

NMCG Residential Rebate Online Submission Tool Instructions

- How to Submit a Residential Rebate
- How to Check Residential Rebate Status

Submitting a Residential Rebate



SUBMITTING A REBATE



CONGRATULATIONS

Congrats on your new energy efficient equipment. As part of New Mexico Gas Company's commitment to help you save energy and money, your new equipment may be eligible for a rebate.

Apply for your rebate below:

<h3>Space Heating</h3>  <p>Boiler Furnace Smart Thermostat Combination Boiler/Water Heater Insulation</p> <p>Apply</p>	<h3>Water Heating</h3>  <p>Tankless Water Heater Storage Tank Water Heater</p> <p>Apply</p>
<p>Check Status</p>	<p>Check Status</p>

- Identify what rebate (s) the customer would like to submit
- Click the related **Apply** button

SUBMITTING A REBATE

SPACE HEATER REBATE APPLICATION

Be sure to have the following ready:



1. Your **New Mexico Gas Company account number**
2. **Digital copy of any required documents** from the checklist below.
If you don't have digital copies, we accept photos of paper documents
 - Furnace and Boiler Applications**
 - A digital copy of your Contractor invoice/receipt, showing proof of payment and manufacturer, model and serial number of unit(s) installed
 - A digital copy of the AHRI certificate provided by your contractor
 - Insulation Applications**
 - A digital copy of the contractor installed invoice/receipt which includes the R-Value of the pre-existing insulation, R-Value of the insulation installed, and heated square footage covered
 - A digital photo documenting the pre-existing R-value taken next to a ruler
 - A digital photo of your furnace or boiler
 - Smart Thermostat(s) Applications**
 - For **Homeowner Installed Thermostat(s)**, a digital copy of the receipt of which details the manufacturer and model number of the unit installed and a picture of the newly installed smart thermostat(s)
 - For **Contractor Installed Thermostat(s)**, a digital copy of your contractor invoice/receipt which details manufacturer and model number of unit installed

START APPLICATION

- Note any required documents for the selected rebate(s)

New Mexico Gas Company account number PLUS

Digital file or photo of required information for desired rebate. If customer does not have digital files, they can take a photo of paper documents.

Furnace and Boiler Applications

- Contractor invoice/receipt, showing proof of payment and manufacturer, model and serial number of unit(s) installed
- AHRI certificate provided by your contractor

Insulation Applications

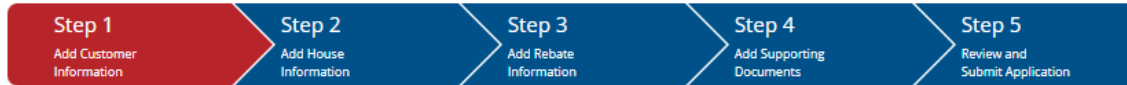
- Contractor installed invoice/receipt which includes the R- Value of the pre-existing insulation, R-Value of the insulation installed, and heated square footage covered
- Photo documenting the pre-existing R-value taken next to a ruler
- Photo of your furnace or boiler

Smart Thermostat(s) Applications

- For Homeowner Installed Thermostat(s), receipt of which details the manufacturer and model number of the unit installed and a picture of the newly installed smart thermostat(s)
- For Contractor Installed Thermostat(s), a contractor invoice/receipt which details manufacturer and model number of unit installed

- Click **START APPLICATION**

SUBMITTING A REBATE



ADD CUSTOMER INFORMATION

Customer First Name:	<input type="text"/>	Street Address:	<input type="text"/>
Customer Last Name:	<input type="text"/>	Street Address 2:	<input type="text"/>
Account Number:	<input type="text"/>	City:	<input type="text"/>
Email Address:	<input type="text"/>	State:	<input type="text" value="NM"/>
Confirm Email Address:	<input type="text"/>	ZIP Code:	<input type="text"/>
		Phone Number:	<input type="text"/>

- Send my check to someone else
- Same as above
- Send my check to my mailing address

[CONTINUE](#)

[Cancel Application?](#)

- Complete customer information fields
- Select how rebate will be received

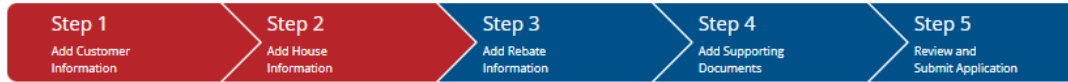
Send my check to someone else = allows you to enter payee information

Same as above = rebate will be sent to provided email address

Send my check to my mailing address = allows you to enter a mailing address for a paper check

- Complete any payee/mailling address fields as needed
- Click **CONTINUE**

SUBMITTING A REBATE



ADD HOUSE INFORMATION

Roof Type: Pitched
 Combination Pitch/Flat
 Flat

Home Type: Single-Family
 Condo
 Townhome
 Other

Year home was built:

Primary House Heating Fuel Type

Heating Fuel Type: Natural Gas
 Electric
 Propane
 Other

Heating System Type: Forced Air
 Heat Pump
 Other
 Radiant

PREVIOUS

CONTINUE

[Cancel Application?](#)

- Complete house information fields
- Any missing or incorrect information will show a red explanation under field
- Click **CONTINUE**

SUBMITTING A REBATE



- Click the + next to the desired rebate(s)
- This will take you to the next page for this specific rebate

ADD REBATE INFORMATION

This page provides a summary of the improvements included in this application. To apply for an improvement, please select the appropriate categories below.

