



## Energy Provider Portal – Utility Provider

Created: 11/22/2021

Last Updated: 12/10/2021

### Energy Provider Portal Overview

The Energy Provider Portal is part of the North Carolina Families Accessing Services through Technology (NC FAST) program. The Energy Provider Portal is built upon the Salesforce platform and exists to simplify the approval and invoicing process for both utility providers and state/county officials when providing assistance to low-income households.

### Step-by-Step Instructions

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8. [View Pledge Payments & Generate Invoices](#)
9. [Locate, Review & Edit Invoices](#)
10. [Create Additional Provider Accounts With The Same NCID](#)
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### Register for an NCID Account

North Carolina Identity Management Service (NCID) is the standard identity management service that allows state, local, business, and individual users to access North Carolina's applications and information systems in a secure, access-controlled manner. In order to log in to the Energy Provider Portal, you must have an active NCID.

1. To create a new NCID, navigate to <https://ncid.nc.gov>.
2. Click Register! In the bottom right corner of the blue box.



**NC FAST**

North Carolina Families Accessing  
Services through Technology

NCID Tips

NCID

[Forgot Username](#)  
[Forgot Password](#)  
[Unlock Account](#)

[Need Help?](#)

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NCC742 

3. Select **BUSINESS** when asked to indicate your desired user type.



**North Carolina Identity Management** 

### New User Registration

Please indicate your user type from one of the following categories:

<input type="button" value="Individual"/>	Request access to the State of North Carolina services as an individual or citizen.
<input checked="" type="button" value="Business"/>	Request access to the State of North Carolina services on the behalf of a business.
<input type="button" value="State Employee"/>	Currently employed or assigned to work for an agency within the State of North Carolina government.
<input type="button" value="Local Government Employee"/>	Currently employed or assigned to work for a North Carolina county or municipality.

This system is the property of the State of North Carolina and is for authorized use only. Unauthorized access is a violation of federal and state law. All software, data transactions, and electronic communications are subject to monitoring.

[North Carolina](#) [www.nc.gov](#) [Privacy and Other Policies](#) [Contact Us](#)



4. Complete each required field to create an NCID account. Once you complete the registration form, you will be sent an automated email asking you to authenticate your account and complete your security questions.

**Note:** You may not create an NCID username with any spaces in it.

To create your account, NCID will email you a code. You will need this code once you complete the form below and click the "Continue" button.

Desired Username\*

Prefix (Optional)

First Name\*

Middle Initial (Optional)

Last Name\*

Suffix (Optional)

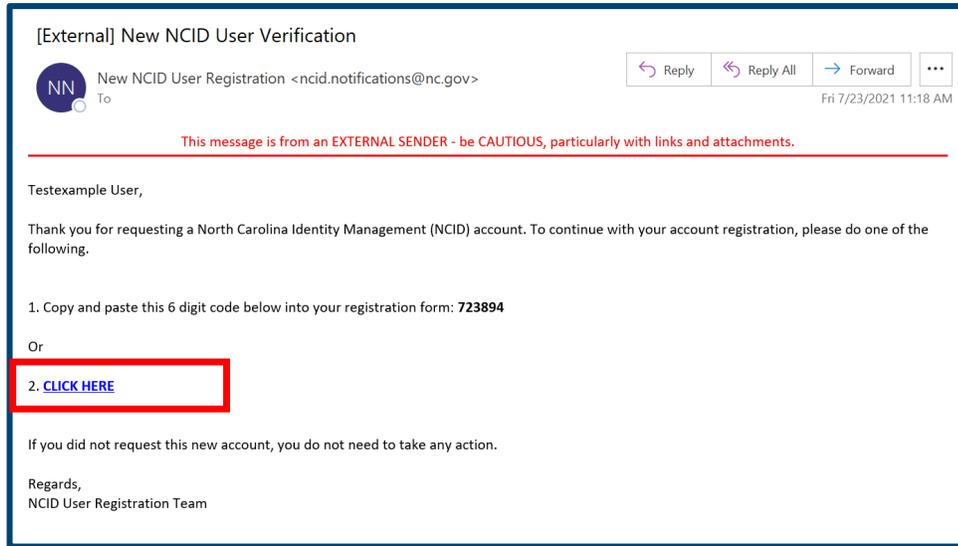
Email Address\*

Mobile Number (Recommended)

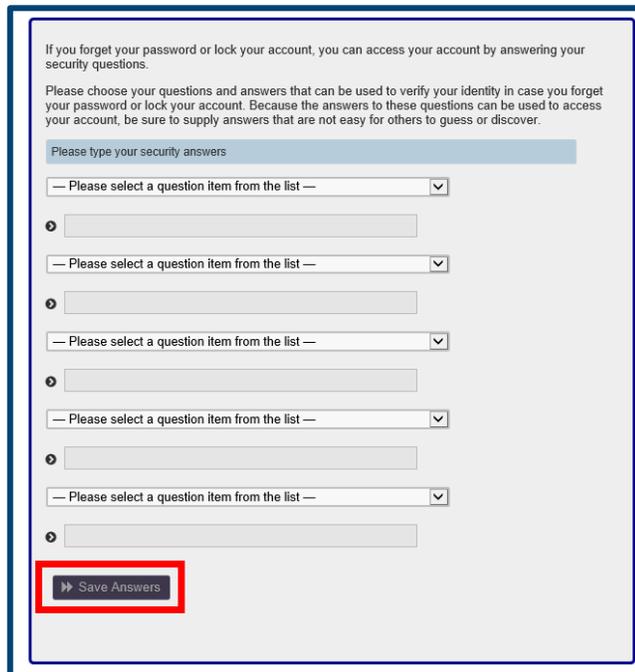
New Password\*

- Password is case sensitive.
- Must be at least 8 characters long.
- Must not include part of your name or user name.
- Must not include a common word or commonly used sequence of characters.
- Can be changed no more often than once every 3 days.
- Must have at least 3 of the 5 character types below.
  - Uppercase (A-Z)
  - Lowercase (a-z)
  - Number (0-9)
  - Symbol (!, @, \$, etc.)
  - Other language characters not listed above
- New password may not have been used previously.

5. After receiving the automated New NCID User Verification email, click on the link that says **CLICK HERE** or enter the 6-digit code received in the email and click **CONTINUE**.



6. Sign in again using your new NCID username and password.
7. Complete all five security questions by using the drop-down options and typing your answers into the free-text fields and click **SAVE ANSWERS**.



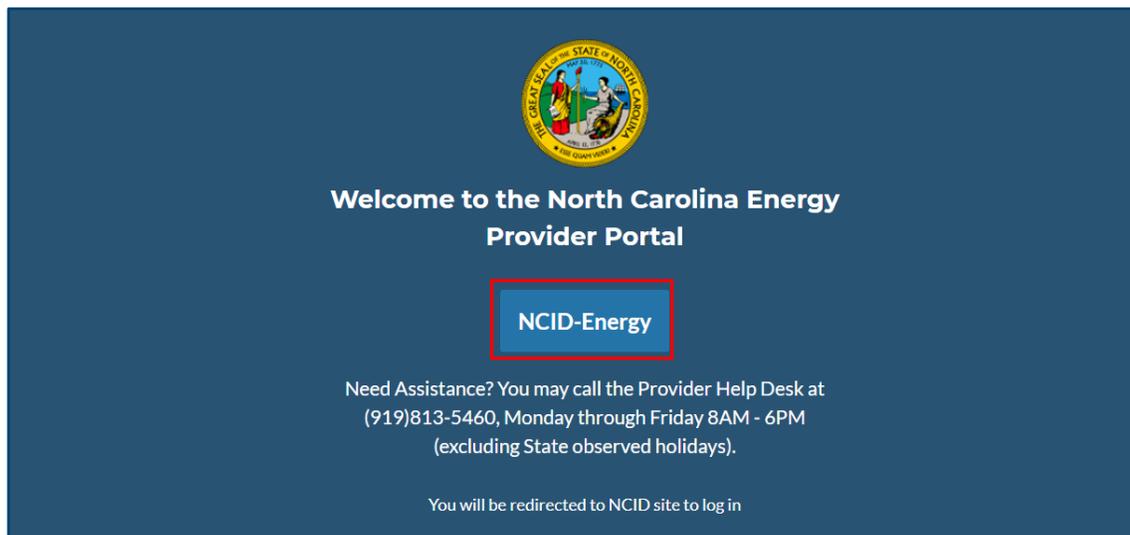
8. Your NCID account is now successfully created, and you can gain access to the Energy Provider Portal by either creating your utility provider account, or by using the appropriate provider access code if your provider account already exists.

## Submit A Provider Enrollment Application

Before taking part in a utility assistance program, you must first submit a provider enrollment application for the counties where you are providing utilities, as well as submit a provider contract (vendor agreement) for the specific utility you wish to provide. After you submit an enrollment application via the Energy Provider Portal, a State Information Support user will be able to review and approve both the enrollment and the contract, which will allow you to begin invoicing the county for North Carolina residents who receive utility assistance.

**Note:** Any utility provider whose account was created as part of a data load will not need to submit a provider enrollment application. You will receive a provider access code which you can use to log in to your existing account. Please refer to the [Logging in to Energy Provider Portal / Adding and Additional User](#) section of this job aid.

1. Navigate to the Energy Provider Portal at <https://energyproviderportal.nc.gov>.
2. Click on the **NCID-ENERGY** button.



3. Enter your NCID username and password, then click **NCID LOGIN**.



NCID

NCID

Username

Password

**NCID Login**

Forgot Username  
Forgot Password  
Unlock Account

Need Help? Register!

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NCC665

4. When prompted to enter your Provider Access Code, leave the field **BLANK** and click **NEXT**.

traminotest4@ncid.ncfast.gov

Please enter your Provider Access Code to be associated with a previously enrolled Utility Provider. If you are enrolling a Utility Provider for the first time please select 'Next'.

Provider Access Code

**Next**

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5. Select if your provider will be using a FEIN (Federal Employer Identification Number) or SSN (Social Security Number) and enter it into the field with no dashes. Click **NEXT**.



**Note:** Your FEIN or SSN may be associated to multiple Energy Provider Portal provider accounts because you service multiple counties. In these instances, the accounts will be differentiated by the county where service is provided.

6. Enter in each field in the next section and verify that the information is accurate, then click **NEXT**.

a. **Provider / Company Name:** The name of the utility provider (40 characters or less).

**Note:** Do not add the name of the county to the Provider / Company Name field.

b. **Address:** The street address of the provider.

c. **City:** The city of the provider.

d. **Zip Code:** The zip code of the provider.

e. **State:** The state of the provider.

f. **County:** Select the county or counties where utility services are provided.

**Note:** If a provider services multiple counties, you must set up an Energy Provider Portal account for each county that you service. To set up multiple accounts for multiple counties, use the scroll bar in the **County** field to locate each serviced county. Hold the **CTRL** (Control) key on your keyboard, and click on the county name. Repeat this process for each county until you have highlighted each county you want to have an Energy Provider Portal account. For more information on how you may associate multiple accounts to one NCID, please refer to the [Create Additional Provider Accounts With The Same NCID](#)



section or the [Link An Existing Provider Account To Your NCID](#) section of this job aid.

g. **Primary Category:** Indicates which category of utility you deliver.

h. **Email Address:** The email address at which you can be reached.

i. **Web Address:** The utility provider website.

