

SREC Registration Program (SRP) – FAQs

3/24/2016

Q. How do I prevent duplicate entries?

A. The SRP Processing team is experiencing a significant volume of duplicate registrations. Registrations that were submitted in paper form are being reviewed and entered by the SRP Processing team and also entered into the application portal resulting in duplicate entries. If you have submitted a paper registration, but have not requested the registration to be withdrawn, **DO NOT** enter the registration into the application portal. If you would like to withdraw a previously submitted paper registration you must fill out the Withdrawal document and email to njreinfo@njcleanenergy.com. The Withdrawal Document can be found at <https://njcepsolar.programprocessing.com/content/home>

Once you've received confirmation from the Program regarding your Request to Withdrawal, you may begin re-submitting those applications through the Portal. For those applications, select, "Re-submission of a Paper App not yet worked" as the type of application. "New Application" should ONLY be selected for projects that have never been submitted, in any form, to the Program.

Q. What do I do if I uploaded the wrong document?

A. If you incorrectly upload a document into the portal, and the application has not yet been submitted, use one of the additional upload tasks to upload the correct document. Please use the Message Us box to let the Program staff know which document should be used in review.

If you have submitted the application and it is in the Application Received status, please send an email to njreinfo@njcleanenergy.com with the project number and the specific document that you would like removed from the record. The SRP Processing team will delete the document and move the status back to "Pending Uploads" which will allow the user to upload the corrected document. Once the application is moved to the Application Received status, you will no longer have the ability to edit the application.

Q. What do I do if I receive an email indicating that my registration has Minor Deficiencies?

Registrations Submitted via Application Portal

- A. If you submitted your registration via application portal, you can upload the requested documents, edit equipment records or correct your online application form as identified in the email in the portal.

Registrations Submitted in Paper form

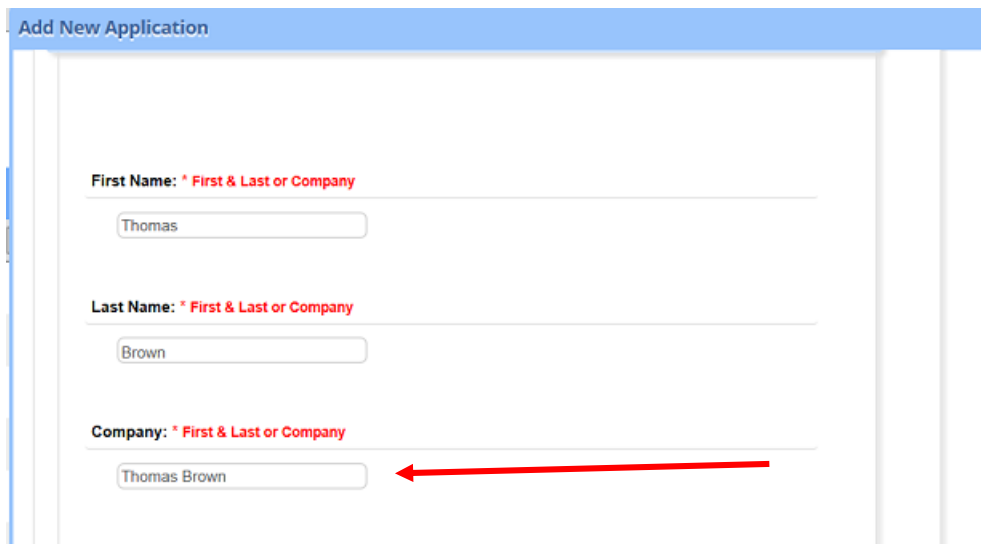
- A. If you submitted your registration in paper form, you must submit the requested documents identified in the email via US mail to: SREC Registration Program, c/o Applied Energy Group, 317 George Street, Suite 305, New Brunswick, NJ 08901

Q. Can I review my project information in the portal if my registration was submitted in paper form?

A. No. At this time, if the registration was submitted in paper form and issued an acceptance letter/email it cannot be viewed in the portal by an external user. If you have questions concerning your SRP Registration that was submitted in paper form, please email njreinfo@njcleanenergy.com. You only have access to your registrations that you submitted via online portal.

Q. How do I enter the Premise Contact Information if they are a residential customer?

When entering the Premise Contact Information, if the contact is a residential customer you should enter the full name of the Premise Contact under the “Company” field. **DO NOT** enter the utility company name in this field.



The screenshot shows a web form titled "Add New Application". It contains three input fields, each with a red asterisk and the text "* First & Last or Company" above it. The first field is labeled "First Name:" and contains the text "Thomas". The second field is labeled "Last Name:" and contains the text "Brown". The third field is labeled "Company:" and contains the text "Thomas Brown". A red arrow points to the "Company:" field, indicating that the full name should be entered there for residential customers.

Q. If my application is assigned a Project ID number NJSRRExxxxxxx does that indicate that the project has been Accepted?

A. No. The Project ID Number will be visible to the user, but the registration is not deemed complete or accepted until the SRP Acceptance letter has been issued and the project status has changed to Accepted.

Q. Can I delete an application once it has been submitted?

No. If you want to cancel an application that has been submitted, use the Message Box within the application to request the application be cancelled or send an email to njreinfo@njcleanenergy.com. Upon cancellation, you will receive an email from the portal confirming it has been cancelled.

Q. When I use the Message Us box in the portal to send the Program a question or request about my application, how long will it take to receive a response?

A. When you send a message using the Message Us box within the application, the question, request or comments you sent will be reviewed by Program staff when processing the application. A Program coordinator will respond to your message or comments at that time.