



Frequently Asked Questions

JANUARY 21, 2021

1. WILL ANY ANNOUNCEMENTS BE PUBLISHED IN THE EERE PROGRAM INFORMATION CENTER IN FY21?

The EERE Program Information Center will no longer be accepting applicant submissions beginning Friday, January 22 at 5 p.m. ET. Any announcements currently published in the EERE Program Information Center will be migrated to the [EERE Funding Opportunity Exchange \(Exchange\)](#) by February 3, 2021. The U.S. Department of Energy's Office of Energy Efficiency and Renewable Energy (EERE) anticipates using Exchange for submissions through September 30, 2021.

2. WHY IS EERE MAKING THIS CHANGE?

EERE is committed to investing in the best and brightest ideas from our R&D community. Our commitment to this mission is reflected in our ongoing efforts to ensure that the public can easily find and apply to funding opportunities with EERE.

Recently, users have experienced intermittent performance issues in the EERE Program Information Center and our team is working diligently to resolve them. To continue investigating the performance issues without impacting the ability for applicants to respond to opportunities, the EERE Program Information Center team has decided to temporarily move all application submissions activities to Exchange.

3. HOW WILL I ACCESS APPLICATIONS THAT I ALREADY STARTED/SUBMITTED?

If you have already started or submitted an application, your application and user account (if applicable) will be automatically migrated to Exchange. Applicants will be able to access their application(s) in Exchange beginning Wednesday, February 3, 2021.

4. WHERE WILL I ACCESS Q&AS THAT HAVE ALREADY BEEN PUBLISHED IN THE EERE PROGRAM INFORMATION CENTER?

Q&As that are already published in the EERE Program Information Center will be moved to Exchange along with the announcement. The announcement Q&As can be found under the "Documents" section associated with the announcement in Exchange.

5. WILL ALL THE USERS THAT WERE IDENTIFIED IN MY APPLICATION IN THE EERE PROGRAM INFORMATION CENTER HAVE ACCESS TO THE APPLICATION IN EXCHANGE?

Yes, anyone who was previously able to access the announcement in the EERE Program Information Center will have access to the announcement in Exchange.

6. WILL I NEED TO RESTART THE APPLICATION PROCESS IN EXCHANGE?

No. If you have already started or submitted an application, your application will be automatically migrated to Exchange by February 3, 2021.

7. WILL APPLICANTS HAVE ADDITIONAL TIME TO PREPARE THEIR APPLICATIONS?

EERE is extending submissions deadlines as appropriate to ensure applicants have adequate time to respond to opportunities. Please refer to the published FOA document for applicable submission deadlines.

8. WILL THE APPLICATION CONTROL NUMBERS CHANGE?

Yes. The EERE Program Information Center and Exchange systems format control numbers differently; therefore, any applications started or submitted in EPIC will now have a different control number in Exchange. Communications detailing the updates will be sent to affected applicants.

9. IF I ALREADY HAD AN ACCOUNT IN EXCHANGE, WILL I NEED TO TAKE ANY STEPS TO CONTINUE AND SUBMIT MY APPLICATION?

All applicants that are currently registered with an active account in Exchange will not need to update their account to continue with editing/submitting their applications.

10. I DON'T HAVE AN ACCOUNT IN EXCHANGE, WHO DO I CONTACT TO GET ONE?

If you have started or submitted an application in the EERE Program Information Center, and do not already have an Exchange account, one will be created for you. You will receive an email that your account has been created in Exchange, and you will need to use the reset password function to generate a new password and security questions.

If you have not already started or submitted an application in the EERE Program Information Center, you will need to visit the [Exchange Registration page](#) to register for an Exchange account.

11. WILL MY EERE PROGRAM INFORMATION CENTER ACCOUNT REMAIN ACTIVE, OR WILL I NEED TO RE-REGISTER IN THE FUTURE?

If you've registered an account for the EERE Program Information Center, your account will remain valid. You will not need to re-register.

12. WILL USERS BE ABLE TO CONTINUE REGISTERING FOR NEW ACCOUNTS IN THE EERE PROGRAM INFORMATION CENTER?

Beginning January 22, 2021 at 5 p.m. ET, account registration will be closed for non-EERE users. Applicants will need to create an account in Exchange to view EERE open opportunities.

13. WILL THE EERE PROGRAM INFORMATION CENTER CONTINUE TO OFFER LIVE TRAININGS ON HOW TO USE THE SYSTEM?

All live training sessions will be paused beginning January 25. If you have already registered for a training session after this date, you will be receiving an email that the training session has been cancelled.