**Note:** This is an optional field, but if entered it must be 100 characters or less.

j. **Phone Number:** The primary phone number for you to be contacted.

trainingtest10@ncid.ncfast.gov

\* Provider / Company Name  
Puddle Utilities

\* Billing Street  
123 Main St

\* Billing City  
Raleigh

\* Billing Postal Code  
12345

\* Billing State  
NC

If you would like to create multiple accounts with the same enrollment details for multiple counties, you can select multiple options in the following field by holding the Control key and clicking.

\* County  
Unknown  
Vance  
Wake  
Warren  
Washington

\* Primary Provider Category  
Water / Wastewater Vendor

\* Email Address  
puddle@mailinator.com

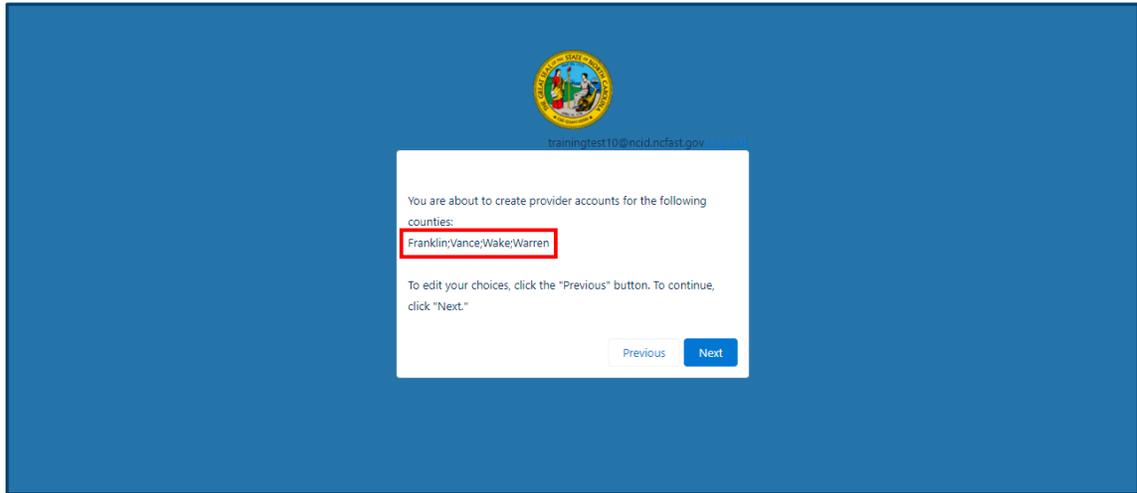
Web Address

\* Phone Number  
1112223333

Previous Next

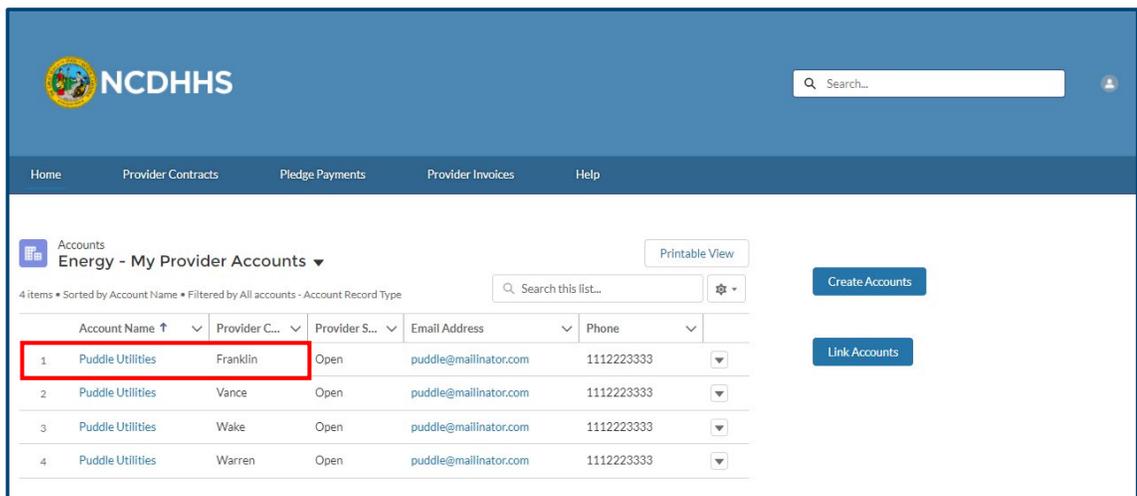
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7. Review the county/counties that you are creating accounts for to ensure you've selected the correct one(s) and click **NEXT**.



8. You are now logged in to the Energy Provider Portal. If you selected to create multiple accounts for more than one county, you will see a screen asking you to select which account to operate in. Select an account to continue the enrollment application process.

**Note:** At any point if you need to reach this screen again and select a different account to operate in, click the **HOME** tab.



9. The provider status for your account is now **OPEN**.
10. Click **SUBMIT PROVIDER ACCOUNT** to finish submitting your enrollment application.



# NC FAST

North Carolina Families Accessing  
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Account: Wave Utilities Co

Primary Category: Water / Wastewater Vendor

Provider Status: Open

Buttons: Edit, Submit Provider Account, New Vendor Agreement

### Welcome to the North Carolina Energy Provider Portal

- Now that your Enrollment Details have been entered, please select 'Submit Provider Account'. This will allow you to submit your account for Enrollment as well as sign a One Year Vendor Agreement.
- Once your Vendor Service Agreement and Enrollment are submitted you will be able to receive Pledge Payments from NC Fast and generate Invoices from this Portal.
- Please be aware that you will be eligible to renew your Vendor Service Agreement in the last month of your 1-year contract.
- FAQs and Job Aids are available if you need support. Please contact the Energy Provider Help Desk at 919-813-5460 with any questions you may have.

RELATED DETAILS

Provider Contracts (0)

Related Contacts (1)

Contact Name	Email	Phone
Steve DiGangi	trainingtest4@mailinator.com	

11. A **SUBMIT PROVIDER ACCOUNT** pop-up window will appear. Click **NEXT**.

### Submit Provider Account

Click Next To Submit Enrollment Details

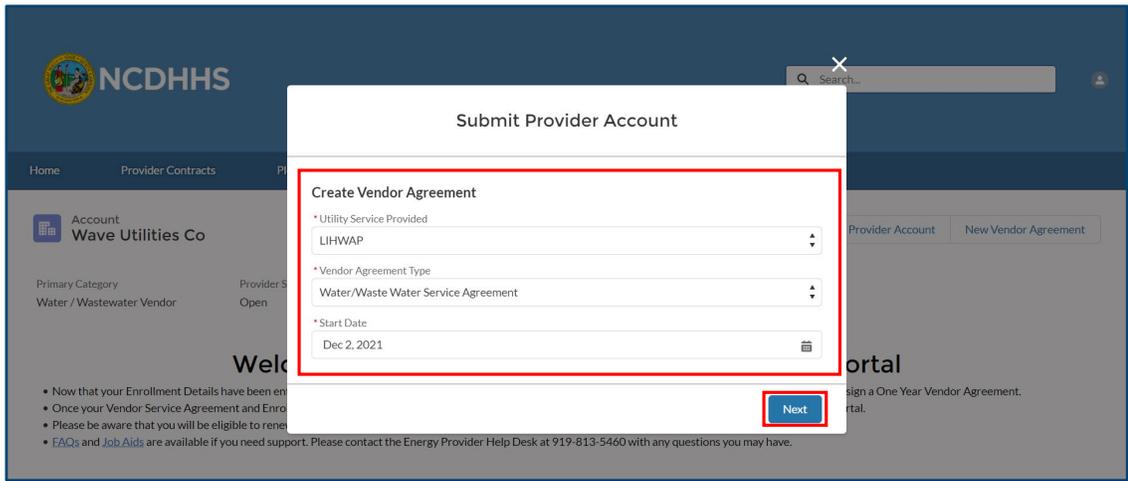
Next

12. Once you've submitted your enrollment application, you will immediately be prompted to submit a **PROVIDER CONTRACT** (vendor agreement). You must submit a provider contract for your enrollment application to receive approval.

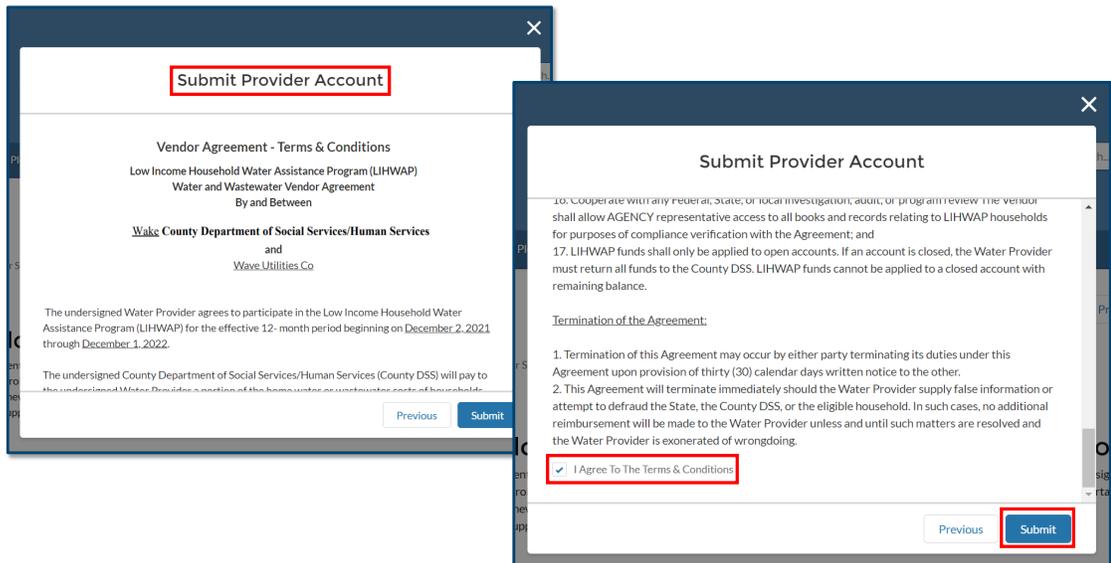
13. In the **SUBMIT PROVIDER ACCOUNT** pop-up window, enter each field and verify that the form is filled in correctly with accurate information and click **NEXT**.



