

# Utility Provider Quick Start Guide #1

## Submitting a Provider Enrollment Application in the Energy Provider Portal

In order to digitally fill out contracts and begin submitting invoices for assisted North Carolinians, utility providers must first enroll in the Energy Provider Portal by filling out and submitting an online application. This quick start guide provides a high-level overview of how to submit an enrollment application. For additional training material, please visit the [Energy Provider Portal Support Page](#) and review the material posted there.

### 1 Log in to the Energy Provider Portal

- Navigate to <https://energyproviderportal.nc.gov>
- Enter your NCID username and password
- When prompted, leave the **PROVIDER ACCESS CODE** field blank and click **NEXT**



### 2 Enter your identifying FEIN or SSN

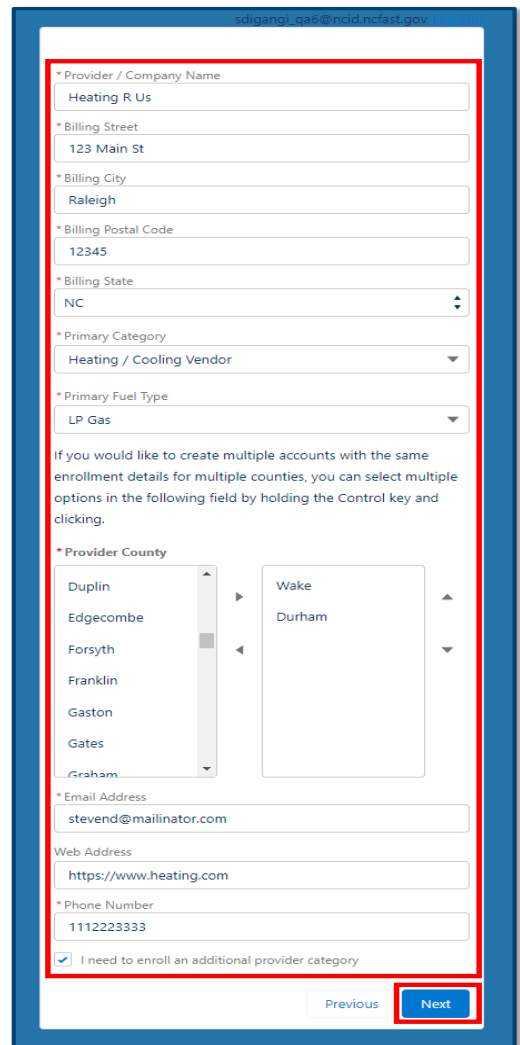
- Enter all 9 digits without any dashes

### 3 Enter your organization's information

- In the appropriate fields enter your organization's name and address

### 4 Select your Primary Provider Category

- Use the drop-down menu to choose which primary category of utility you provide
- You may need to provide additional details about your primary category; fill out the appropriate fields as necessary



### 5 Select the counties where you provide service

- Scroll up and down the county pick-list and click on the counties where you provide service, then select the **RIGHT ARROW** to move that county to the right box
- Each county you move to the right box will have its own Energy Provider Portal account created

### 6 Enter contact information

- Type in an email address to receive notifications, an optional web address for your organization (e.g., [www.UtilityExample.com](http://www.UtilityExample.com)), and phone number
- Click **NEXT** to submit the application

### 7 Validate your accounts

- Review the provider accounts you are creating
- Select the **I NEED TO ENROLL AN ADDITIONAL PROVIDER CATEGORY** checkbox if necessary
- Click **NEXT**

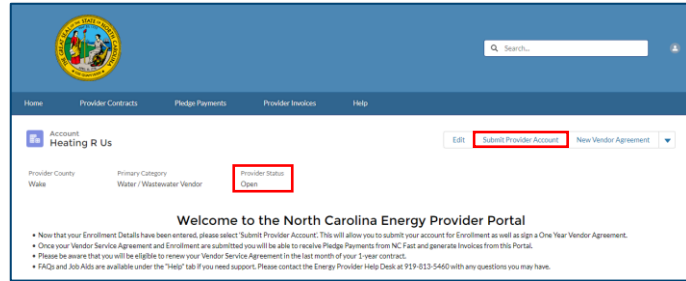
If you need additional help, please contact the NC FAST Provider Support Center at (919) 813-5460 from 8 a.m. to 6 p.m. Monday through Friday, Eastern Time.

