



**Connecticut**  
**Electric Bicycle**  
**INCENTIVE PROGRAM**

Frequently Asked Questions (FAQs)

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## BACKGROUND INFORMATION

### 1. Who can I contact if I have questions?

For all program inquiries, please contact the Program Administrator, Center for Sustainable Energy® (CSE), at 855-704-6350 or [cheapr@energycenter.org](mailto:cheapr@energycenter.org). Program staff are available from 8 a.m. - 5 p.m. ET to answer your questions, and you can leave a voicemail 24 – hours a day.

### 2. What is the Connecticut Electric Bicycle (eBike) Incentive Program?

The Connecticut (CT) Electric Bicycle (eBike) Incentive Program offers point-of-sale incentives of up to \$1,250 for Connecticut residents who purchase new eligible eBikes. The program consists of two incentives, the Standard Voucher and Voucher+.

All Connecticut residents 18 years of age and older are eligible for the Standard Voucher. Connecticut residents who participate in a [state or federal income qualifying program](#), have an income less than [300% of the federal poverty level](#) (FPL) or reside in an [Environmental Justice](#) (EJ) community, defined as low-income Census block groups or Distressed Municipalities are eligible for Voucher+.

## ELIGIBLE EBIKES INFORMATION

### 3. How can an OEM/manufacturer get a new eligible eBike added to the Eligible eBike List?

If you are an eBike manufacturer and would like to request the addition of an eBike that meets the eligibility requirements listed below, please complete the [eBike Eligibility Application](#) and email it to the Program Administrator at [cheapr@energycenter.org](mailto:cheapr@energycenter.org). An eBike must be approved and added to the [Eligible eBike list](#) before an incentive can be applied to it.

### 4. What are the requirements for an eligible eBike?

To be eligible, eBikes must meet the following requirements:

- a. Manufacturer's Suggested Retail Price (MSRP)<sup>1</sup> of \$3,000 or less.
- b. One year manufacturer's warranty for frame and components.
- c. Active UL 2849<sup>2</sup> **or** EN 15194<sup>3</sup> for battery and electrical components.

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<sup>1</sup> Manufacturer's Suggested Retail Price (MSRP) – The recommended sale price that is determined by the eBike manufacturer. This price does not include additional upgrades that the consumer elects to add-on or warranties additional to the standard warranty. **Pricing may vary by retailer; consider shopping multiple participating retailers prior to making a purchase.**

<sup>2</sup> <https://www.ul.com/services/e-bikes-certification-testing-ul-2849>

<sup>3</sup> <https://www.en-standard.eu/ilnas-en-15194-cycles-electrically-power-assisted-cycles-epac-bicycles>

## APPLICANT INFORMATION

5. The eBike I want to purchase is not listed on the Eligible eBike List. Can I still receive a point-of-sale incentive?

No. As a point-of-sale program, eBikes must be available from the retailer and on the [Eligible eBike List](#) prior to the time of purchase to receive an incentive.

6. How many CT eBike vouchers may an individual receive?

Each applicant is allowed one (1) incentive for the lifetime of the program so if you received a voucher in 2023, you may not participate in this round. The Standard Voucher and Voucher+ are considered one combined voucher. An applicant may not stack more than one voucher for one eBike (e.g., multiple members of a household may not combine vouchers toward the purchase of one shared eBike). A household and/or address shall be limited to two (2) incentives for the lifetime of the program. A “household” includes all individuals that live full time within the same house/unit.

7. Is the CT eBike incentive taxable income?

The CT eBike incentive may be considered taxable income by the U.S. Internal Revenue Service and the Connecticut Department of Revenue Services. It shall be the sole responsibility of the recipient, individually, to seek professional advice and determine the tax consequences of the CT eBike incentive.

8. How do I apply for a CT eBike voucher?

An applicant must receive an approved Standard Voucher or Voucher+ prior to purchasing an eligible eBike. To apply for a Standard Voucher and/or Voucher+, an applicant must complete and submit an online [Voucher Application](#) (Application link coming soon). The Program Administrator will review and approve voucher applications. The Program Administrator may request that an applicant provide additional or clarifying information to confirm eligibility. The Program Administrator will contact applicants at the email address provided and applicants shall have 14 calendar days to provide the requested additional information. If the information is not provided within 14 calendar days of the request, the Program Administrator will cancel the application.