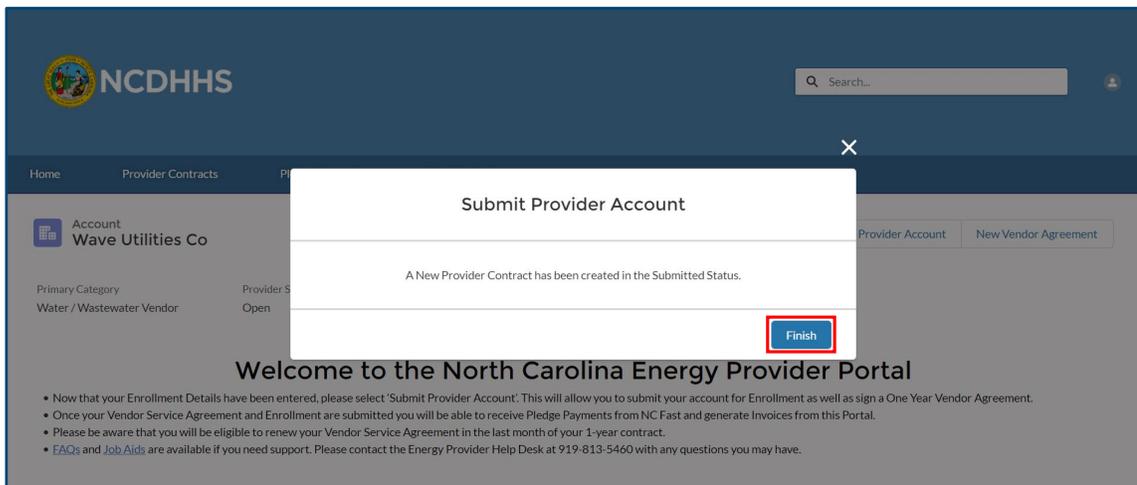
- a. **Utility Service Provided:** Select the utility assistance program of the contract from the dropdown menu.
  - b. **Vendor Agreement Type:** Select the type of agreement for the contract you are entering from the dropdown menu.
  - c. **Start Date:** The beginning of the utility provider’s agreement with the county.
- Note:** The start date cannot be a date in the past.



- 14. Read and review the terms and conditions of your vendor agreement with the county that is now displayed in the pop-up window.
- 15. Check the **I AGREE TO THE TERMS & CONDITIONS** box at the bottom of the screen and click **SUBMIT**.



16. Click **FINISH**.



17. If the Contract Status is still in a **SUBMITTED** status (not yet activated by the State Information Support user), changes can still be made. Please see the **VIEW & EDIT PROVIDER CONTRACTS** section of this job aid for more information.

18. Your provider enrollment and vendor agreement will now wait for approval and activation from a State Information Support user.

**Notes:** You will receive several automated email reminders throughout the process including:

- When you submit an enrollment application.
- When a State Information Support user updates your provider account to **ENROLLED** status.
- When a State Information Support user updates your provider account to **CLOSED** status.
- When a State Information Support user rejects your provider enrollment application.
- When an active contract of yours is 30 days from expiring.
- When an active contract of yours expires.

19. If you created multiple accounts for each of the counties you service, you must repeat steps 8 through 18 for each county's account to complete the enrollment application process for each one.



**NC FAST**

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## Logging In to Energy Provider Portal / Adding an Additional User

To log in to the Energy Provider Portal for the first time, you must either be creating the provider account, or you must have the **PROVIDER ACCESS CODE** to get associated to an existing provider account. For more information on creating the provider account, see the [Submitting a Provider Enrollment Application](#) section of this job aid.

1. To log in to the Energy Provider Portal, open your browser and navigate to <https://energyproviderportal.nc.gov>.

**Note:** For the best user experience, use one of the recommended browser applications including: Google Chrome, Microsoft Edge Chromium, Apple Safari, or Mozilla Firefox.

2. Click the **ENERGY PROVIDER PORTAL NCID LOGIN** button.



3. Enter your NCID username and password, then click **NCID LOGIN**.



NCID

NCID

Username

Password

**NCID Login**

[Forgot Username](#)  
[Forgot Password](#)  
[Unlock Account](#)

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4. If this is the first time logging in to an existing provider account, you will be prompted to enter the provider access code for your existing provider location (this can only be located within the Energy Provider Portal on the Home Tab in the **DETAILS** section by someone who currently has access to that account).

**Note:** You will only need to enter the access code the first time you are gaining access to your account. Each subsequent login will only require your NCID and password.



The screenshot shows the NCDHHS portal interface. At the top, there is a search bar and navigation links for Home, Provider Contracts, Pledge Payments, and Provider Invoices. The main content area displays the account name "Wave Utilities Co" and buttons for "Edit", "Submit Provider Account", and "New Vendor Agreement". Below this, the account details are listed:

- Primary Category: Water / Wastewater Vendor
- Provider Status: Enrolled

A welcome message reads: "Welcome to the North Carolina Energy Provider Portal". It includes instructions on how to submit a provider account and generate invoices, and provides contact information for the Energy Provider Help Desk. A "RELATED" section with a "DETAILS" link is visible. Below this, a table of account details is shown:

Account Name	Wave Utilities Co	Primary Contact	Steve DiGangi
Enrollment Start Date	11/3/2021	Email Address	wave@mailinator.com
Enrollment End Date		Website	
Primary Category	Water / Wastewater Vendor	Phone	1112223333
FEIN	919191919		
SSN			
Provider Access Code	81902078		

5. Verify that the account you are being added to is the intended account.

**Note:** Only two people may have access to an account, and each of the two users will have identical rights within the portal.

6. Click **NEXT**.

This screenshot shows a form for entering the Provider Access Code. The text reads: "Please enter your Provider Access Code to be associated with a previously enrolled Utility Provider. If you are enrolling a Utility Provider for the first time please select 'Next'." The "Provider Access Code" field contains the value "81902078". A "Next" button is highlighted with a red box.

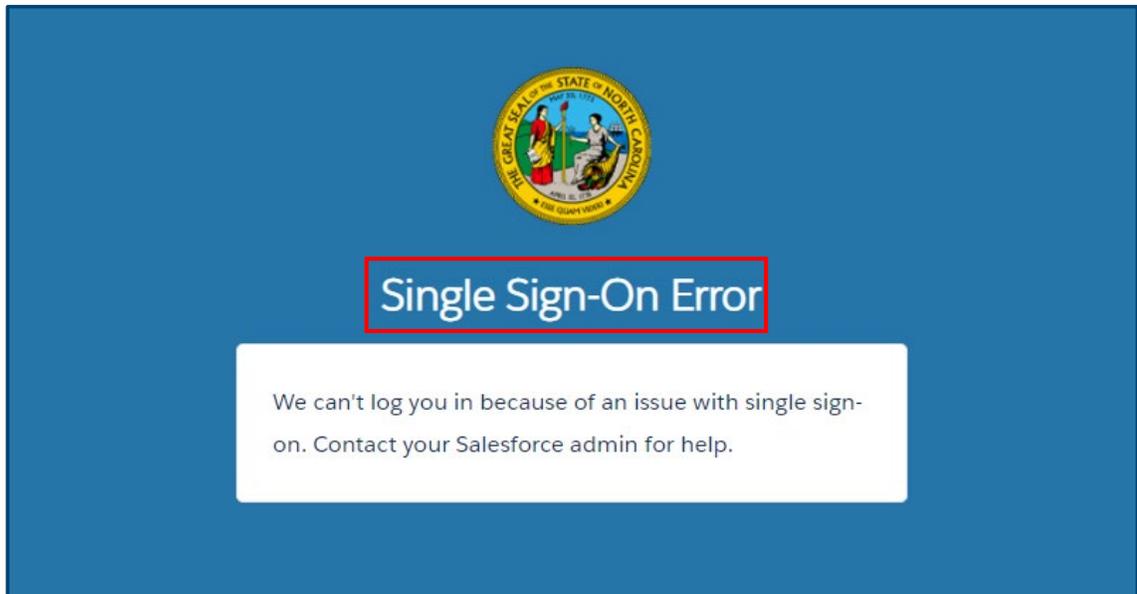
This screenshot shows a confirmation screen with the text: "Confirm that you want to be associate to this account: Wave Utilities Co". There are "Previous" and "Next" buttons. The "Next" button is highlighted with a red box.



7. If the Provider Access Code you entered belongs to a provider account that has multiple existing accounts for multiple counties, you will be prompted to choose which county's accounts you want access to. If you would like to select multiple counties (if available), hold the **CTRL** (Control) key on your keyboard, and click on the county name. Repeat this process for each county until you have highlighted each county you want to access. Once you've selected all the county's accounts you want to access, select **NEXT**.

The screenshot shows a web interface with a blue background. At the top center is the North Carolina state seal. Below it is the email address 'trainingtest11@ncid.ncfast.gov'. A white dialog box is centered on the screen. The dialog box contains the following text: 'The following counties have accounts with the same FEIN/SSN. You can choose to associate to those accounts by selecting them and clicking next. To select multiple counties, you can hold the Control key and click the counties you wish to link to your profile.' Below this text is a list of counties: Alexander, Franklin, Vance, Wake, and Warren. The 'Franklin' and 'Wake' entries are highlighted with red rectangular boxes. At the bottom right of the dialog box is a blue button labeled 'Next'. At the bottom of the blue background area is the copyright notice: '© 2021 North Carolina DHHS. All rights reserved.'

8. You are now logged in to the Energy Provider Portal.  
**Note:** If you are a utility provider whose account was created as part of a data load and you are logging in to the Energy Provider Portal for the first time, you must enter your **PRIMARY CONTACT**, and **EMAIL ADDRESS** information in your account details. For more information on how to edit your account details, please see the [Update Provider Account Details](#) section of this Job Aid.
9. If you receive a **SINGLE SIGN-ON ERROR** message, close all instances of your browser and attempt to log in again. If unsuccessful, attempt to log in using Incognito mode, or restart your computer



## Navigating the Energy Provider Portal

Upon logging in to the Energy Provider Portal, utility provider users will be taken to the home screen. From here, you will be able to view a summary of relevant information as well as navigate to specific records that require your attention.

1. The first thing you will see upon logging in to the Energy Provider Portal is the **HOME** tab. This tab can be accessed at any time by clicking on **HOME** on the **NAVIGATION BAR**.

**Note:** If you have access to multiple accounts, clicking on the Home tab will enable you to select the account in which you want to operate. Once you select the account, you will see the standard home screen.

2. The Home tab's default display will show multiple different tiles with a summary of your information including:
  - a. **Account Information:** This tile displays a summary of your account information, with additional information shown on the **DETAILS** tab. Included in the **DETAILS** tab is your provider **PROVIDER ACCESS CODE** which is used to grant access to your account to new users.
  - b. **Provider Contracts:** This tile displays contract information for any current or past contracts entered into with the county.



- c. **Related Contacts:** This tile displays the name, email, and phone number for each individual who has access to this provider account in the Energy Provider Portal.
- d. **Pledge Payments:** This tile displays the most recent pledge payment records that you've viewed.
- e. **Provider Invoices:** This tile displays the most recent provider invoices that you've viewed.

**NCDHHS** Search...

Home Provider Contracts Pledge Payments Provider Invoices Help

Account Wave Utilities Co Edit Submit Provider Account New Vendor Agreement

Primary Category Water / Wastewater Vendor Provider Status Enrolled

### Welcome to the North Carolina Energy Provider Portal

- Now that your Enrollment Details have been entered, please select 'Submit Provider Account'. This will allow you to submit your account for Enrollment as well as sign a One Year Vendor Agreement.
- Once your Vendor Service Agreement and Enrollment are submitted you will be able to receive Pledge Payments from NC Fast and generate Invoices from this Portal.
- Please be aware that you will be eligible to renew your Vendor Service Agreement in the last month of your 1-year contract.
- [FAQs](#) and [Job Aids](#) are available if you need support. Please contact the Energy Provider Help Desk at 919-813-5460 with any questions you may have.

