

# Utility Provider 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. For additional training material, please visit the [Energy Provider Portal Support Page](#) and review the material posted there.

Utility providers are encouraged to submit invoices via the Energy Provider Portal, but it is not a requirement. You will still receive funds for any assistance application that is approved. If you 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

- Select **VIEW ALL** under the **PLEDGE PAYMENTS REQUESTING INVOICES** tile
- Search for the resident in the search bar by account holder's name, account number, or application reference number
- The search results will display in the list view
- Click on the pledge payment record (PP-xxxx)

### 3 Generate the invoice

- 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 and your 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 of the Pledge Payment Record
- If an invoice indicates an underpayment or overpayment, the county will create a new pledge payment showing that information with the same application reference number

NCDHHS Energy Provider Portal

Home Provider Contracts Pledge Payments Provider Invoices Help

Account Steve's Propane

Provider County: Wake Primary Category: Heating/Cooling Vendor Provider Status: Enrolled

Welcome to the North Carolina Energy Provider Portal

Pledge Payments Requesting Invoices: This Month: 2 Last Month: 3

Total Pledged This Year: \$517.00

Home Provider Contracts Pledge Payments Provider Invoices Help

Pledge Payment Steve Rogers

Account Number: 345 Application Reference: 456 Pledged Amount: \$150.00

Energy Provider: Steve's Propane Account Number: 345

Account Holder's Name: Steve Rogers Application Reference: 456

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

New Provider Invoice

New Provider Invoice

Account Steve's Propane

\* Current Amount Due \$150

\* Invoice Date May 1, 2022

Pledge Payments PP-7638

\* Service Address 123 Eagle Way

\* Service State NC

\* Service City Raleigh

\* Service Zip Code 27605

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.