



## **NYS Clean Heat ACH Enrollment Process and Communications**

If you are a NYS Clean Heat Participating Contractor and would like to enroll in automated clearing house (ACH) payments (aka electronic funds-transfer; direct deposit), you can follow the steps below.

**Step 1:** Contact your NYS Clean Heat account manager requesting enrollment in ACH payments. If you are unsure who your account manager is, you can email [NYSCleanHeat@icf.com](mailto:NYSCleanHeat@icf.com) and use the subject line "ACH Enrollment Request" and please include in the email body what utilities you are requesting enrollment for.

**Step 2:** The account manager will have the ICF Incentive Fulfillment Finance Manager email you detailed instructions and a blank ACH enrollment form.

**Step 3:** You (aka "the payee") must complete all fields on the enrollment form. The form is a pdf-fillable form, or the form may be printed for completion. Once completed, **the form must be returned to ICF's Treasury Department by way of express delivery.** We **DO NOT accept the forms through email.**

**Step 4:** The payee bank data is entered directly into PNC's system which eliminates the need for the payee data to be retained on ICF servers. PNC is that bank that ICF uses for incentive payments. The payee will be notified that their account has been set-up and a test deposit will be executed to ensure accuracy. A small deposit will be transmitted to the payee account. Once the payee responds and confirms receipt, the payee's profile within ICF's Sightline Tracking system will be set to ACH. If the payee fails to respond or does not receive the deposit, we will coordinate with the payee and repeat the test deposit or resend the enrollment form if necessary.

### ***Payee Responsibility:***

The payee is responsible for providing notification of changes to account information. In the event the account information is no longer valid, the system will default to paper payment issuance.

### ***Handling Payee Bank Information:***

ICF will not receive or retain payee bank information. The enrollment form must be provided in hardcopy to ICF's Treasury Department. Data is not received or transmitted across ICF network systems. The enrollment form is retained in a secured/locked facility until the payee is fully enrolled. Once the payee enrollment is completed, the enrollment form is securely destroyed.