**RELATED** DETAILS

#### Provider Contracts (1)

Provider Contract	Contract Status	Start Date	End Date
PC-0097	Active	12/2/2021	12/1/2022

[View All](#)

#### Related Contacts (1)

Contact Name	Email	Phone
Steve DiGangi	trainingtest2@mailinator.com	

[View All](#)

#### Pledge Payments (4)

Created Date	Pledged Payments	Account Holder's Name	Pledged Amount
11/3/2021, 11:17 AM	PP-0086	Steve Rogers	\$200.00
11/3/2021, 11:15 AM	PP-0085	Wanda Maximoff	\$275.00
11/3/2021, 11:14 AM	PP-0084	Peter Parker	\$175.00
11/3/2021, 11:14 AM	PP-0083	Bruce Banner	\$225.00

[View All](#)

#### Provider Invoices (0)

[New](#)

- 3. The next tab on the navigation bar is the **PROVIDER CONTRACTS** tab. The Provider Contracts Tab is where you can search for and view vendor agreement after



enrolling as a utility provider. The Provider Contract record contains information about the type of vendor agreement, the start and end date of the vendor agreement, and the terms of service.

The screenshot shows the NCDHHS web application interface. The navigation bar includes 'Home', 'Provider Contracts' (highlighted with a red box), 'Pledge Payments', 'Provider Invoices', and 'Help'. The main content area is titled 'Provider Contracts' and shows a table with one item:

Provider Contract	Account Name	Contract Status	Start Date	End Date
1 PC-0097	Wave Utilities Co	Active	12/2/2021	12/1/2022

- The next tab on the navigation bar is the **PLEDGE PAYMENTS** tab. The Pledge Payments tab contains records of each individual payment allocation (the one-time dollar amount of assistance that has been approved) to be paid to the utility provider on behalf of an individual resident. In addition, each pledge payment record links to any corresponding Provider Invoice.

The screenshot shows the NCDHHS web application interface with the 'Pledge Payments' tab highlighted in red. The main content area is titled 'Pledge Payments' and shows a table with four items:

Pledged P...	Application ...	Energy Provider	Pledged A...	Created Date	Last Modified Date	Last Modified By	Applicatio...
1 PP-0083	8/1/2021	Wave Utilities Co	\$225.00	11/3/2021, 11:14 AM	11/3/2021, 11:14 AM	Steven DiGangi	234
2 PP-0084	9/16/2021	Wave Utilities Co	\$175.00	11/3/2021, 11:14 AM	11/3/2021, 11:14 AM	Steven DiGangi	443
3 PP-0085	6/29/2021	Wave Utilities Co	\$275.00	11/3/2021, 11:15 AM	11/3/2021, 11:15 AM	Steven DiGangi	887
4 PP-0086	9/29/2021	Wave Utilities Co	\$200.00	11/3/2021, 11:17 AM	11/3/2021, 11:17 AM	Steven DiGangi	102

- The next tab on the navigation bar is the **PROVIDER INVOICES** tab. The Provider Invoices tab is how you navigate to invoice records, which show the amount the utility provider is charging the county for an individual’s utility usage, any past due amount, and a link to the corresponding pledge payment record.



Provider Invoice	Account	Current Amount Due	Past Amount Due	Total Amount Due	Customer Name
1 PI-0029	Wave Utilities Co	\$175.00	\$0.00	\$175.00	Bruce Banner
2 PI-0030	Wave Utilities Co	\$150.00	\$0.00	\$150.00	Peter Parker

6. The final tab on the navigation bar is the **HELP** tab. On this tab, you will see some answers to frequently asked questions, as well as a button where you can download this **JOB AID**.

### Energy Provider Portal Frequently Asked Questions

- What if my company provides utilities to multiple counties?**  
If your company provides utilities to multiple counties, you will need to create an Energy Provider Portal account for each county by going through the enrollment application process. In order to do so, you will need to either create the second Energy Provider Portal account with a different business NCID. To see how to create a new NCID, please refer to the job aid.
- What if my company provides multiple utilities in the same county?**  
If your company provides multiple utilities in the same county, you are able to manage those invoices through one Energy Provider Portal account through multiple vendor service agreements.
- How do I generate and submit an invoice?**  
You can generate and submit an invoice from the Home tab, the Provider Invoices tab, or the Pledge Payments tab. For more step by step instructions on how to do so, please refer to the job aid.
- What if I need to add another user to my Energy Provider Portal account?**  
To add another user to your Energy Provider Portal account, you will need to give them the Provider Access Code under the DETAILS section of the Home tab. Once they have a registered business NCID, they can sign in to the Energy Provider Portal and enter the Provider Access Code when prompted.
- When can I resubmit my vendor service agreement?**  
If you already have an existing contract for a specific utility, you must wait until there are 30 days or less left on that vendor service agreement before you are able to submit a new one.
- How can I make an edit to an invoice?**  
To make edits to an invoice, navigate to the invoice record through the Pledge Payments tab or in the Provider Invoices tab. Select a pencil icon, make your edits, and click SAVE. For more information, please refer to the job aid.

### Job Aids

Click the button below to download your job aid.

[Download Job Aid](#)

## Update Provider Account Details

In the event that you need to update the basic account information (e.g., contact information, account name, etc.) for your utility provider account, the change will not need to be re-approved by a State Information Support user. Certain fields will not be editable by you without calling the Help Desk.



1. Log in to the Energy Provider Portal using your NCID, which will land you on the **HOME** tab.
2. At the top of the screen, click the **EDIT** button, or select the **DETAILS** tab and click on any pencil icon.

**Notes:** There are several important factors to keep in mind when editing account details:

- If you created multiple provider accounts during your enrollment application for the multiple counties where you provide service, they will all appear with the same provider name, primary contact, and email address. You may use the **EDIT** function to change the details of the individual accounts as you desire.
- If your Primary Contact field and Email Address field appear as blank, your utility provider account was created through a data load and you must enter information in these fields to properly sync with NC FAST Portal.

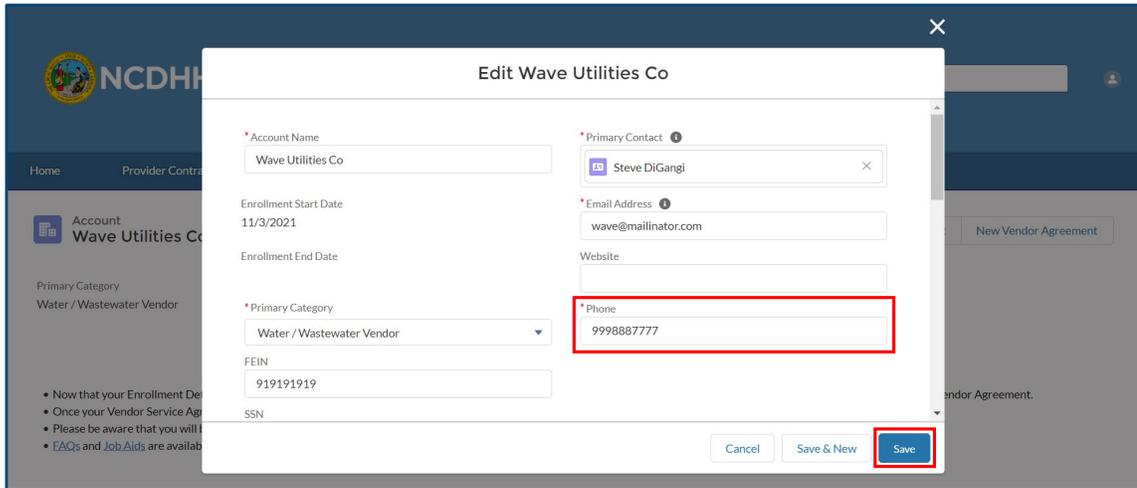
The screenshot displays the NC FAST Energy Provider Portal interface. At the top, there is a search bar and a user profile icon. Below the navigation bar, the account details for 'Wave Utilities Co' are shown, including the 'Edit' button (highlighted in red), 'Submit Provider Account', and 'New Vendor Agreement' buttons. The account details include 'Primary Category: Water / Wastewater Vendor' and 'Provider Status: Enrolled'. A 'Welcome to the North Carolina Energy Provider Portal' message is displayed, followed by instructions and links. At the bottom, the 'RELATED' section has a 'DETAILS' tab (highlighted in red) showing a table of provider contracts.

Provider Contract	Contract Status	Start Date	End Date
PC:0097	Active	12/2/2021	12/1/2022

3. Make any necessary changes and click **SAVE**.

**Note:** If the **PROVIDER STATUS** field shows that your provider enrollment application is still in **SUBMITTED** status, you will be able to edit any field except for **FEIN**, **SSN**, or **PROVIDER ACCESS CODE**. If the enrollment application has already been approved, and your **PROVIDER STATUS** shows as **ENROLLED**, then you will not be able to edit the **PRIMARY CATEGORY**, **FEIN**, **SSN**, **COUNTY**, or the **PROVIDER**

**ACCESS CODE** fields. To make edits to any of those fields, you will need to contact the Energy Provider Help Desk at 919-813-5460.



**Edit Wave Utilities Co**

\*Account Name: Wave Utilities Co

\*Primary Contact: Steve DiGangi

Enrollment Start Date: 11/3/2021

\*Email Address: wave@mailinator.com

Enrollment End Date:

Website:

\*Primary Category: Water / Wastewater Vendor

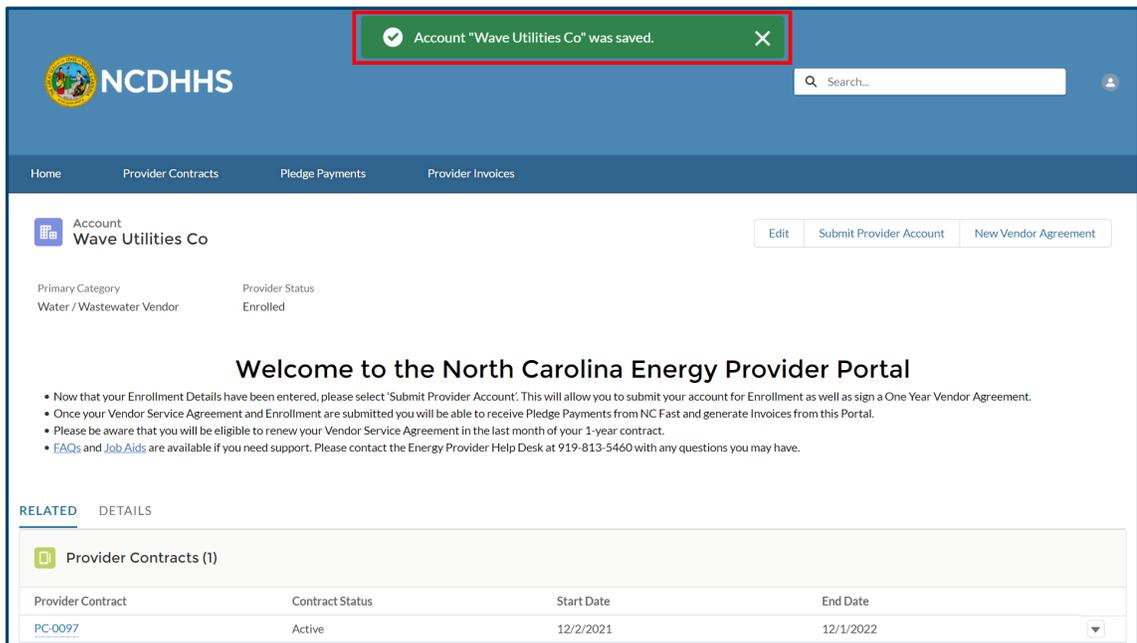
\*Phone: 9998887777

FEIN: 919191919

SSN:

Buttons: Cancel, Save & New, Save

4. A green success banner will appear at the top of the screen, letting you know that the change was successfully made.



**NCDHHS**

Account: Wave Utilities Co

Primary Category: Water / Wastewater Vendor

Provider Status: Enrolled

**Welcome to the North Carolina Energy Provider Portal**

- Now that your Enrollment Details have been entered, please select 'Submit Provider Account'. This will allow you to submit your account for Enrollment as well as sign a One Year Vendor Agreement.
- Once your Vendor Service Agreement and Enrollment are submitted you will be able to receive Pledge Payments from NC Fast and generate Invoices from this Portal.
- Please be aware that you will be eligible to renew your Vendor Service Agreement in the last month of your 1-year contract.
- FAQs and Job Aids are available if you need support. Please contact the Energy Provider Help Desk at 919-813-5460 with any questions you may have.

