

CHEAPR Dealership Resources

Best Practices

Know Which Vehicles are Eligible

- **Check the Eligible Vehicles list regularly!** See the [New Eligible Vehicles List](#) or [Used Eligible Vehicles List](#) documents for a detailed breakdown of which trims and model years are eligible. If it is not on the list, it is not currently eligible.
- **Vehicle eligibility is determined by the *base MSRP of the vehicle*.** This is trim specific and does not include any upgrades or destination fees. The base MSRP of any vehicle must be at least \$50,000 or less. An easy way to tell is by checking the base MSRP or starting MSRP on the vehicles Monroney label or window sticker.

Avoid Common Mistakes

- **Submit applications as soon as possible!** All applications must be submitted with correct documents within 45 days from the date of purchase. No additional time is given beyond these 45 days to make corrections. If your documents are deemed incomplete and the 45-day window has passed, your application will automatically cancel, and you may be ineligible to be reapply.
- **The CHEAPR rebate MUST always be clearly and specifically listed on the Purchase/Lease Agreement with the correct amount.** Rebate amounts that do not match, general references to “Rebate”, or rebates that have been lumped together are not acceptable and will always require additional follow-up.
- **Make sure you are using the most up to date forms.** The CHEAPR Terms & Conditions and Rebate Transfer form are updated periodically. Please make sure you are submitting the most up to date forms with your applications.
 - CHEAPR Terms & Conditions:
https://energycenter.org/sites/default/files/salesforce/cheapr/CHEAPR_Terms_and_Conditions.pdf
 - CHEAPR Rebate Transfer Form:
https://energycenter.org/sites/default/files/salesforce/cheapr/CHEAPR_Rebate_Transfer_Form.pdf
- **Always ask an applicant if they are prequalified for CHEAPR Rebate+.** The CHEAPR Standard rebate on a New vehicle does not require prequalification, but any other type of rebate does.
 - If they are purchasing a New vehicle, they MUST be prequalified to receive the additional Rebate+ amount. There is **no option** for an applicant to get any type of rebate post-purchase and the full Rebate+ must be applied at the point-of-sale so it’s important for the dealer to make sure this is applied correctly.
 - If they are purchasing a Used vehicle, they MUST be prequalified to receive any CHEAPR rebate. If they are not prequalified, they may apply for a rebate themselves post-purchase for USED vehicles only.
- **Clicking cancel on an application will cancel the application!** If you are not able to finish an application in a single sitting, click “Save” and then click on your name at the top right of the portal. This will keep the application in progress and take you back to your dealership dashboard.

- **If you have questions or issues, please ask!** Email us at cheapr@energycenter.org and we will be happy to help. Please note, we cannot evaluate or guarantee eligibility until an application has been submitted and fully reviewed.

Dealer Specific FAQs

My dealership is new to the program. Where can I learn about the application process and requirements?

- Start by reading the CHEAPR Implementation Manual. <https://portal.ct.gov/-/media/deep/air/mobile/cheapr/cheaprimplementationmanual.pdf>. It is important dealerships fully understand eligibility requirements for the program and this is where a detailed breakdown of those can be found.
- CHEAPR has a YouTube channel with many helpful tutorials on how to enroll for the program, submit applications, and use the online application portal. Please visit our [Program Resources](#) page to see videos for both dealerships and consumers.

Applications:

How will I know if an application needs additional documents or information?

- The Rebate Processing Specialist will contact your dealership via email if they identify an issue with the application.
- Please make sure that “@energycenter.org” is on your email safe senders list so you can receive our emails.
- Periodically check your Spam / Junk / Bulk mail folders in case one of our emails still gets caught in your filters. If you find one of our emails in your Spam folder, please mark it as “Not Spam.”
- We send emails at each step in the application process. Emails should be received within 15 minutes after performing an action such as: submitting your application, submitting (or resubmitting) supporting documents, or resetting your password.

What is considered the date of purchase or lease?

For purchases, the date of purchase is either the day the final purchase agreement is signed or the day the Applicant comes into possession of the vehicle. For leases, the date of lease is the date the lease commences as specified in a signed lease agreement.

I got an email letting me know an application is incomplete, but the application has already been cancelled. Will I get more time to make corrections?

Unfortunately, no. If the application is found to be incomplete and the 45-day application window has already passed, then it will automatically cancel. There is no additional time given outside of this 45-day window to make corrections.

My application was cancelled. What do I do?

If the application is still within the 45-day application window, you can reapply. If the 45-day window has closed, please see the [CHEAPR Implementation Manual](#) for the appeals process.

My customer doesn't have a Connecticut driver's license. What other documents can they submit?

The applicant must provide some sort of unique identifier, this may be their driver's license from another state or some sort of identification. In addition to the unique identifier, they will need to provide one of the following:

- A utility or cable bill dated within the last three (3) months. This must show a CT **service** address and be addressed to the applicant; OR
- A copy of the current DMV registration of another vehicle in the name of the Applicant. A registration for a planned Non-Operational vehicle does not meet this requirement; OR
- An Applicant's signed, dated, and notarized residential rental agreement; OR
- Military orders for active-duty military members stationed in Connecticut but with permanent residency in another state.

If they do not have one of the documents from the list above, we may be able to accept a different document on a case-by-case basis. Please contact us at cheapr@energycenter.org.

Vehicle Eligibility:

A vehicle that seems to meet eligibility requirements isn't on the [Eligible Vehicles list \(models, trims, and/or model years\)](#). Can our dealership give a rebate for it?

To be eligible for a CHEAPR rebate, a vehicle must be on the Eligible Vehicle Lists. For a new vehicle's eligibility to be considered for the rebate program, the Original Equipment Manufacturer (OEM) or an OEM representative (i.e., dealer or dealership representative) must send the program the following documents:

1. VIN decoder for all models and trims that you would like to have reviewed.
2. Price sheet for all models and trims that you would like to have reviewed.
3. If it's a vehicle that has not previously been listed as eligible for the program, please also send a picture of the vehicle that you would like to have listed on the program website.

If the vehicle is deemed eligible, the vehicle will be added to the CHEAPR [Eligible Vehicle list](#). Please see our [Implementation Manual](#) for full details regarding vehicle eligibility guidelines.

How many rebates may an individual receive?

An Applicant is limited to one (1) CHEAPR rebate every twenty-four (24) months and two (2) CHEAPR rebates per lifetime.

*Businesses, nonprofits, and government entities are not eligible for a rebate at this time.

After the Application Process

My application has been approved. When will I receive my reimbursement?

The dealer will be reimbursed by the Program within ten (10) days of an approved application and the Applicant will not receive any additional POS rebate funds from the Program. Rebates will be issued directly to the dealership or OEM through ACH deposit. **This is the only pathway for an Applicant to receive the Standard Rebate and the Rebate+ New incentive.**

Can I appeal the decision of a rebate application?

DEEP will consider an appeal of a denial of an incentive application by the Program Administrator on a case-by-case basis. To request that DEEP consider an appeal, a dealer or an Applicant must contact cheapr@energycenter.org within sixty (60) calendar days of the date of application denial.

Dealers or consumers who did not submit an application but would still like to appeal their eligibility for an incentive must submit an appeal request within six (6) months of the vehicle date of purchase. The appeal must include all facts that form the basis for the appeal.

Failure of a dealer to advise a prospective applicant of the Program or the provision of false or incorrect information by a dealer are not grounds for appeal to CHEAPR. If the only basis for the appeal is that an Applicant disagrees with the policies set forth in this CHEAPR Implementation Manual or Program Terms and Conditions, the appeal will be denied.