractor on two submittals).
- Provide documentation of your company's commercial liability and commercial auto liability insurance (no less than $1,000,000 for each individually) prior to the expiration date of your insurance.

5. Quick Tips For Successful Rebate Applications

- Applications must be submitted within 90 days of installation for equipment replacement, or 90 days of issuance of Certificate of Occupancy for new construction.
- Applications must include a copy of the final invoice for the equipment installed that includes:
    - Installation address and date
    - Equipment brand, model and serial numbers

6. Support & Resources

- For residential questions about the Trade Ally program or Contractor Central, contact Janae Smith at janae.smith@intgas.com or by calling 208-921-2021.
- For commercial questions about the Trade Ally program or Contractor Central, contact Dane Jacobsen at dane.jacobsen@intgas.com or by calling 208-985-4040.
- Contractor Central: www.contractorcentral.intgas.com