# OREGON ON-BILL LOAN REPAYMENT WORKFLOW

**DETERMINE PROJECT ELIGIBILITY** • Trade ally determines customer eligibility. Trade ally completes incentive form 321OR and bid, obtains customer signature on both form and bid, FINALIZE BID & INCENTIVE FORMS submits to lender. LOAN APPLICATION Customer applies for loan. Lender is available to answer questions and help applicants through the process. Paper applications are available upon request. Lender reviews and informs applicant of PROIECT & INCENTIVE APPROVAL incentive eligibility. Lender makes credit decision and notifies customer LOAN APPROVAL and trade ally via email. If approved, lender sends loan documents to customer SIGN LOAN DOCUMENTS for electronic signing and notifies trade ally when the loan is closed and work may begin. With customer authorization, lender disburses up to FIRST PAYMENT TO TRADE ALLY 50% of loan amount to trade ally. Trade ally installs qualifying upgrades. **COMPLETE WORK** Trade ally submits final invoice with itemized Energy Trust PROJECT PAYMENT & APPROVAL incentive deduction to lender. Lender sends electronic payment to trade ally to cover FINAL PAYMENT TO TRADE ALLY remaining balance on the loan. If project costs increase, lender may require new loan documents. Trade ally receives cash incentive from Energy Trust. **INCENTIVE PAYMENT** Energy Trust closes project.

#### LEGEND

(§) Incentive received

Project milestone

· · · · Documentation

Incentive-related activities

Loan-related activities

#### LENDER:

Puget Sound Cooperative Credit Union (PSCCU) For customers whose homes are primarily heated by gas provided by Avista.

Apply at: psccu.org/energy-smart

Send invoices to: askus@psccu.org

1.800.273.1550



# INSTALL ENERGY-SAVING UPGRADES FOR YOUR CUSTOMERS WITH EASY, AFFORDABLE FINANCING FROM PSCCU

## How does On-Bill Loan Repayment benefit my customers?

With no out-of-pocket expenses and low monthly payments, On-Bill loans are designed to make energy efficiency more attainable. Your customers may be eligible even with less-than-perfect credit, as these loans use flexible credit criteria based on a customer's utility payment history. With On-Bill Loan Repayment, loan payments are included as a line item on the utility statement, so customers don't have to worry about extra bills to pay.

# How can I help customers through the loan process?

Encourage your customers to apply for On-Bill Repayment Financing at the same time you submit their incentive application and supporting documentation to lender. Online applications receive quicker approval, but paper applications are available upon request. Lender accepts electronic signatures on all loan documents for faster processing.

#### When will customers start seeing loan payments on their utility bills?

Customers can expect to begin loan payments one to two bill cycles after funds are distributed to trade allies.

#### What happens if a customer sells their house?

Borrowers must pay off their loans if their home is financed or sold. Contact the lender with any questions.

#### **Loan Terms**

Oregon On-Bill Loan Repayment is available to residential customers of Avista. Project eligibility is determined by Energy Trust of Oregon. Loan terms are available for owner-occupied single-family homes and multifamily residences that are either attached side-by-side units like a townhome, or are a unit within a duplex, triplex or fourplex. Manufactured homes with land ownership are eligible. Program availability, terms and conditions may change without notice. Not all applicants will qualify. PSCCU (NMLS ID#619183) is an equal opportunity lender. To learn more about loan terms and to apply online, visit www.psccu.org/energy-smart.

### **CONTACT US**

PSCCU askus@psccu.org 1.800.273.1550 www.psccu.org/ energy-smart

Energy Trust onbill@energytrust.org 1.866.311.1822 www.energytrust.org/ financing









**Energy Trust of Oregon** 

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