



How to Submit a Thermal Supply Midstream Incentive Claim

OVERVIEW

This document provides step-by-step guidance for submitting a claim in the Thermal Supply Midstream Incentive Portal.

Step One - Get Started: Go to [Thermal Supply's website](#) and select Register/Submit Claim.

Once installation is complete, submit your incentive claim in the portal. Register as a participating contractor to begin. Approved claims will be credited to your Thermal Supply account.

REGISTER/SUBMIT CLAIM

Step Two - Sign In: Please sign in to your account. If you don't have one, you'll need to create an account before submitting it. For help, follow our [How to Register guide](#).

Thermal SUPPLY INC. EGIA Distributor Incentive Portal

DO YOU HAVE AN ACCOUNT?

YES, I HAVE AN ACCOUNT.
If you already have an account please sign in below.

Email Address _____

Password _____

[Forgot your password?](#)

Sign In

NO, I DON'T HAVE AN ACCOUNT.
An account is required to submit an equipment discount claim.

Email Address _____

Confirm Email Address _____

Password _____ You can always reset your password via email

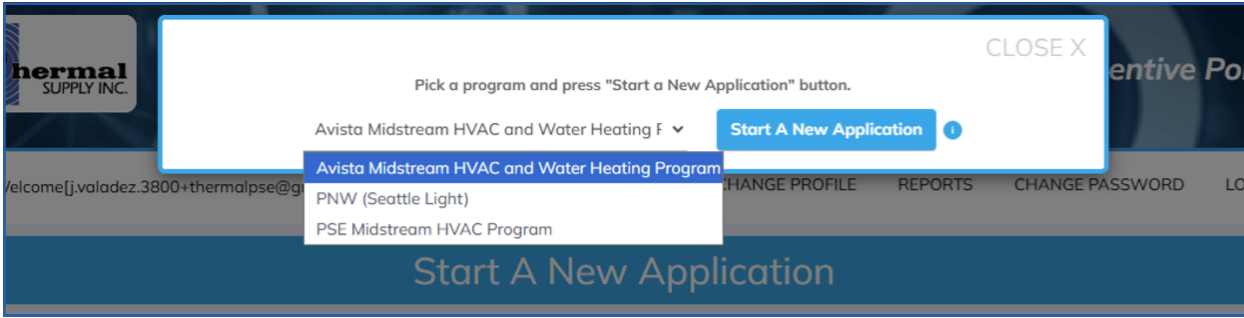
Confirm Password _____

Register Now

CUSTOMER SERVICE **888-523-2140**
distributorprograms@egia.org

We are here to help! Contact EGIA at 888-645-3859 or email us at distributorprograms@egia.org for any assistance.

Step Three - Start Your Application: Click "Start A New Application" and select the program you are applying under on the pop-up menu. Then, click "Start A New Application." If you are unable to start an application, please ensure you have completed and saved your profile. Allow up to 1 business day for account approval.



Step Four - Installation Information: To fill out the installation info, enter the customer's name, address, and zip code. The city and state will be auto filled. Then fill out the remaining fields.

Installation information

Property Type:*	Select Property Type	Installation City:*	Enter Installation City
Project Type:*	Select Project Type	Installation State:*	Enter Installation State
Building Type:*	Select Building Type	Thermal Supply Invoice Number:*	Enter Thermal Supply Invoice Number
End User Customer Name:*	Enter End User Customer Name	Equipment Purchase Date:*	Enter Equipment Purchase Date
Installation Address:*	Enter Installation Address		
Unit #:	Enter Unit #		
Installation Zip:*	Enter Installation Zip		

Step Five - Add Equipment: Click "Add Equipment" and select your equipment type on the pop-up menu, then select whether you have an AHRI number.

Equipment Configuration

To add equipment please select the "Add Equipment" button and follow the steps. If you need assistance adding equipment please contact the program at 888-523-2140 or email distributorprograms@egia.org.

- Residential - Each address is restricted to 2 identical measures.
- To qualify for incentives on HVAC systems or heat pump water heaters, customers must have an active Avista electric account in good standing.
- To qualify for a natural gas furnace or water heater incentive, customers must have an active Avista natural gas account in good standing.
- For residential air source heat pumps under 5.4 tons:
 - Manufactured homes - Equipment must have a cooling capacity of 30,000 BTUH or less, a minimum SEER2 of 11.9, and a minimum HSPF2 of 6.6 to qualify for the rebate.
 - All other residential building types - Equipment must have a minimum SEER2 of 15.2 and a minimum HSPF2 of 8.1 to qualify for the rebate.

Equipment Type	Brand	Model	Discount Amount	Action
<div style="border: 2px solid red; display: inline-block; padding: 2px 10px; background-color: black; color: white; cursor: pointer;">Add Equipment</div>				

CLOSE X

Air Source Heat Pump <5.4 Tons

Do you have an AHRI Number?

Do you have an AHRI Number?

Yes

No

We are here to help! Contact EGIA at 888-645-3859 or email us at distributorprograms@egia.org for any assistance.

Step Five(a) - With AHRI Number: If you have an AHRI number, enter it, and the form will auto-populate with greyed-out fields. Then, fill in the serial number, installation date, price, and answer the dropdown questions.

Add Equipment

Air Source Heat Pump <5.4 Tons ▼

Yes ▼

217596861

DAIKIN ▼

DH4SEA1810A* ▼

ADP ▼

H,G,JG24*24+TXV+AEFE3A* ▼

Select Furnace Model Number ▼

Select Series Name ▼

15.2 ▼

7.5 ▼

HRCU-A-CB (Split System: Heat Pump with Remote Outdoor Unit-Air-Source)

Serial Number

Select Replacement Heat Type ▼

Estimated Install Date

Submit Close

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Step Five(b) - Without AHRI Number: If you don't have an AHRI number, select the product type in each dropdown and click "Search" to find the matching AHRI model. You can filter using all or some of the available options, however we recommend filtering by brand, outdoor model number, and indoor model number for the most accurate results.

Add Equipment	
Air Source Heat Pump <5.4 Tons	▼
No	▼
Select Outdoor Unit Brand	▼
Select Outdoor Unit Model Number	▼
Select Indoor Make	▼
Select Indoor Unit Model Number	▼
Select Furnace Model Number	▼
Select Series Name	▼
Select SEER2	▼
Select HSPF2	▼

Step Six - Certification Statement: Check the box agreeing to the certification and click submit.

Certification Statement

By submitting this application, I certify that:

- All information provided is true, accurate, and complete to the best of their knowledge.
- The equipment listed in the application was purchased and/or sold through Thermal Supply and meets the Program's eligibility criteria.
- The equipment was installed at a valid customer site located within the Program Utility's service territory.
- No duplicate claims have been submitted for the same equipment.
- All supporting documentation, including invoices and serial numbers, accurately reflects the transaction and installation.
- The applicant understands that incentives may be subject to adjustment or repayment if any information is found to be inaccurate, false, or non-compliant with Program requirements.
- The applicant agrees to comply with all Program terms and conditions and acknowledges that participation in the Program does not imply endorsement or approval by the Program Utility, Implementer, or Program Administrator.

By checking this box or signing below, the applicant agrees to the above certification.

Required Fields

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Troubleshooting Tips:

If the image below is displayed when trying to start your claim it is due to one of the following reasons:

1. Your account is pending. Please allow 1 business day for processing.
2. You did not complete your registration. Click 'Change Profile', finish your profile and select 'Save'.

