

GO ZERO Single Family Program

Step-by-Step Guide: How to Submit a Rebate Application

Thank you for your interest in the GO ZERO Single Family Program!

Please follow the steps outlined in this step-by-step guide to complete and submit your rebate application. All form fields with an asterisk '*' are required.

Please contact gozeroapply@energycoalition.org if you have questions or need assistance completing the rebate application.

Before you get started, you will need the following documentation:

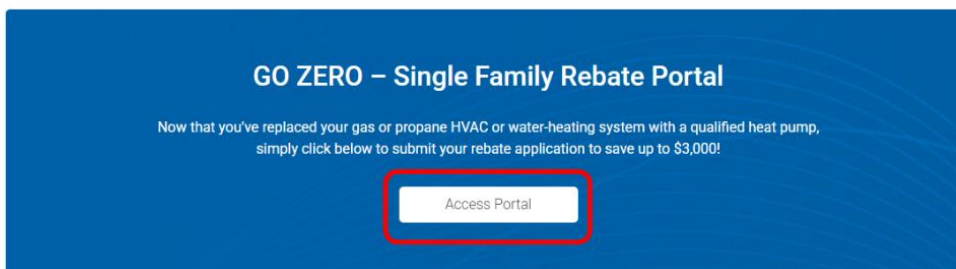
- [Paid-in-full invoices](#) containing:
 - Product installation date, heat pump manufacturer, full model numbers, full serial numbers, and total installation cost
 - [Contractor Release of Rebate Funds Form](#) (if the rebate will be issued to the contractor and if the contractor is submitting the rebate application on the owner's behalf)
 - Specifications for new unit including brand, model, serial number, capacity (see Appendix for how to collect)
 - Make and model of old unit (or photograph of old unit if unable to locate model information)
-

GO ZERO Single Family Home Page:

1. Navigate to the (<https://gozeroprogram.com/>) and click "Access Portal"



Thanks for your interest in reducing emissions, contributing to healthier air, and earning a rebate up to \$3,000 with the GO ZERO incentive program. Below you can access the rebate portal and begin the process, download a flyer to learn more about the program, and access the application or release-of-rebate form.



Rebate Portal Home Page:

2. After clicking "Access Portal" you will be redirected to the Rebate Portal Home Page
 - a. If you are a New Applicant (Skip to *Step 2.b.* if you are a Returning Applicant):
 - i. Provide the email address you use most often. This will be the primary method of communication and where application updates will be sent
 - ii. Provide a password
 - iii. Check off the box for "I'm not a robot"

- iv. Click "Sign Up"

REBATE PORTAL Rebate Application

NEW APPLICANT
Why do I have to register?

Email*

Confirm Email*

Password*

Password should be at least 8 characters long.
Note: You can reset your password at any time

Confirm Password*

The box below protects your information from unauthorized access:

☐ I'm not a robot

Sign Up

RETURNING APPLICANT

Email*

Password*

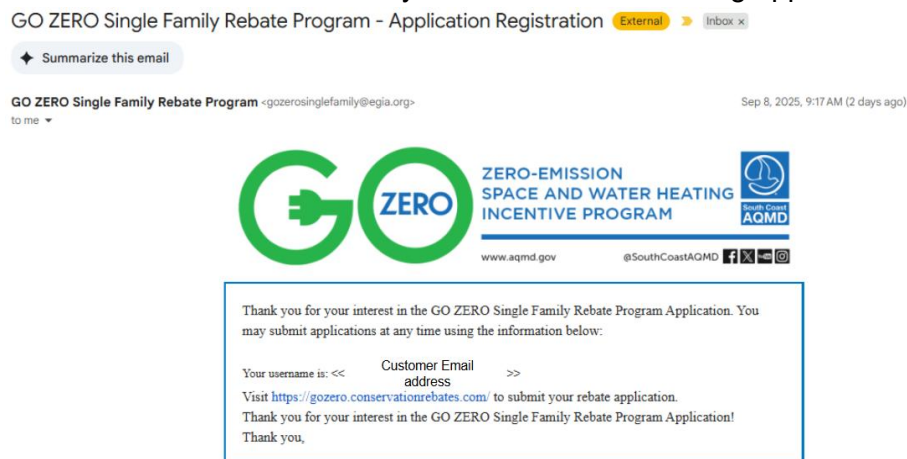
Forgot your password?

