OREGON ON-BILL LOAN REPAYMENT WORKFLOW

Trade ally determines customer eligibility and **DETERMINE PROJECT ELIGIBILITY** lender.* 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. Lenders* are available to answer questions and help applicants through the process. Paper applications are available upon request. Lender* reviews and informs applicant of PROJECT & INCENTIVE APPROVAL incentive eligibility. Lender* makes credit decision and notifies customer and LOAN APPROVAL 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. **COMPLETE WORK** Trade ally installs qualifying upgrades. 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

LEGEND

Incentive received



Project milestone



Documentation



Incentive-related activities



Loan-related activities

*LENDERS:

Craft3

Apply at: www.craft3.org/ homeowner-loans/ home-energy

Send invoices to: homeenergy@craft3.org

1.888.231.2170 ext. 225

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



remaining balance on the loan. If project costs increase, lender* may require new loan documents.

INCENTIVE PAYMENT



Trade ally receives cash incentive from Energy Trust. Energy Trust closes project.



INSTALL ENERGY-SAVING UPGRADES FOR YOUR CUSTOMERS WITH EASY, AFFORDABLE FINANCING FROM CRAFT3 AND 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. Lenders* accept 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?

PSCCU borrowers must pay off their loans in the home refinance or sale process. Refinancing options for Craft3 borrowers include paying off the loan directly or subordinating the loan to the new lender (fees may apply).

Loan Terms

Oregon On-Bill Loan Repayment is available to residential customers of Portland General Electric, Pacific Power, NW Natural and 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. Both Craft3 (NMLS ID#390159) and PSCCU (NMLS ID#619183) are equal opportunity lenders. To learn more about loan terms and to apply online, visit www.craft3.org/homeowner-loans/home-energy or www.psccu.org/energy-smart.

CONTACT US

Craft3

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

PSCCU

askus@psccu.org 1.800.273.1550 www.psccu.org/energysmart

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











Energy Trust of Oregon

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1.866.368.7878

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