**RELATED** DETAILS

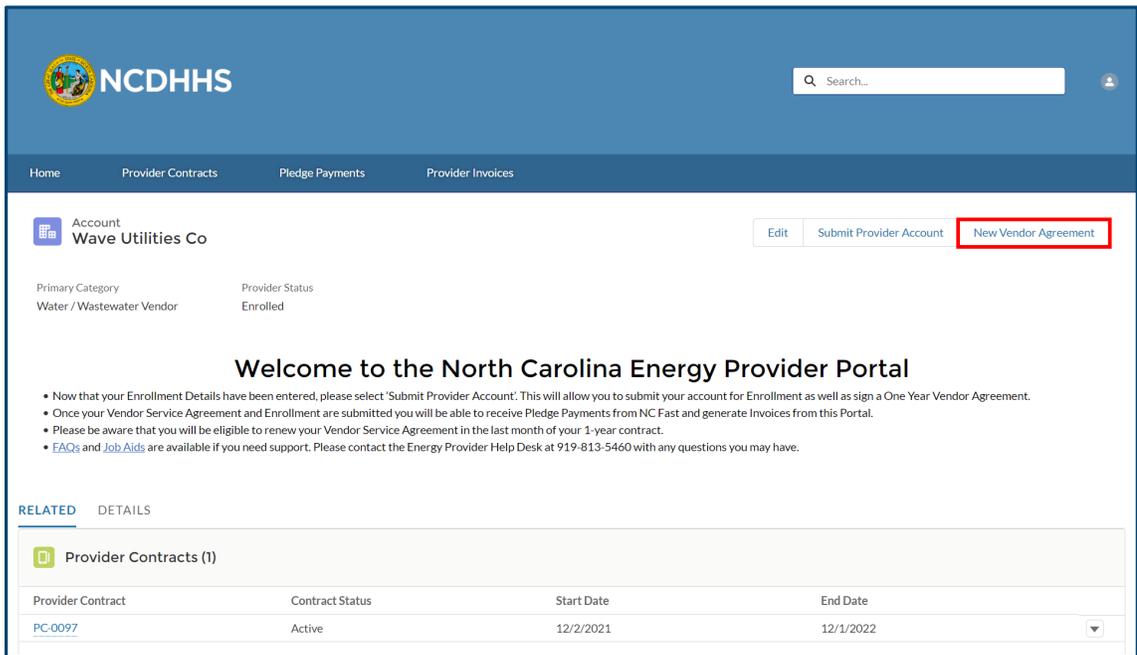
Provider Contracts (1)

Provider Contract	Contract Status	Start Date	End Date
PC-0097	Active	12/2/2021	12/1/2022

## Create New Provider Contract (Vendor Agreement)

There are several reasons that may require you to create and submit a new contract (vendor agreement) for approval. For example, you may need to submit a new contract if your existing contract is set to expire or is closed by the county. Alternately, you may need to submit a new contract for a different utility than was submitted with your initial contract (e.g., water/wastewater vs heating/cooling).

1. Log in to the Energy Provider Portal using your NCID, which will land you on the **HOME** tab.
2. Click the **NEW VENDOR AGREEMENT** button on the top right of the screen to open a **NEW VENDOR AGREEMENT** pop-up window.



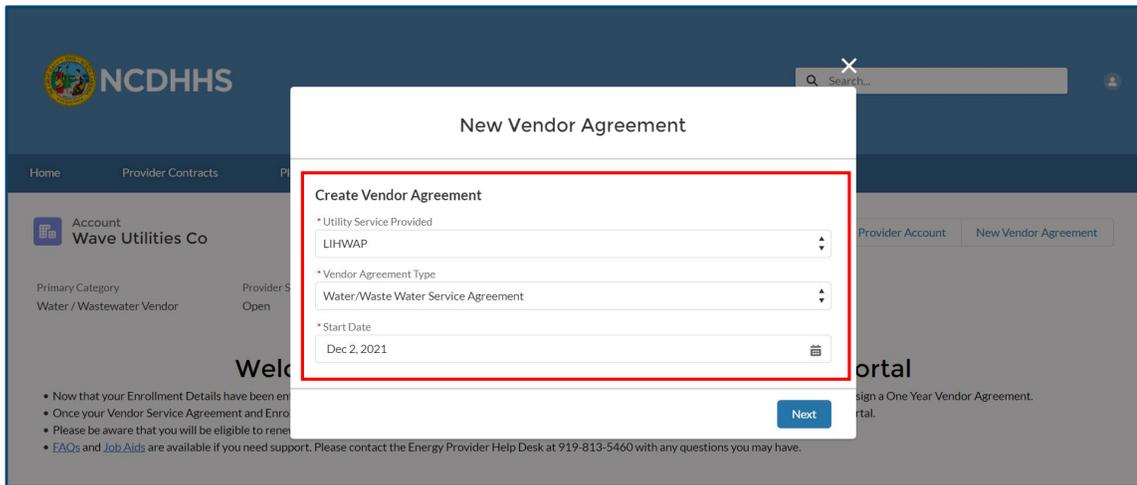
The screenshot displays the NCDHHS Energy Provider Portal. At the top, there is a search bar and a user profile icon. The navigation menu includes 'Home', 'Provider Contracts', 'Pledge Payments', and 'Provider Invoices'. The main content area shows the account for 'Wave Utilities Co' with buttons for 'Edit', 'Submit Provider Account', and 'New Vendor Agreement' (highlighted in red). Below this, the primary category is 'Water / Wastewater Vendor' and the provider status is 'Enrolled'. A welcome message follows, along with a list of related provider contracts.

Provider Contract	Contract Status	Start Date	End Date
PC.0097	Active	12/2/2021	12/1/2022

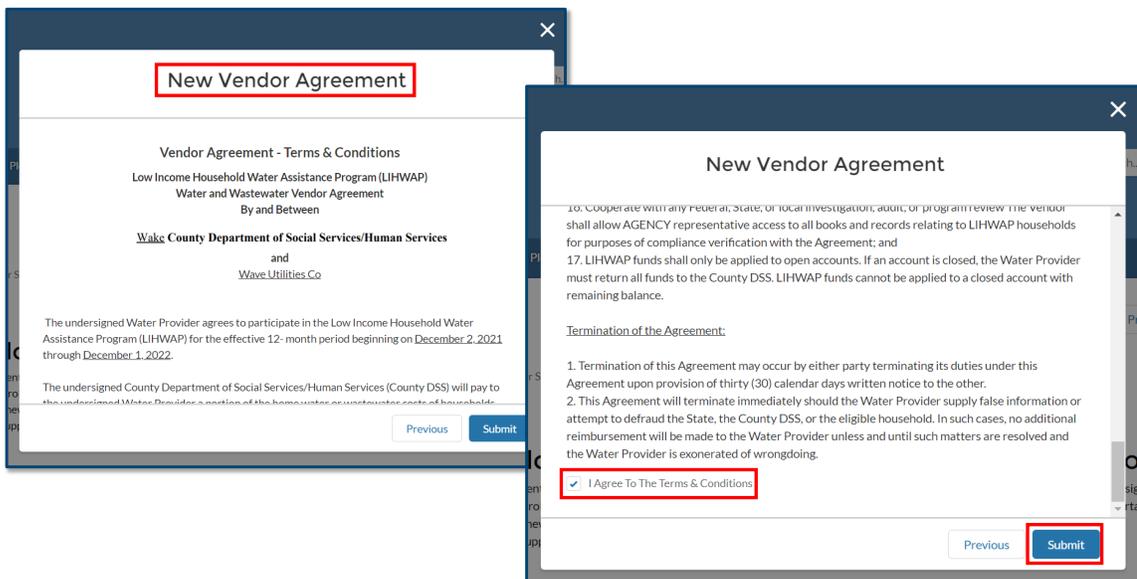
3. Enter the contract details and click **NEXT**.
  - a. **Utility Service Provided:** Select the utility assistance program of the contract from the dropdown menu.
  - b. **Vendor Agreement Type:** Select the type of agreement for the contract you are entering from the dropdown menu.
 

**Note:** If you already have an existing provider contract of the same vendor agreement type, you must wait until you are within 30 days of its expiration before submitting a new provider contract.
  - c. **Start Date:** The beginning of the utility provider's agreement with the county.

**Note:** The start date cannot be a date in the past, and provider contracts are defaulted to 12 months. If a contract already exists with the same service and vendor agreement type for the 12-month period starting on the entered start date, you will receive an error message.



4. Read and review the terms and conditions of your vendor agreement with the county.
5. Check the **I AGREE TO THE TERMS & CONDITIONS** box at the bottom of the screen and click **SUBMIT**.

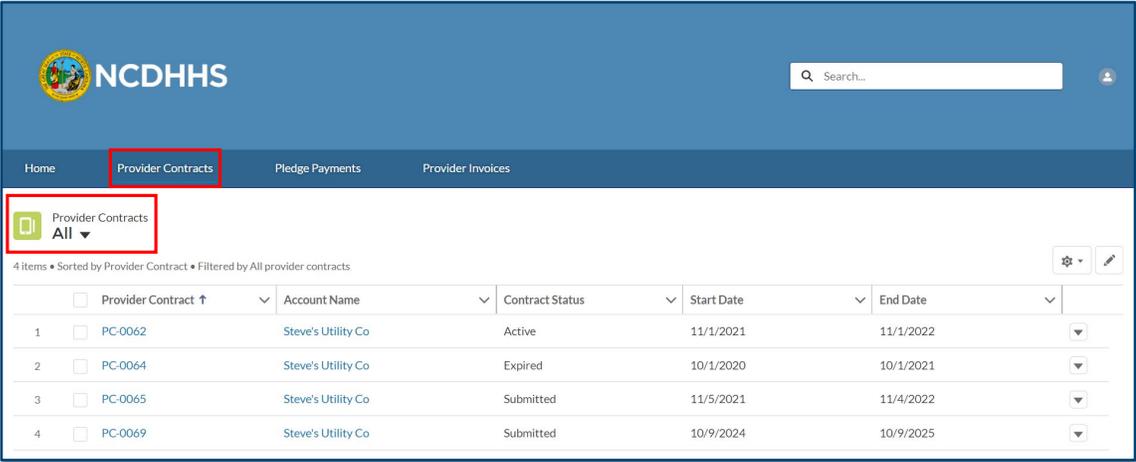


6. Click **FINISH**.

## View & Edit Provider Contracts

At any point, you may navigate to the **PROVIDER CONTRACTS** tab to review any past or present contracts you've made with the county.