The box below protects your information from unauthorized access:

☐ I'm not a robot

Sign In

- v. You will receive an email from gozerosinglefamily@egia.org confirming that the account was created. Utilize the email address provided in *Step 2.a.i.* to log back into your account to check the status of your rebate or edit existing applications



- b. If you are a Returning Applicant:
- Enter the email address and password that you used to create your account
 - Check off the 'I'm not a robot' box
 - Click Sign In



REBATE PORTAL

Rebate Application

NEW APPLICANT

Why do I have to register?

Email*

Confirm Email*

Password*

Password should be at least 8 characters long.
Note: You can reset your password at any time

Confirm Password*

The box below protects your information from unauthorized access:

☐ I'm not a robot

[GoZero](#) [Privacy](#) [Terms](#)

Sign Up

RETURNING APPLICANT

Email*

Password*

[Forgot your password?](#)

The box below protects your information from unauthorized access:

☐ I'm not a robot

[GoZero](#) [Privacy](#) [Terms](#)

Sign In

Dashboard Page

3. After clicking "Sign Up/Sign In," you will be redirected to the Dashboard Page
 - a. New applications: click 'Start a New Application'



Logout

Terms & Conditions

Change Password

Welcome [Customer Email address]

DASHBOARD

Manage Your Submissions

Start a New Application

GoZero Rebates

Program	Application	Saved Date	Submission date	Customer Name	Status	Action	Other Info

Page 1 of 1

- b. Revise an existing application: click the 'edit' button for the application you would like to revise.



Logout

Terms & Conditions

Change Password

Welcome [Customer Email address]

DASHBOARD

Manage Your Submissions

Start a New Application

GoZero Rebates

Program	Application	Saved Date	Submission date	Customer Name	Status	Action	Other Info
Go Zero Single Family Rebate Program	16013	09/10/25		TEST TEST	Not Submitted	Edit Delete	

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Rebate Application Page

- After clicking 'Start a New Application/Edit', you will be redirected to the 'Rebate Application' Page.
- Applicant Information Section: Provide the homeowner's/property manager's information

The screenshot shows the 'Rebate Application' page, Step 1 of 2. At the top, there is a 'GO ZERO' logo and an 'AQMD' logo. Below the logos is a navigation bar with 'Logout' and 'Change Password' links. The main heading is 'STEP 1 OF 2 Rebate Application'. A note states: 'Please note that all required fields are marked with an asterisk and must be completed before submitting your application'. The 'APPLICANT INFORMATION' section contains four input fields: 'Applicant Name: First*' (with 'test' entered), 'Applicant Name: Last*' (with 'test' entered), 'Email address*' (with 'Customer Email Address' entered), and 'Phone Number *' (with '(123) 456-7890' entered). Red error messages are displayed below each field: 'First Name is required to continue', 'Last Name is required to continue', and 'Phone Number is required to continue'.

- Installation Address Section: Provide the address where the equipment was installed. If your mailing address is the same as the installation address, check the box and move on to Step 8.

The screenshot shows the 'INSTALLATION ADDRESS' section. It contains four input fields: 'Install Address *' (with '21865 Copley Dr' entered), 'Install Unit Number' (empty), 'Install Zip *' (with '91765' entered), and 'Install State *' (with 'CA' entered). Red error messages are displayed below each field: 'Installation Address is required to continue', 'Installation City is required to continue', and 'Installation State is required to continue'. A note states: 'Note: Entering your zip code will automatically populate the city and state.' Below the input fields is a checkbox labeled 'Mailing Address is the same as Install Address.' which is checked. A red arrow points to the checkbox.

