

County Staff Quick Start Guide #2

Submitting an Invoice in the Energy Provider Portal

One of the primary functions of the North Carolina Energy Provider Portal is submitting an invoice to the appropriate county for services rendered to a resident. This quick start guide provides a high-level overview of how to submit an invoice on behalf of a provider. For more details, please review the [Energy Provider Portal – County Staff User](#) training material. **Note: County Staff Users may only log in to the Energy Provider Portal on the 1st and 3rd Wednesdays of each month, or the first business day thereafter if either of those days falls on a holiday.** Utility providers are encouraged to submit invoices themselves via the Energy Provider Portal, but it is not a requirement. They will still receive funds for any assistance application that is approved. If you (or they) ever submit an invoice where the invoiced amount does not match the pledged amount (e.g., an overpayment or underpayment) the county caseworker who approved the pledge amount will investigate the invoice and take corrective action.

1 Log in to the Energy Provider Portal

- Navigate to <https://energyproviderportal.nc.gov>
- Enter your NCID username and password

2 Find the appropriate resident

- Search for and select the provider's account, then choose the **PLEDGE PAYMENTS** section and locate the resident
- Alternatively, select the **PLEDGE PAYMENTS** tab from the navigation bar, select the **PLEDGE PAYMENTS REQUESTING INVOICE** list view and search for the resident
- Click on the pledge payment record (PP-xxxx)

3 Generate the invoice

- Verify that the pledge payment record has no associated invoices already created
- Click the **NEW PROVIDER INVOICE** button to open a pop-up window and submit a New Provider Invoice

4 Fill in the invoice details

- The associated pledge payment record and the account will auto-populate
- Enter the current amount due and billing date
- Enter the service address where the resident receives their utilities

5 Submit the invoice

- Click **NEXT** to submit the invoice for processing
- The invoice will appear in the **PROVIDER INVOICES** section
- If an invoice indicates an underpayment or overpayment, the county caseworker will create a new pledge payment showing that information with the same application reference number

Pledged P.	Account	Account Hol.	Applic.	Pledge	Energy Provider	County	Payme.	Progra.	Created Date
PP-7638	345	Steve Rogers	456	\$150.00	Steve's Propane	Wake			4/15/2022, 2:16 PM

Account Number	Application Reference	Pledged Amount
345	456	\$150.00

Energy Provider	Account Number
Steve's Propane	345

Account Holder's Name	Application Reference
Steve Rogers	456

Application Date	Pledged Amount
4/15/2022	\$150.00

Account
Steve's Propane

* Current Amount Due
\$150

* Invoice Date
May 1, 2022

* Service Address
123 Eagle Way

* Service State
NC

* Service City
Raleigh

* Service Zip Code
1235

Pledge Payments
PP-7638

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If you need additional help, please contact the NC FAST Provider Support Center (919) 813-5460 from 8 a.m. to 6 p.m. Monday through Friday, Eastern Time.