1. Log in to the Energy Provider Portal using your NCID, which will land you on the **HOME** tab.
2. Navigate to the **PROVIDER CONTRACTS** tab.



The screenshot shows the NCDHHS web application interface. The navigation bar includes 'Home', 'Provider Contracts' (highlighted), 'Pledge Payments', and 'Provider Invoices'. Below the navigation bar, there is a 'Provider Contracts' section with a dropdown menu set to 'All'. A table displays a list of provider contracts with the following data:

	Provider Contract	Account Name	Contract Status	Start Date	End Date
1	PC-0062	Steve's Utility Co	Active	11/1/2021	11/1/2022
2	PC-0064	Steve's Utility Co	Expired	10/1/2020	10/1/2021
3	PC-0065	Steve's Utility Co	Submitted	11/5/2021	11/4/2022
4	PC-0069	Steve's Utility Co	Submitted	10/9/2024	10/9/2025

3. The default list view will show the most recent provider contracts that you have viewed.
4. From here, you may select a different list view by clicking the dropdown arrow and choosing a different list view.  
**Note:** After selecting a different list view, you can make that your default list view by clicking on the push pin icon.
5. Find the desired provider contract. You may search the list of provider contracts by using the search bar at the top right of the screen.  
**Note:** You cannot search by account name, start date, or end date. You can search by provider contract number, contract status, utility service provided, or vendor agreement type.



The screenshot shows the NCDHHS Provider Contracts page. At the top, there is a search bar with the text '0062' entered. Below the search bar, there is a table with the following columns: Provider Contract, Account Name, Contract Status, Start Date, and End Date. The table contains one row with the following data: 1, PC-0062, Steve's Utility Co, Active, 11/1/2021, 11/1/2022.

	Provider Contract	Account Name	Contract Status	Start Date	End Date
1	PC-0062	Steve's Utility Co	Active	11/1/2021	11/1/2022

6. Click on the provide contract to view the following information:

- a. **Provider Contract:** The system-generated record number for the Provider Contract.
- b. **Account Name:** The name of the utility provider.
- c. **Utility Service Provided:** The utility assistance program of the contract.
- d. **Vendor Agreement Type:** The type of agreement for the contract.
- e. **Start Date:** The beginning of the utility provider's agreement with the county.
- f. **End Date:** The final date of the utility provider's agreement with the county.
- g. **Contract Status:** This field indicates whether the contract is currently submitted, activated, closed, or expired. When the contract reaches the end date, the contract status will automatically update to a status of **EXPIRED**.
- h. **Download as PDF:** This button is a downloadable PDF of the Terms & Conditions you agreed to when creating the new vendor agreement. Depending on your computer settings, this may open a new tab in your browser or begin a download to your Downloads folder.

**Note:** Only contracts that are active may be downloaded.



**Provider Contract**  
PC-0062

Account Name: [Steve's Utility Co](#) | Start Date: 11/1/2021 | End Date: 11/1/2022 | Contract Status: Active

[Download as PDF](#)

Provider Contract	PC-0062	Start Date	11/1/2021	
Account Name	<a href="#">Steve's Utility Co</a>	End Date	11/1/2022	
Utility Service Provided	LIHWAP	Contract Status	Active	
Vendor Agreement Type	Water/Waste Water Service Agreement			

7. If the provider contract shows a contract status of **SUBMITTED**, you may edit the vendor agreement by clicking on any **PENCIL** icon.

**Note:** If the provider contract is already activated, you cannot make any edits. You must contact the Energy Provider Help Desk to have the provider contract closed, then you may re-submit a new provider contract with the corrected information.

8. Make any necessary edits to the provider contract and click **SAVE**.

Note: You can only edit the **UTILITY SERVICE PROVIDED, VENDOR AGREEMENT TYPE, or START DATE** fields.



**NCDHHS** Search... [User Icon]

Home Provider Contracts Pledge Payments Provider Invoices

**Provider Contract** PC-0065 [Download as PDF]

Account Name	Start Date	End Date	Contract Status
Steve's Utility Co	11/5/2021	11/4/2022	Submitted

**Provider Contract** PC-0065

Account Name: Steve's Utility Co

\* Start Date: 11/7/2021

End Date: 11/4/2022

\* Utility Service Provided: LIHWAP

\* Vendor Agreement Type: Water/Waste Water Service Agreement

County: [Field]

Contract Status: Submitted

[Cancel] [Save]

9. Confirm that the edits are reflected in the provider contract.

## View Pledge Payments & Generate Invoices

When a North Carolina resident applies for and is accepted into a utility assistance program through NC FAST, the government determines and allocates a pledge payment amount, which is then sent to the Energy Provider Portal as a non-editable record. The pledge payment record will be associated to the servicing provider as well as the resident who receives assistance. You will then use that pledge payment to generate and submit one invoice to the county. The invoice will be processed by the county and subsequently paid by the county to you, the utility provider.

1. Log in to the Energy Provider Portal using your NCID, which will land you on the **HOME** tab.
2. Navigate to the **PLEDGE PAYMENTS** tab.



The screenshot displays the NCDHHS North Carolina Energy Provider Portal. The navigation bar includes 'Home', 'Provider Contracts', 'Pledge Payments' (highlighted in red), and 'Provider Invoices'. The main content area shows the account for 'Wave Utilities Co' with buttons for 'Edit', 'Submit Provider Account', and 'New Vendor Agreement'. Below this, there is a 'Welcome to the North Carolina Energy Provider Portal' section with a list of instructions and links. At the bottom, a 'RELATED' section shows a table of provider contracts.

Provider Contract	Contract Status	Start Date	End Date
PC-0097	Active	12/2/2021	12/1/2022

3. The default list view will show the most recent pledge payment records that you have viewed.

4. From here, you may select a different list view by clicking the dropdown arrow and choosing a different list view.

**Note:** After selecting a different list view, you can make that your default list view by clicking on the push pin icon.

5. You may also search the list of pledge payment records by using the search bar at the top right of the screen.

6. Find the desired pledge payment record, either by account holder's name, account number, or application reference number.

**Note:** Since residents must apply for assistance on a per-bill basis, it is possible to see multiple results when searching for an individual if they have been approved for assistance more than once.



The screenshot displays the NCDHHS Pledge Payments interface. At the top, there is a search bar containing the text "Bruce Banner". Below the search bar, a table lists pledge payment records. The first record is highlighted with a red box and contains the following information:

	Pledged P...	Application ...	Energy Provider	Pledged A...	Created Date	Last Modified Date	Last Modified By	Applicatio...
1	PP-0083	8/1/2021	Wave Utilities Co	\$225.00	11/3/2021, 11:14 AM	11/3/2021, 11:14 AM	Steven DiGangi	234

7. Click on the pledge payment record to view the following information:
  - a. **Energy Provider:** The provider account who services the individual's utilities.
  - b. **County:** The county where the service is provided.
  - c. **Account Number:** The unique identifier of the North Carolina resident's utility assistance account.
  - d. **Account Holder's Name:** The North Carolina resident who is receiving utility assistance.
  - e. **Application Reference:** The unique identifier that corresponds to the individual's application for utility assistance.
  - f. **Pledged Amount:** The maximum dollar amount of one-time assistance that has been approved by the government.



The screenshot shows the NCDHHS web application interface. At the top, there is a search bar and a user profile icon. Below the header, there are navigation tabs: Home, Provider Contracts, Pledge Payments, and Provider Invoices. The main content area displays a 'Pledge Payment' record for 'Bruce Banner', which is highlighted with a red box. The record includes the following details:

Account Number	Application Reference	Pledged Amount
123	234	\$225.00

Additional details for the record:

- Energy Provider: Wave Utilities Co
- Account Holder's Name: Bruce Banner
- Application Date: 8/1/2021
- County: Wake
- Created By: Steven DiGangi, 11/3/2021, 11:14 AM
- Last Modified By: Steven DiGangi, 11/3/2021, 11:14 AM

At the bottom of the record, there is a 'Provider Invoices (0)' section with a 'New' button.

8. To create an invoice, click the **NEW** button in the **PROVIDER INVOICES** section at the bottom of the pledge payment record.

**Note:** It is also possible for you to generate a new invoice for a resident by selecting **NEW** from the **PROVIDER INVOICES** tab, or from the **PROVIDER INVOICES** section of the Home tab. In the event that you generate an invoice in that manner, you will need to manually enter which pledge payment record the invoice will be associated to.



**Pledge Payment**  
**Bruce Banner**

Account Number	Application Reference	Pledged Amount
123	234	\$225.00

Energy Provider <a href="#">Wave Utilities Co</a>	Account Number 123
Account Holder's Name Bruce Banner	Application Reference 234
Application Date 8/1/2021	Pledged Amount \$225.00
County Wake	
Created By <a href="#">Steven DiGangi</a> , 11/3/2021, 11:14 AM	Last Modified By <a href="#">Steven DiGangi</a> , 11/3/2021, 11:14 AM

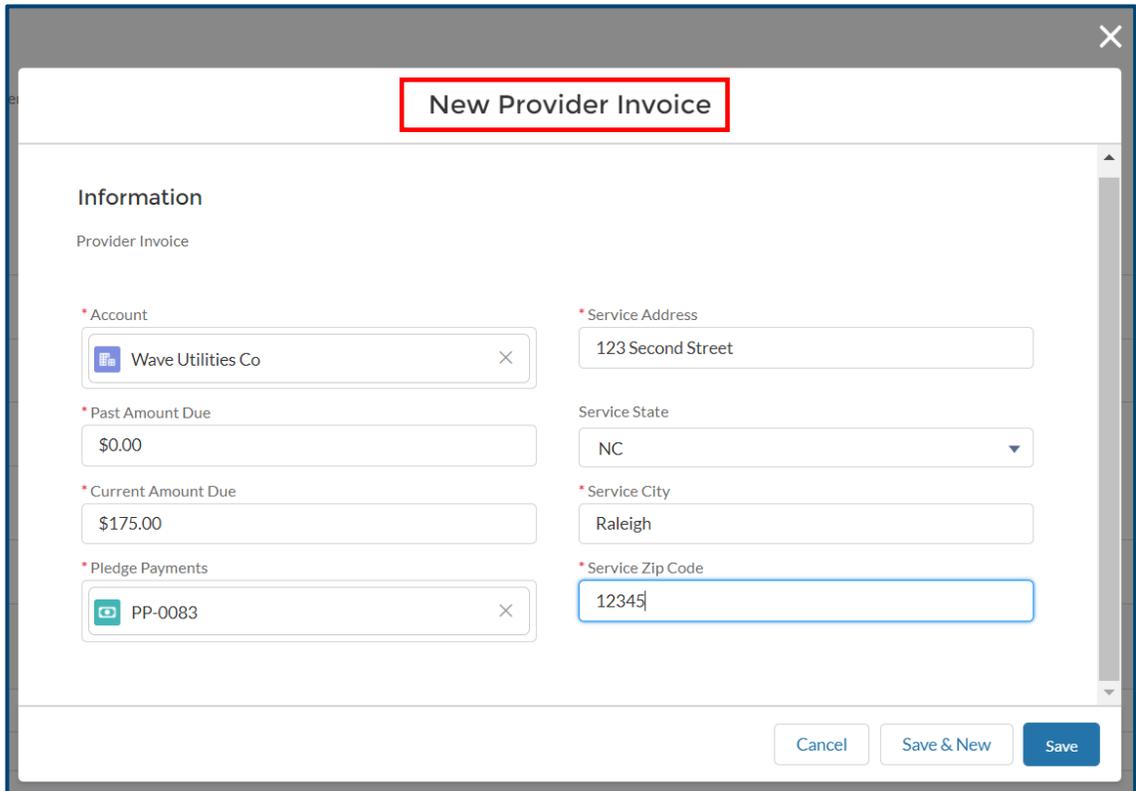
[Provider Invoices \(0\)](#) [New](#)

56

9. In the pop-up window enter the correct information into the fields:
  - a. **Account:** The Energy Provider who is servicing the resident's utilities. Here, you will select your own Account.
  - b. **Past Amount Due:** Amount of money not paid on time by the resident.
  - c. **Current Amount Due:** Amount of money currently due for the resident's utility usage.
  - d. **Pledge Payments:** A hyperlink to the pledge payment record that is associated to this invoice record. When you begin to generate the invoice from the pledge payment record, this field will be auto-populated with the associated pledge payment.