- Mailing Address Section: If your mailing address is different from the installation address, complete the respective fields
- Other Information Section: For 'Applicant Type', select contractor or property owner depending on your role in the project. If the building square footage and construction date are available, please provide them. The overburdened community designation will autopopulate for you.

The screenshot shows the 'OTHER INFORMATION' section. It contains four input fields: 'Applicant Type' (a dropdown menu with 'Contractor' selected), 'Overburdened Community?' (a dropdown menu with 'No' selected), 'Building Square Footage' (empty), and 'Building Construction Date' (empty). A note states: 'Overburdened communities are identified based on zip codes per Senate Bill 535 (De León, Chapter 830, Statutes of 2012)'.

- Product Information Section:
 - Click 'Add Product'



- b. Select the product you want a rebate for. Please enter numbers without commas

A screenshot of a web form titled "Add Product". The form has a "CLOSE X" button in the top right corner. Below the title, there is instructional text: "Once you have entered the product information, click the 'Add Product' button. When you are finished adding products, select the 'Close' button to proceed with your application." Below this text is a label "Product: *" followed by a dropdown menu. The dropdown menu is open, showing three options: "Select product type" (highlighted in blue), "Heat Pump HVAC", and "Heat Pump Water Heater". A red arrow points to the dropdown menu.

- c. For Heat Pump HVAC: Provide information for the fields below

- i. Found on Heat Pump HVAC nameplate:

1. Brand
2. Outdoor Model Number
3. Indoor Model Number
4. Outdoor Serial Number
5. Indoor Serial number
6. Highest Rated Heating capacity (Btu/hr)
7. Old Product Brand
8. Old Product Model Number

- ii. Found on contractor invoice:

1. Install date - please select the calendar icon to make your selection
2. Labor Cost
3. Permit Cost
4. Electrical Upgrade Cost (if applicable)
5. Total Project Cost

- d. For Heat Pump Water Heater: Provide information for the fields below

- i. Found on Heat Pump Water Heater nameplate:

1. Brand
2. Model Number
3. Serial Number
4. Size (gallons)
5. Old Product Brand
6. Old Product Model Number
7. Old Product Size (gallons)

- ii. Found on contractor invoice:

1. Install Date
2. Permit Cost
3. Electrical Upgrade Cost (if applicable)
4. Total Project Cost

- e. After adding the information for your product, click 'Add Product'

- f. Repeat *Step 9* for each product you are applying for a rebate.

10. Added Product(s) Section: This section will house all of the products added from *Step 9*.

- a. To edit: click the 'Edit' button. You will be redirected to *Step 9.c.* for Heat Pump HVAC or *Step 9.d.* for Heat Pump Water Heater

ADDED PRODUCT(S)

Product	Manufacturer	Model	Install Date	Rebate Amount	Action
Heat Pump HVAC	XX	XX	09/10/25	\$1,500.00	Edit Delete

- b. To delete: click the 'Delete' button. A pop-up screen will appear, asking you to confirm that you would like the product deleted. Click 'ok'.

ADDED PRODUCT(S)

Product	Manufacturer	Model	Install Date	Rebate Amount	Action
Heat Pump HVAC	XX	XX	09/10/25	\$1,500.00	Edit Delete

gozero.conservationsrebates.com says

Are you sure you want to delete?

[OK](#) [Cancel](#)

11. Upload Documents Section:

- a. Click on the 'Upload Docs' button

UPLOAD DOCUMENTS

To complete your rebate application, please upload the required documentation.

