NW NATURAL WASHINGTON ON-BILL LOAN REPAYMENT WORKFLOW

SERVING CUSTOMERS OF NW NATURAL IN SW WASHINGTON

DETERMINE PROJECT ELIGIBILITY	••••• Trade ally determines customer eligibility.
FINALIZE BID & INCENTIVE FORMS	Trade ally completes incentive form 321WA and bid, obtains customer signature on both form and bid, submits to Craft3 at homeenergy@craft3.org.
LOAN APPLICATION	Customer applies for Craft3 loan at
	www.craft3.org/homeowner-loans/home-energy. Craft3 is available to answer questions and help applicants through the process. Paper applications are available upon request.
PROJECT & INCENTIVE APPROVAL	Craft3 reviews and informs applicant of incentive eligibility.
LOAN APPROVAL	•••••• Craft3 makes credit decision and notifies customer and trade ally via email.
SIGN LOAN DOCUMENTS	••••• If approved, Craft3 sends loan documents to customer for electronic signing and notifies trade ally when the loan is closed and work may begin.
FIRST PAYMENT TO TRADE ALLY	With customer authorization, Craft3 disburses up to 50% of loan amount to trade ally.
COMPLETE WORK	Trade ally installs qualifying upgrades.
PROJECT PAYMENT & APPROVAL	Trade ally submits final invoice with itemized ••••• Energy Trust incentive deduction to Craft3 at homeenergy@craft3.org.
FINAL PAYMENT TO TRADE ALLY	Craft3 sends electronic payment to trade ally to cover remaining balance on the loan. If project costs increase, Craft3 may require new loan documents.
INCENTIVE PAYMENT	Trade ally receives cash incentive from Energy Trust.

LEGEND



Install energy-saving upgrades for your customers with easy, affordable financing from Craft3

How does On-Bill Loan Repayment benefit my customers?

With no out-of-pocket expenses and low monthly payments, Craft3 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 a Craft3 loan at the same time you submit their incentive application and supporting documentation to Craft3. Online applications receive a quicker decision, but paper applications are available upon request. Loan applications can be completed online at www.craft3.org/homeowner-loans/home-energy. Craft3 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?

Craft3 borrowers typically pay off their loans in the home refinance or sale process but have other options. Refinancing options include subordinating the loan to the new lender. In a home sale, they may transfer the loan to the next homeowner with Craft3 approval (fees may apply). Craft3 can support borrowers through this process. Contact Craft3 with any questions.

Project eligibility is determined by Energy Trust of Oregon. Loan terms are available for owneroccupied single-family homes only. Not all applicants will qualify. Craft3 is an equal opportunity lender, NMLS ID# 390159. Visit **www.craft3.org/homeowner-loans/home-energy** for loan terms, to learn more or to apply online.

CONTACT US

Craft3

homeenergy@craft3.org 1.888.231.2170 ext. 225 www.craft3.org/ homeowner-loans/ home-energy

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







Energy Trust of Oregon

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energytrust.org

Energy Trust of Oregon is an independent nonprofit organization dedicated to helping utility customers benefit from saving energy and generating renewable power. Our services, cash incentives and energy solutions have helped participating customers of Portland General Electric, Pacific Power, NW Natural, Cascade Natural Gas and Avista save on energy bills. Our work helps keep energy costs as low as possible, creates jobs and builds a sustainable energy future. **Printed on recycled paper that contains post-consumer waste. 1/24**