**Note:** Residents apply for assistance on a per-bill basis, meaning that each pledge payment should have only **ONE** invoice associated to it.
  - e. **Customer Name:** Name of the resident who receives utility assistance.
  - f. **Account Number:** The unique identifier of the North Carolina resident's utility assistance account.
  - g. **Service Address:** The home address where the resident receives utility assistance.
  - h. **Service City:** The city where the resident receives utility assistance.

- i. **Service State:** The state where the resident receives utility assistance (North Carolina).
  - j. **Service Zip Code:** The zip code where the resident receives utility assistance.
10. Click **SAVE**.



**New Provider Invoice**

Information

Provider Invoice

\* Account: Wave Utilities Co

\* Past Amount Due: \$0.00

\* Current Amount Due: \$175.00

\* Pledge Payments: PP-0083

\* Service Address: 123 Second Street

Service State: NC

\* Service City: Raleigh

\* Service Zip Code: 12345

Cancel Save & New Save

11. A green success banner will appear at the top of the screen, letting you know that the invoice was successfully generated for that pledge payment.

## Locate, Review, & Edit Invoices

In some cases, you may need to locate, review, and edit an invoice for a specific resident.

1. Log in to the Energy Provider Portal using your NCID, which will land you on the **HOME** tab.
2. Navigate to the **PROVIDER INVOICES** tab.



The screenshot shows the NCDHHS portal interface. At the top, there is a search bar and a user profile icon. Below the navigation bar, the 'Provider Invoices' tab is highlighted with a red box. The main content area displays the account name 'Wave Utilities Co' and buttons for 'Edit', 'Submit Provider Account', and 'New Vendor Agreement'. It also shows the primary category 'Water / Wastewater Vendor' and provider status 'Enrolled'. A welcome message is followed by a list of instructions and a 'RELATED' section with a table of provider contracts.

Provider Contract	Contract Status	Start Date	End Date
PC-0097	Active	12/2/2021	12/1/2022

3. The default list view will show the most recent invoice records that you have viewed.
4. From here, you may select a different list view by clicking the dropdown arrow and choosing a different list view.

**Note:** After selecting a different list view, you can make that your default list view by clicking on the push pin icon.

The screenshot shows the 'Provider Invoices' list view. At the top, there are 'New' and 'Printable View' buttons. A search bar labeled 'Search this list...' is highlighted with a red box. Below the search bar, there are sorting and filtering options. The main table lists two invoice records with columns for Provider Invoice, Account, Current Amount Due, Past Amount Due, Total Amount Due, and Customer Name.

Provider Invoice	Account	Current Amount Due	Past Amount Due	Total Amount Due	Customer Name
1 PI-0029	Wave Utilities Co	\$175.00	\$0.00	\$175.00	Bruce Banner
2 PI-0030	Wave Utilities Co	\$150.00	\$0.00	\$150.00	Peter Parker

5. You may also search the list of invoice records by using the search bar at the top right of the screen.
6. Find the desired invoice record.



**Note:** You cannot search by current amount due, past amount due, total amount due, or by customer name. You can search by customer address, zip code, or the invoice record number.

7. Click on the invoice record to review the details of the invoice.

The screenshot shows the NCDHHS Provider Invoices list page. The table contains the following data:

Provider Invoice	Account	Current Amount Due	Past Amount Due	Total Amount Due	Customer Name
1 PI-0029	Wave Utilities Co	\$175.00	\$0.00	\$175.00	Bruce Banner
2 PI-0030	Wave Utilities Co	\$150.00	\$0.00	\$150.00	Peter Parker

8. To edit the invoice, click on any **PENCIL** icon.

The screenshot shows the details for Provider Invoice PI-0030 from Wave Utilities Co. The account number is 234, the customer name is Peter Parker, and the total amount due is \$150.00. A pencil icon is visible next to the current amount due field.

Account Number	Customer Name	Total Amount Due
234	Peter Parker	\$150.00

Provider Invoice: PI-0030

Account: Wave Utilities Co

Past Amount Due: \$0.00

Current Amount Due: \$150.00

Total Amount Due: \$150.00

Pledge Payments: PP-0084

Customer Name: Peter Parker

Account Number: 234

Service Address: 100 Third St

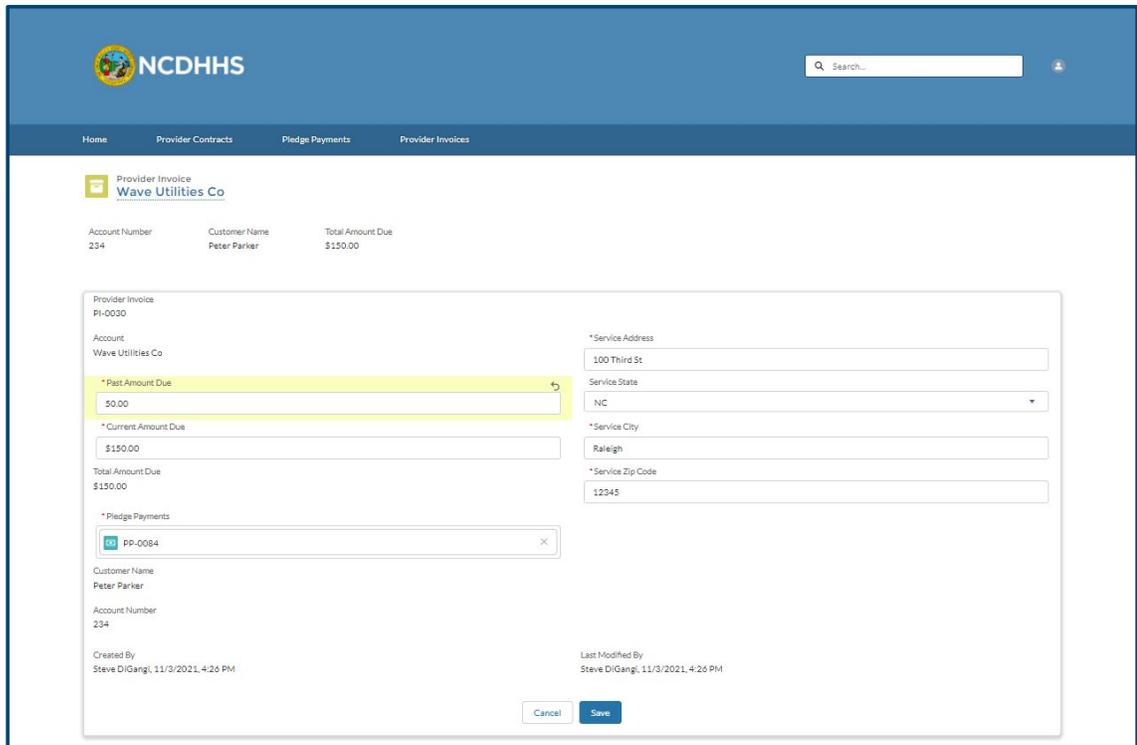
Service State: NC

Service City: Raleigh

Service Zip Code: 12345

9. Make any necessary edits to the invoice and click **SAVE**.

**Note:** Do **NOT** generate a second invoice associated to a pledge payment. If there is an error on the invoice, always use the **EDIT** functionality to correct for the error.



**NCDHHS** Search...

Home Provider Contracts Pledge Payments Provider Invoices

**Provider Invoice**  
Wave Utilities Co

Account Number	Customer Name	Total Amount Due
234	Peter Parker	\$150.00

Provider Invoice: PI-0030  
Account: Wave Utilities Co

\* Past Amount Due: 50.00  
\* Current Amount Due: \$150.00  
Total Amount Due: \$150.00

\* Pledge Payments: PP-0084

Customer Name: Peter Parker  
Account Number: 234

Created By: Steve DiGangi, 11/3/2021, 4:26 PM  
Last Modified By: Steve DiGangi, 11/3/2021, 4:26 PM

Buttons: Cancel Save

10. Confirm that the edits are reflected in the invoice record.

## Create Additional Provider Accounts With The Same NCID

Utility providers that service multiple counties must have one Energy Provider Portal account for each county. To create multiple accounts during the enrollment application process, please refer to the [Submit a Provider Enrollment Application](#) portion of this job aid.

If you already have an existing Energy Provider Portal account you may also create an additional one for another county that you service.

1. Log in to the Energy Provider Portal using your NCID, which will land you on the **HOME** tab.
2. If you already have multiple accounts, you will see a screen allowing you to select which account to operate in. Select the **CREATE ACCOUNTS** button.



The screenshot shows the 'Accounts' section of the NCDHHS portal. The page title is 'Energy - My Provider Accounts'. Below the title is a search bar and a 'Printable View' button. A table lists four provider accounts, all for 'Puddle Utilities' with the email 'puddle@mailinator.com' and phone '1112223333'. To the right of the table, a 'Create Accounts' button is highlighted with a red box, and a 'Link Accounts' button is visible below it.

3. If you only have one existing account when you log in, you will select **CREATE NEW PROVIDER ACCOUNTS** from the drop down menu in the upper right hand side of the screen.

The screenshot shows the 'New Utilities' account page. At the top right, there are buttons for 'Edit', 'Submit Provider Account', and 'New Vendor Agreement'. A dropdown menu is open from the 'New Vendor Agreement' button, with 'Create New Provider Account(s)' highlighted by a red box. Below the buttons, there is a 'Welcome to the North Carolina Energy Provider Portal' section with a list of instructions. At the bottom, there is a 'RELATED' section with 'Provider Contracts (0)'.

4. A **CREATE NEW ACCOUNTS** pop-up window will open, prompting you to fill in the enrollment application details for the new provider account.
5. Fill in all the details of the new provider accounts to enroll. Use the scroll bar in the **County** field to locate each serviced county you where you want to create a new provider account. Hold the **CTRL** (Control) key on your keyboard, and click on the



county name. Repeat this process for each county until you have highlighted each county you want to have an Energy Provider Portal account.