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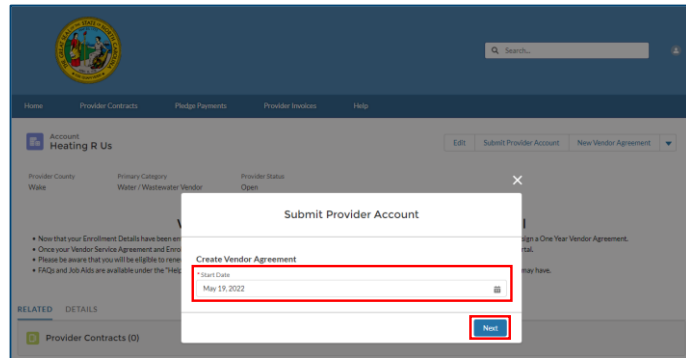
### 8 Submit your provider account for enrollment

- Click the **SUBMIT PROVIDER ACCOUNT** button on the top right of the screen
- If you do so from a **PROVIDER HOME PAGE** (where multiple accounts are visible), you will be able to submit multiple provider accounts at once by selecting each checkbox
- Click **NEXT**
- Each account you've created will need to be enrolled prior to being able to submit an invoice



### 9 Create a Vendor Agreement

- You will be prompted to create a vendor agreement
- You must submit a vendor agreement for your enrollment to be successful
- Select the starting date of the contract (**Note:** the starting date cannot be more than 30 days in the past)
- Select **NEXT**

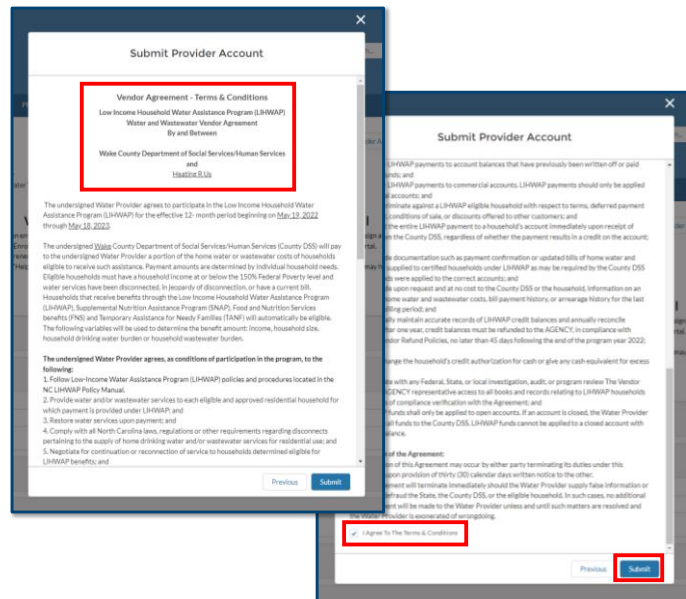


### 10 Review the Terms and Conditions

- Based on the input information, a Terms and Conditions screen will appear
- Read and review the Terms and Conditions
- Check the **I AGREE** box and click **SUBMIT**
- Click **FINISH**

### 11 Wait for approval

- The account status will appear as **SUBMITTED**
- Within a few business days, a State Information Support user will review your enrollment application
- The State Information Support user will activate your contract and change your account to **ENROLLED**
- You may now begin submitting invoices for the pledge payments that appear for this account



### 12 Grant access to colleagues

- Click **HOME** in the navigation bar
- Select any account to grant a colleague access to (they will be able to access all accounts once they log in for the first time)
- Click on **DETAILS** and give them the **PROVIDER ACCESS CODE** to enter when they first log in

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