*Please note: Retailers are not required to participate in the CT eBike Program. Retailer participation in the program is voluntary. Before buying a new eligible eBike, you should confirm the retailer is listed on the Participating eBike Retailer List (refer to Question 17 below).*

9. When can I apply for a CT eBike incentive?

The online application portal will open on Tuesday, Sept. 17, 2024, at 12pm E.D.T. The application portal will remain open for 14 calendar days and will close on Oct. 1, 2024, at 8 p.m. E.D.T.

10. How does the lottery system work?

Because we anticipate high demand like we had with Round 1, and to give a fair opportunity to all applicants who might have different degrees of access to technology and time to submit the application, a tiered lottery system will be used in this round (Round 2). The lottery system establishes three tiers for applicants:

- **Tier 1 - Voucher+:** Applicant participates in a [state or federal income qualifying program](#) or has an income less than [300% of the federal poverty level \(FPL\)](#).
- **Tier 2 - Voucher+:** Applicant resides in an [Environmental Justice \(EJ\) community](#), defined as low-income Census block groups or Distressed Municipalities.
- **Tier 3 - Standard Voucher:** Applicant does not meet either Tier 1 or 2 requirements. Applicant is eligible for Standard voucher.

Applicants will be required to demonstrate their eligibility (Tier) with supporting documentation when submitting an application.

Tier 1 applicants will be funded first, followed by Tier 2 applicants, and then Tier 3 applicants.

In Tier 1, incentives will be awarded to all qualified applicants unless the number of Tier 1 applicants exceeds available funding, in which case the lottery detailed above will be held to select voucher recipients.

If the program has remaining funding after awarding Tier 1 incentives, and if the number of Tier 2 applicants exceeds available funding, then a second lottery will be held for Tier 2 applicants, and those selected by lottery will receive a voucher. Likewise, if funding is still available after Tier 2 awards, and the number of Tier 3 applicants exceeds available funding, then a third lottery will be held and those selected by lottery will receive a voucher.

Therefore, if you qualify for both Tier 1 and Tier 2, for example, you should apply through Tier 1. Or if you qualify for either Tier 1 or Tier 2, you will have a better chance applying in one of those tiers than if you apply as a Tier 3 applicant.

Round 2 will close after all available funding is awarded.

**The application window will open September 17, 2024, at 12pm E.D.T., for 14 calendar days, and will close on October 1, 2024, at 8 p.m. E.D.T.**

Applicants who receive a voucher will be provided with instructions for redeeming it at a registered eBike retailer. The voucher must be redeemed within 240 days of issuance.

Applicants who do not receive vouchers will be notified. They will need to reapply for future program offerings and will be notified, if their contact information stays accurate, about future rounds of the eBike Incentive Program.

#### 11. How do I know if I qualify for Tier 1 or Tier 2 (i.e., a Voucher+)?

DEEP has provided this [Guide](#) (Application Guide link coming soon) to help those applying or those helping others to apply. The guide explains how to apply for the selected tier and what documents may be necessary to complete the application. The guide will provide instructions on what kinds of documents are needed and how to obtain certain ones. You can also refer to question 16 for more details about requirements for applicants.

#### 12. If my application is not selected in the lottery, will I still be able to receive a voucher?

If your application is not awarded or selected in a lottery, you will not receive a voucher and will

be notified via email after the application window has closed. At this time, we do not have a time frame of when you can expect to receive a notification regarding your application. All determinations are final.

13. If the address on my driver's license is not currently in an Environmental Justice (EJ) Community, is there a way I can upload additional documentation?

**Yes.** In addition to uploading your CT driver's license, you can also upload a utility bill or another acceptable form of proof of residency in an EJ Community (see definition above in questions 2 and 10).

14. How will I know if my application was submitted or approved?

You will receive an email from the application platform, [cheapr@energycenter.org](mailto:cheapr@energycenter.org), confirming receipt of your CT eBike voucher application. You should ensure you are able to receive emails from [cheapr@energycenter.org](mailto:cheapr@energycenter.org) by adding the email address to your safe senders list. You will also receive additional emails notifying you when your application is approved or marked incomplete. During the initial 14-day open application period from September 17 - October 1, you will not receive any communications from the Program Administrator other than the confirmation that your application was submitted.