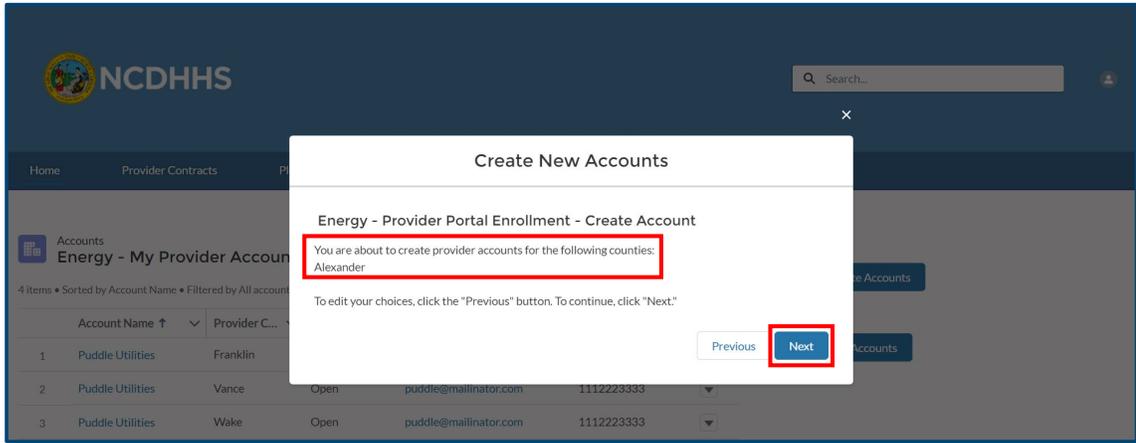
The screenshot shows a web application interface for NCDHHS. A modal window titled "Create New Accounts" is open, displaying a form for "Energy - Provider Portal Enrollment - Create Account". The form includes the following fields:

- Provider / Company Name (text input)
- Billing Street (text input)
- Billing City (text input)
- Billing Postal Code (text input)
- Billing State (dropdown menu, currently set to "--None--")
- County (dropdown menu with options: Alamance, Alexander, Alleghany, Anson, Ashe)
- Primary Provider Category (dropdown menu, currently set to "Water / Wastewater Vendor")
- Email Address (text input)
- Web Address (text input)
- Phone Number (text input)

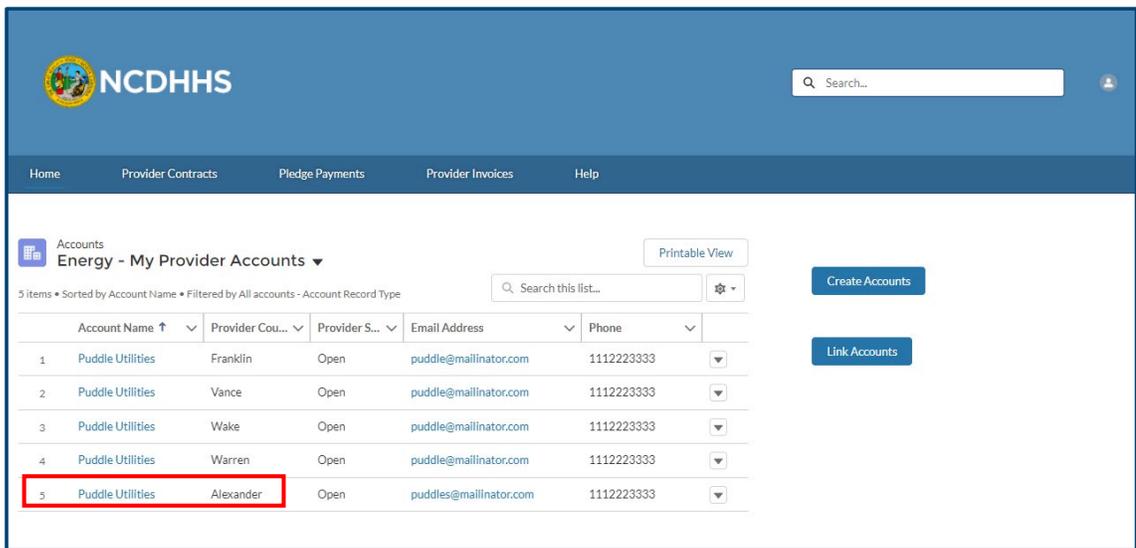
Below the County dropdown, there is a note: "If you would like to create multiple accounts with the same enrollment details for multiple counties, you can select multiple options in the following field by holding the Control key and clicking." The background shows a table of existing accounts with columns for Account Name and Provider County.

**Note:** The details such as Provider/Company Name, Billing Address, or Email Address of the newly created account do not need to match your existing provider account, however your FEIN or SSN will automatically be matched to your existing account.

6. Click **NEXT** to bring up the confirmation screen.
7. Review the county/counties that you've selected and click **NEXT**.



8. Click the **HOME** tab and confirm that the newly created account is now an available option.



9. The new provider account will be in **OPEN** status and will need to be submitted along with a vendor contract before being able to generate invoices.

### Link an Existing Provider Account To Your NCID

Utility providers that service multiple counties must have one Energy Provider Portal account for each county. If multiple accounts have already been created for your company and you want to consolidate access to your NCID, you have the option to do so for some or all of the accounts with the same FEIN/SSN.



1. Log in to the Energy Provider Portal using your NCID, which will land you on the **HOME** tab.
2. If you already have multiple accounts, you will see a screen allowing you to select which account to operate in. Select the **LINK ACCOUNTS** button.

The screenshot shows the 'Energy - My Provider Accounts' page. At the top, there is a search bar and a 'Printable View' button. Below the search bar, there are buttons for 'Create Accounts' and 'Link Accounts' (highlighted with a red box). The main content is a table with 5 rows of account information:

Account Name	Provider Cou...	Provider S...	Email Address	Phone
1 Puddle Utilities	Franklin	Open	puddle@mailinator.com	1112223333
2 Puddle Utilities	Vance	Open	puddle@mailinator.com	1112223333
3 Puddle Utilities	Wake	Open	puddle@mailinator.com	1112223333
4 Puddle Utilities	Warren	Open	puddle@mailinator.com	1112223333
5 Puddle Utilities	Alexander	Open	puddles@mailinator.com	1112223333

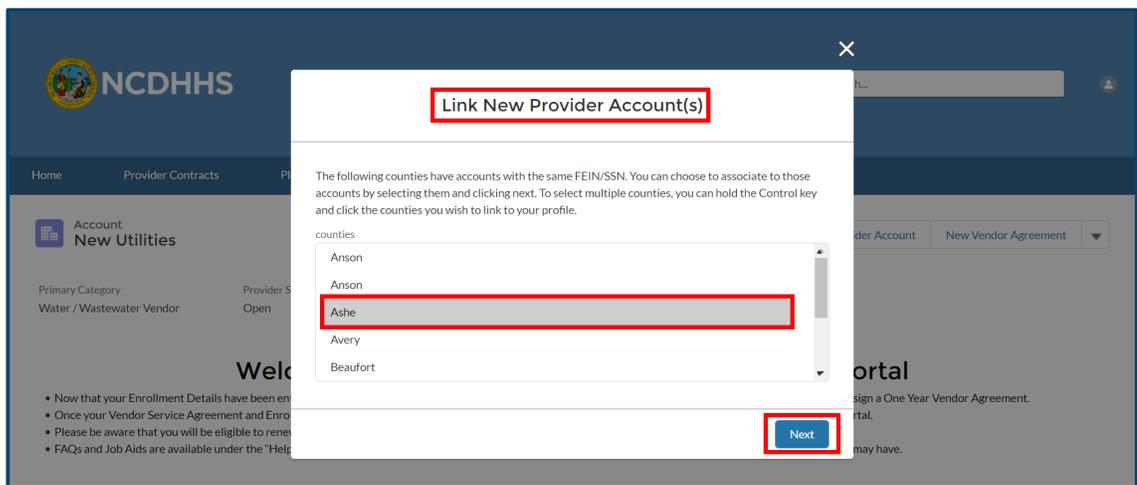
3. If you only have one existing account when you log in, you will select **LINK NEW PROVIDER ACCOUNT(S)** from the drop down menu in the upper right hand side of the screen.

The screenshot shows the 'New Utilities' page. At the top, there is a search bar and a 'New Vendor Agreement' dropdown menu (highlighted with a red box). The dropdown menu is open, showing 'Create New Provider Account(s)' and 'Link New Provider Account(s)' (highlighted with a red box). The main content area has a heading 'Welcome to the North Carolina Energy Provider Portal' and a list of instructions:

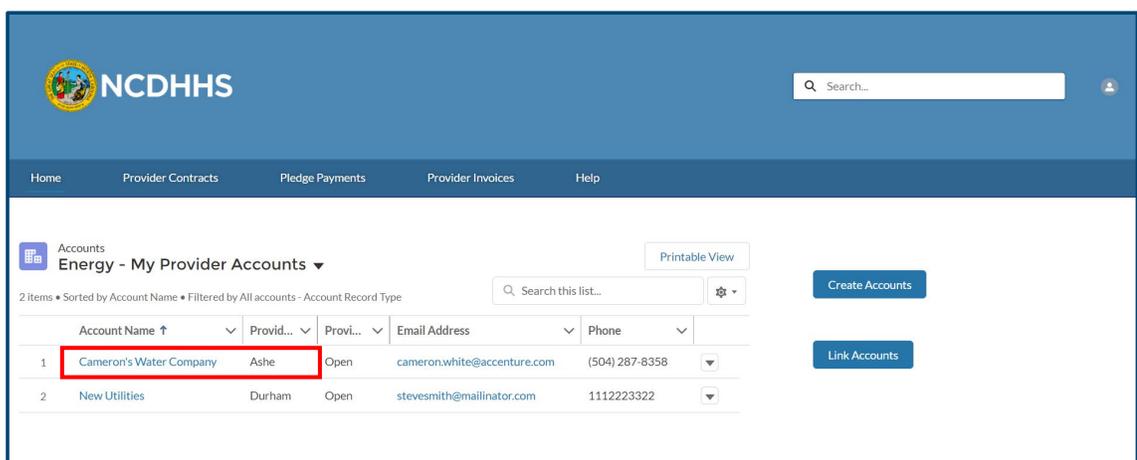
- Now that your Enrollment Details have been entered, please select 'Submit Provider Account'. This will allow you to submit your account for Enrollment as well as sign a One Year Vendor Agreement.
- Once your Vendor Service Agreement and Enrollment are submitted you will be able to receive Pledge Payments from NC Fast and generate Invoices from this Portal.
- Please be aware that you will be eligible to renew your Vendor Service Agreement in the last month of your 1-year contract.
- FAQs and Job Aids are available under the "Help" tab if you need support. Please contact the Energy Provider Help Desk at 919-813-5460 with any questions you may have.



4. A **LINK NEW PROVIDER ACCOUNT(S)** pop-up window will appear.
5. If there are any existing Energy Provider Portal accounts with the same FEIN or SSN, you can select which county or counties accounts you want to add to your NCID access. If you would like to select multiple counties, hold the **CTRL** (Control) key on your keyboard, and click on the county name. Repeat this process for each county until you have highlighted each county you want to access.



6. Click **NEXT** to add access to the account(s).
7. Click the **HOME** tab to confirm that you now have access to the account.





**NC FAST**

North Carolina Families Accessing  
Services through Technology

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## **Additional Resources & Help**

For more information on how to use the Energy Provider Portal, please review the posted training materials within the Energy Provider Portal.

If you need additional help, please contact the **ENERGY PROVIDER HELP DESK** at 919-813-5460 Monday through Friday between 8:00 am ET and 6:00 pm ET.