

## **City of DeFuniak Springs Sales & Marketing Program**

### **Process for Rebate Form Submission**



#### Scenario 1 – Contact the City first

1. Contact the City to have the natural gas meter turned off (service order issued). City personnel can give the rebate form to the customer at that time.
  - a. Or, customer can call Customer Service, go online to City website, or come in to City Hall to get the rebate form.
2. Customers have appliance(s) installed.
3. Customer or Contractor completes the rebate form, the customer signs it, and gives the completed form to the Gas Dept when they arrive to turn the gas meter back on and inspect the appliance installation. Gas Dept will sign the rebate form.
  - a. Completed rebate form can also be mailed, emailed, or dropped off in person to Customer Service.
4. Gas Dept will turn in signed rebate forms to Customer Service.
5. Customer Service will close out the service order and submit it to the Accounting Dept who will then issue rebate check to the customer.

#### Scenario 2 – Contact the Contractor first

1. Customer contacts a Contractor.
2. Contractor can give the rebate form to the customer.
3. Contractor calls the City to report gas appliance(s) being installed/replaced. City then issues service order and shuts off gas meter (or allows contractor to shut off the meter).
4. Customers have appliance(s) installed
5. Customer or Contractor completes the rebate form, the customer signs it, and gives the completed form to the Gas Dept when they arrive to turn the gas meter back on and inspect the appliance installation. Gas Dept will sign the rebate form.
  - a. Completed rebate form can also be mailed, emailed, or dropped off in person to Customer Service.
6. Gas Dept will turn in signed rebate forms to Customer Service.
7. Customer Service will close out the service order and submit it to the Accounting Dept who will then issue rebate check to the customer.