- Payment to property owner: Invoice only
- Payment to contractor: Invoice and Contractor Release of Rebate Funds Form
- [Download Contractor Release of Rebate Funds Form](#)

[Upload Docs](#)

Submitted Documents:

Invoice	 [Delete]
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- b. Upload the required documents, based on the payment recipient, in one of the approved file formats (jpg, gif, png, pdf, docx). Each file must be under 5 MB.
- Payment to property owner: paid-in-full invoice
 - Payment to contractor: paid-in-full invoice and signed Contractor Release of Rebate Funds Form
- c. Click the 'Upload Document' Button

CLOSE X

Upload Documents

The invoice must contain the installation date, heat pump manufacturer, full model number, full serial number, and total installation cost.

Document Type:*

Upload File:*

Select Type

- Select Type
- Invoice
- Contractor Release of Rebate Funds Form
- Other

Uploaded Documents

Invoice

Upload Document
Close
?

- d. To delete a submitted document: click 'Delete' and confirm.

UPLOAD DOCUMENTS

To complete your rebate application, please upload the required documentation.

- Payment to property owner: Invoice only
- Payment to contractor: Invoice and Contractor Release of Rebate Funds Form
- [Download Contractor Release of Rebate Funds Form](#)

Upload Docs

Submitted Documents:

Invoice	[Delete]
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12. Once you have completed *Steps 5-11* and are ready to submit your rebate application, click the 'Save And Continue' Button at the bottom of the page. If you are not ready to submit your rebate application, select 'Save And Quit' instead to log out and return to the Rebate Portal Home Page

Submit Your Application:

13. After clicking 'Save and Continue,' you will be redirected to the 'Submit Your Application' Page.
14. Complete the 'Customer Satisfaction' section
15. Read the 'South Coast Air Quality Management District (South Coast AQMD) GO ZERO Rebate Terms & Conditions' Section and check off the box
16. Click 'Save and Submit'

STEP 2 OF 2
Submit Your Application

CUSTOMER SATISFACTION

SOUTH COAST AIR QUALITY MANAGEMENT DISTRICT (SOUTH COAST AQMD) GO ZERO REBATE TERMS & CONDITIONS

1. Funding is limited and submitting a rebate application does not guarantee you will receive a rebate. Rebates will be issued to eligible recipients on a first-come, first-served basis until funding is depleted. Consumers with South Coast AQMD qualified appliances installed on or after the start of the Go Zero Incentive Program are eligible until rebate funds are exhausted or South Coast AQMD issues a public notice closing the rebate offer period.

- a. Funding will be made available in phases.
- b. The start and close of rebate offer period for each phase will be announced by South Coast AQMD notice(s).
- c. Applications submitted after the end of a phase but prior to the start of the next phase will be denied.
- d. Applications received prior to the close of rebate offer period, but which had no rebate issued due to a limitation of funding, may have priority consideration by conducting earlier evaluation for a rebate in the next phase, if the installation qualifies for a rebate in the next phase.
- e. If program funding has been completely exhausted or the program offering period has concluded, all non-funded applications may be denied.

2. Rebate amounts are subject to change and will be posted on the website.

➡
☐ I have read and agree to the Go Zero Single Family Rebate Program's terms and conditions.

Back
Save And Submit

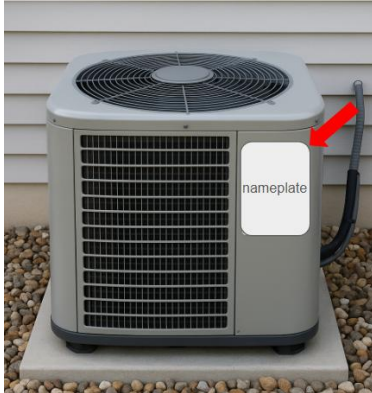
17. Congratulations! Your application is now under review, and the EGIA team will reach out to you for updates on your rebate application status.

GO ZERO rebates may be combined with other federal, state, and local incentives. For more information, visit <https://www.aqmd.gov/go-zero/go-zero-other-incentives>.

Appendix:

Use the images below to locate your product nameplates

- Heat Pump HVAC



- Heat Pump Water Heater