+ Add Boilers	
Total Boilers Rebate	\$0.00
+ Add Furnace	
Total Furnace Rebate	\$0.00
+ Add Thermostats	
Total Thermostats Rebate	\$0.00
+ Add Insulation	
Total Insulation Rebate	\$0.00
Total Estimated Rebate	\$0.00

PREVIOUS

CONTINUE

Boilers

ADD BOILERS

Select Equipment Type:

Equipment Type: -- Select --

ADD BOILERS

Select Equipment Type:

Equipment Type: ENERGY STAR Boilers

Date Installed:

Manufacturer:

Model Number:

Serial Number:

AFUE:

ADD BOILERS

Estimated Rebate Incentive Amount

Equipment Type: ENERGY STAR Boilers

Estimated Rebate Amount: \$275.00

Furnace

ADD FURNACE

Equipment Type: ENERGY STAR Furnace

Date Installed:

Manufacturer:

Model Number:

Serial Number:

AFUE:

MBTU/H:

ADD FURNACE

Estimated Rebate Incentive Amount

Equipment Type: ENERGY STAR Furnace

Estimated Rebate Amount: \$375.00

Thermostats

ADD THERMOSTATS

Equipment Type: Smart Thermostat

Date Installed:

Manufacturer:

Model Number:

Type of Thermostat Replaced: Select a Value

ADD THERMOSTATS

Estimated Rebate Incentive Amount

Equipment Type: Smart Thermostat

Estimated Rebate Amount: \$50.00

Insulation

ADD INSULATION

Select Equipment Type:

Equipment Type: -- Select --

ADD INSULATION

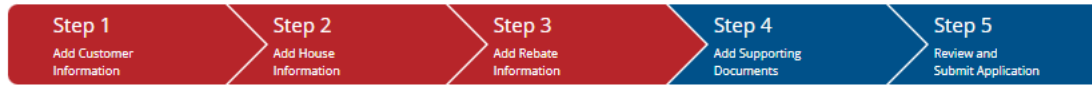
Estimated Rebate Incentive Amount

Equipment Type: Tier I Existing Insulation R-11 or less

Estimated Rebate Amount: \$125.00

- Complete the fields for the selected rebate
- Click **CONTINUE**
- An estimated rebate for the info entered will appear
- Click **CONTINUE**

SUBMITTING A REBATE



ADD REBATE INFORMATION

This page provides a summary of the improvements included in this application. To apply for an improvement, please select the appropriate categories below.

+ Add Boilers			
Name	Complete	Rebate Amount	Action
ENERGY STAR Boilers	✓	\$275.00	▼
Total Boilers Rebate		\$275.00	Edit Delete

+ Add Furnace	
Total Furnace Rebate	\$0.00

+ Add Thermostats	
Total Thermostats Rebate	\$0.00

+ Add Insulation			
Name	Complete	Rebate Amount	Action
Tier I Existing Insulation R-11 or less	✓	\$125.00	▼
Total Insulation Rebate		\$125.00	

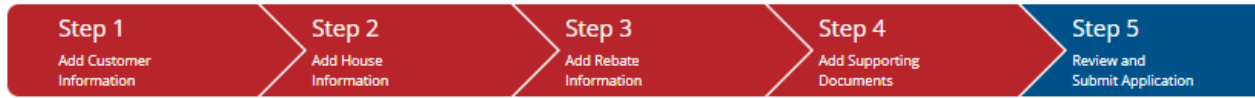
Total Estimated Rebate	\$400.00
------------------------	----------

PREVIOUS CONTINUE

Cancel Application?