15. What if the voucher exceeds the price of the eligible eBike including sales tax?

The value of the voucher is capped at the price of the eligible eBike including sales tax. For example, if a recipient of a Voucher+ incentive in the amount of \$1,250 purchases an eligible eBike with an MSRP of \$1,000 plus sales tax, the Participating eBike Retailer may only redeem the Voucher+ for \$1,063.50 (e.g., the cost of the eBike plus sales tax). Unredeemed funds are returned to the eBike Incentive Program and not to either the voucher recipient or eBike Retailer.

16. What is required from the applicant?

An applicant must be a Connecticut resident, aged 18 or older, at the time of submitting their voucher application. A legible copy of a valid Connecticut driver's license or Connecticut Non-Driver ID card is required as proof of residency. If an applicant does not have a valid Connecticut driver's license or non-Driver ID card, a recent utility bill (within three months of the date of voucher application submittal) with the applicant's name and address will be required. During the voucher redemption process, an applicant's name on the sales receipt must match the name on the proof of residency. As described in the Program Terms and Conditions, applicants must self-certify that their purchase of an eligible eBike is primarily for transportation purposes and not solely for recreation.

To qualify for a Voucher+, an applicant must meet the eligibility criteria for the Standard Voucher and must meet one of the following criteria:

- a. Currently participate in a [state or federal income qualifying program](#).
- b. Have a household income less than [300% of the federal poverty level](#) (FPL).
- c. Reside in an [Environmental Justice](#) (EJ) community, defined as low-income Census block groups or Distressed Municipalities.

Additional documentation may be asked for to prove eligibility for certain tiers such as proof of enrollment in your enrolled state or federal income qualifying program. Examples of this may be an Award Letter or Notice of Action. Proof of income may be asked for as well. Examples of this may be a 2023 Tax Return Transcript for all household members aged 18 years or older. See instructions for requesting tax return transcripts [here](#).

17. How long is the eBike voucher valid for?

An applicant will have 240 calendar days from the date of voucher issuance to redeem the voucher at a Participating eBike Retailer. Vouchers not redeemed within 240 calendar days will be canceled and the funds will be returned to the program.

18. Where can I redeem my eBike voucher?

You can only redeem your voucher toward the purchase of an eligible eBike at a [Participating eBike Retailer](#) (Participating eBike Retailer List coming soon). You must redeem your voucher within 240 days of issuance.

19. What prevents a Participating eBike Retailer from inflating the price of an eligible eBike?

All [Participating eBike Retailers](#) (Participating eBike Retailer List coming soon) are required to accept the program [Terms and Conditions](#) (Terms and Conditions link coming soon), which includes an agreement to not increase the price of an eligible eBike or fail to offer a discount available to the general public or otherwise manipulate the price of the eligible eBike in any way that would wholly or partially negate the value of the program voucher. However, retailers are not required by the program to honor any sales/discounts that are offered by online retailers or manufacturers and are only required to honor sales/discounts that are being offered at their physical store location. Violation of this provision could subject the Participating eBike Retailer to action under Connecticut's Unfair Trade Practices Act. We encourage consumers to be informed on prices and determine which Participating Retailers offer the best prices for their needs.

If the voucher amount exceeds the purchase price of the eligible eBike (including sales tax), the incentive paid to the Participating eBike Retailer will be capped at the purchase price of the eligible eBike, including sales tax and remaining funds will be returned to the program.

20. If an eBike has an MSRP greater than \$3,000 but is marked down to below \$3,000, can it be deemed eligible for an incentive?

**No.** Eligibility is determined based on the MSRP of the eBike prior to any discounts or markdowns.

21. If I meet more than one of the Voucher+ criteria, can I apply to multiple criteria?

**No.** The prequalification application only allows you to apply to one criterion. Please select the criteria for which you are most confident you qualify for. If you apply for a criterion that you do not qualify for, your application will be marked ineligible, and we will be unable to reverse this decision.

22. What is the definition of a "household" for the purposes of determining if my household income is less than 300% of the federal poverty level?