- Repeat for any additional rebate(s)
 - Click the + next to the desired rebate(s)
 - This will take you to the next page for this specific rebate
- If you need to edit or delete any added rebates, use the drop down v arrow
- Click **CONTINUE**

SUBMITTING A REBATE



- Add the required files shown
- Click **ADD DOCUMENT** to open uploader tool

ADD SUPPORTING DOCUMENTS

- Invoice/Receipt (must have the Serial # and Model # present on the invoice)
- Before Photo

ADD DOCUMENT

Uploaded Files	Action
No documents have been added - Use the button above to add documents	

PREVIOUS

CONTINUE

[Cancel Application?](#)

ADD DOCUMENT

Attach your supporting documents to the application by browsing in one of two ways:
1. Scan and save your document. Click the "Browse" button to find your saved document. Check off the applicable document types pertaining to the saved document. Click the "Upload" button to attach the document.
or
2. Take a digital photograph of your document. Transfer the image to your computer. Click the "Browse" button to find the image of your document. Check off the applicable document types pertaining to the saved document. Click the "Upload" button to attach the document.*

**Ensure the titles of your supporting document files only contain the following characters: capital and lower case letters, numbers, underscores, dashes, periods, forward slashes, back slashes, colons, and spaces. File names that contain other special characters will not be accepted.*

Browse..

Please specify the contents of the uploaded document:

Invoice/Receipt (must have the Serial # and Model # present on the invoice)

Before Photo

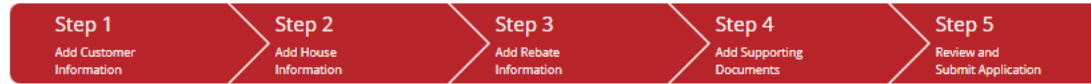
CANCEL

UPLOAD

- Click **Browse** to find desired file
- Check which file you are uploading
- Click **UPLOAD**
- Repeat as needed for remaining files

- When done with all files, click **CONTINUE**

SUBMITTING A REBATE



REVIEW AND SUBMIT APPLICATION

Rebate Type	Total Rebate Amount
Tier I Existing Insulation R-11 or less	\$125.00
ENERGY STAR Boilers	\$275.00
Total Rebate:	\$400.00

Supporting Documents

Uploaded File: NMGC Flyer Image.png

Terms and Conditions

1. **Furnace, Boiler, Insulation, Smart Thermostats, Combination Boiler/Water Heaters and Water Heaters** must be purchased on or after April 1, 2020, and installed by March 31, 2021. All 2020 Program rebate applications must be received by April 30, 2021.
2. **The Furnace, Boiler, Insulation or Water heater** must be installed by a participating contractor in a residence that receives New Mexico Gas Company residential gas service, as evidenced by the New Mexico Gas Company customer account number.
3. **Smart Thermostats:** Customers are eligible to receive rebates for the purchase and installation of up to two ENERGY STAR smart thermostats.
4. **Insulation:** Customer's home MUST have a natural gas fueled heat source as its primary source of heating (primary

I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS ABOVE. I CERTIFY THAT THE INFORMATION I HAVE PROVIDED IS TRUE AND CORRECT AND THE PRODUCT(S) AND/OR EQUIPMENT FOR WHICH I AM REQUESTING A REBATE MEETS THE REQUIREMENTS IN THIS APPLICATION.

PREVIOUS

SUBMIT

Cancel Application?

- Review entered information
- Click acceptance of terms and conditions
- When ready to submit, click **SUBMIT**

Checking Residential Rebate Status

CHECKING REBATE STATUS




CONGRATULATIONS

Congrats on your new energy efficient equipment. As part of New Mexico Gas Company's commitment to help you save energy and money, your new equipment may be eligible for a rebate.

Apply for your rebate below:

Space Heating




Boiler
Furnace
Smart Thermostat
Combination Boiler/Water Heater
Insulation

Apply

Check Status

Water Heating



Tankless Water Heater
Storage Tank Water Heater

Apply

Check Status

- Identify what rebate(s) the customer would like check the status of
- Click the related **Check Status** button

CHECKING REBATE STATUS



REBATE APPLICATION

ENTER THE FOLLOWING TO FIND YOUR REBATE STATUS

To speak to someone about your application(s), please contact us at 877-501-7835.
Please enter numbers only, no dashes for account number.

Account Number:

ZIP Code:

SEARCH

REBATE STATUS

[Return to homepage](#)

- Enter customer account number and ZIP code. Both fields are required to check status.
- Click the **SEARCH** button

CHECKING REBATE STATUS



A Natural Choice.

REBATE APPLICATION

ENTER THE FOLLOWING TO FIND YOUR REBATE STATUS

To speak to someone about your application(s), please contact us at 877-501-7835.
Please enter numbers only, no dashes for account number.

Account Number:

ZIP Code:

SEARCH

REBATE STATUS

Application ID	Rebates	Date Submitted	Status	Check Date	Check Number	Check Amount
NMGCWH_Stage_197	ENERGYSTAR Tankless Water Heater	10/20/2021	Application Completed	10/22/2021	1234567890000000	\$300.00

[Return to homepage](#)

- Search will bring up rebate status including
 - Date submitted
 - Status
 - Check date
 - Check number
 - Check amount
- For projects with “application completed” status, checks are mailed by the last day of the month.
- For additional questions, customers can contact the program processing team directly at 877-501-7835