A "household" includes all individuals that live full time within the same house/unit. To meet the income verification requirement, income information must be provided for all household members aged 18 years or older. We do not require income information for household members under the age of 18, but they do still count toward the total number of household members.

23. If I applied for a voucher but have not heard back yet, can I purchase an eligible eBike



and receive the incentive funds as reimbursement?

**No.** Any eBikes purchased before a voucher is issued are not eligible to receive an incentive. An applicant must receive a voucher prior to purchasing an eligible eBike and must redeem their voucher at a Participating eBike Retailer at the time of purchase.

24. Can I redeem my voucher at an online eBike retailer?

**No.** Currently, the program is limited to eBike retailers with a physical location in the State of Connecticut who are listed on the [Participating eBike Retailer List](#) (Participating eBike Retailer List link coming soon).

## RETAILER INFORMATION

25. Is there a deadline to submit the online Voucher Redemption Form.

Participating eBike Retailers will have 15 calendar days from the transaction date to redeem a voucher through the online Voucher Redemption Form. The Participating eBike Retailer will receive a confirmation email from [cheapr@energycenter.org](mailto:cheapr@energycenter.org) that confirms receipt at the email address provided upon submitting their application. The Program Administrator will send requests for clarification or additional information required to confirm eligibility to the email address provided by the Participating eBike Retailer on the Participating eBike Retailer Enrollment Form.

26. Where can I find the ID number that's necessary to start the Voucher Redemption Application?

The prequalification ID number can be found on the prequalification voucher email that the consumer receives upon voucher approval. Voucher recipient must provide their prequalification ID number (Voucher Number) to Participating eBike Retailer at point of purchase/redemption. We recommend that all participating retailers request to see the prequalification approval email before finalizing the eBike purchase and confirm that the name on the email matches the name of the buyer.

27. What supporting documents are required for a Voucher Redemption Application?

The following supporting documents are required to submit a Voucher Redemption Application:

- Completed and signed Voucher Transfer Form.
- Complete and legible sales receipt that includes the following information:
  - Sales date.
  - Sale price (before tax and after tax).
  - eBike make, model, and serial number.
  - Note: Receipt must clearly show that the correct voucher amount was applied at the point of sale.
- Applicant signed the program Terms & Conditions form.

28. How can my bike shop be added to the Enrolled Retailers List?

Before an eBike retailer may accept vouchers, the retailer must submit an enrollment request [here](#). Once this request is approved, your bike shop will be added to the Participating Retailers List, and you will receive an email confirmation with instructions to create your retailer application portal account.

Please note that once your bike shop has been enrolled in the program, you will be permitted to have one Primary Contact Account and up to two Secondary Contact accounts. We recommend that the Primary Contact Account belong to a general manager or owner of the shop, as this account contact will be required to submit the shop's ACH payment information for reimbursement payments.

### 29. What are the requirements of the Participating eBike Retailer?

To be eligible to redeem a voucher at the point of sale and enroll as a Participating eBike Retailer, an entity must meet the following conditions:

- a. Have a physical storefront ("brick and mortar") in the State of Connecticut.
- b. Be in good standing with the State of Connecticut and possess a current Certificate of Legal Existence with the Connecticut Secretary of State.
- c. Offer for sale at least one eligible eBike model.
- d. Complete the enrollment process by submitting an enrollment request and setting up a retailer application portal account.

The program does not issue an IRS Form 1099 for incentive payments made to Participating eBike Retailers or applicants that receive a voucher. It is the sole responsibility of the Participating eBike Retailers and/or applicant to seek professional advice and determine any tax consequences of participation in the program.

### 30. What if the voucher exceeds the price of the eligible eBike including sales tax?

The voucher is capped at the price of the eligible eBike including sales tax.

### 31. How should a Participating eBike Retailer apply sales tax when redeeming a voucher?

The voucher is a rebate and therefore should be applied after sales tax. This determination has been confirmed to be in accordance with the Department of Revenue's guidance [PS 2007\(5\) Sales Tax Treatment of Coupons Scan Cards Cash Equivalents Promotional Items and Rebates](#).

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For any remaining program inquiries, please contact the Program Administrator, Center for Sustainable Energy® (CSE), at 855-704-6350 or [cheapr@energycenter.org](mailto:cheapr@energycenter.org).

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