



**Connecticut
Electric Bicycle**
INCENTIVE PROGRAM

**Connecticut Electric Bicycle (eBike)
Incentive Program**

IMPLEMENTATION MANUAL

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1. DEFINITIONS

Applicant – An individual that submits an application for a Standard Voucher and/or Voucher+ from the Connecticut Electric Bicycle Incentive Program.

Automated Clearing House (ACH) – A computer-based electronic network for processing financial transactions.

Electric Bicycle (eBike) – A bicycle equipped with operable foot pedals and an electric motor of less than 750 watts of power, which is of the following classes:

- Class 1: Limited to a top speed of 20 miles per hour, with pedal assist only;
- Class 2: Limited to a top speed of 20 miles per hour, but have both pedal assist and a throttle; OR
- Class 3: Limited to a top speed of 28 miles per hour, with pedal assist only.

Eligible eBike – An eBike that meets all the eligibility criteria of the Connecticut Electric Bicycle Incentive Program, has been approved by DEEP, and is listed on the publicly available “Eligible eBikes List”.

Household – 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. While income information for household members under the age of 18 is not required, such persons count toward the total number of household members.

Manufacturer’s Suggested Retail Price (MSRP) – The recommended sale price that is determined by the eBike’s manufacturer. This price does not include additional upgrades that the consumer elects to add-on, or warranties additional to the standard warranty.

Original Equipment Manufacturer (OEM) – The company that produces parts and equipment directly for the eBike.

Participating eBike Retailer – A retail location within the State of Connecticut that sells eligible eBikes and has agreed to the Connecticut Electric Bicycle Incentive Program Terms and Conditions.

Proof of Residency – A valid Connecticut Driver’s License, Connecticut Non-Driver ID card, or a recent utility bill (previous three (3) months) showing an Applicant’s name and an address within the State of Connecticut.

Voucher Transfer Form – A form that is signed by an Applicant and the Participating eBike Retailer that authorizes the Program voucher to be paid directly to the Participating eBike Retailer.



Voucher+ – The additional incentive granted to Residency and Income-Qualified Applicants.

Voucher+ Qualifying Applicants – A Connecticut resident who resides in an Environmental Justice Community or Distressed Municipality, participates in an approved state or federal income-qualified program or has a household income less than three-hundred percent (300%) of the Federal Poverty Level.

Standard Voucher – The base incentive granted to qualifying Connecticut residents.



2. PROGRAM OVERVIEW

Transportation related air pollution from cars and trucks significantly impacts air quality and public health in Connecticut. These emissions are also the single largest contributor to Connecticut's greenhouse gas (GHG) inventory. The Connecticut Electric Bicycle Incentive Program (CT eBike Program or Program) is implemented by the State of Connecticut Department of Energy and Environmental Protection (DEEP) with the input of an up to seventeen (17) member advisory board (CHEAPR Board) and is administered by the Center for Sustainable Energy® (CSE or Program Administrator). The Program is designed, within available funding, to provide a pre-purchase voucher for all eligible Connecticut residents redeemed at the point-of-sale, from a Participating eBike Retailer, for the purchase of a new eligible electric bicycle (eligible eBike), as defined in Conn. Gen. Stat. Section 14-1.¹ The Program, as established pursuant to Conn. Gen. Stat. § 22a-202 requires the Program to maximize the air quality benefits while also prioritizing the inclusion of Connecticut residents who reside in environmental justice communities² or are income-qualified consumers. Program funding is limited, and the dollar value of issued vouchers shall not exceed funds allocated to the Program.

Connecticut residents wishing to participate in the Program (Applicants) must first complete an online Prequalification Voucher application. Applicants may qualify for a Standard Voucher of \$500. Applicants meeting the residency or income qualification criteria (Voucher+ Qualifying Applicants) may receive an additional \$750 Voucher (Voucher+) for a total incentive of up to \$1,250.

Once approved, an Applicant may redeem their voucher in a sales transaction for an Eligible eBike at the point of sale from a Participating eBike Retailer. The Participating eBike Retailer shall note the voucher value on the sales receipt and reduce the purchase price of the Eligible eBike by the corresponding amount at the time of sale and complete an online Voucher Redemption Application to finalize the voucher redemption process. The Participating eBike Retailer will then be reimbursed directly by the Program Administrator for the amount of the presented voucher or sale price after tax if amount is less than the voucher total.

¹ Sec. 22a-202. Connecticut Hydrogen and Electric Automobile Purchase Rebate Program

² Environmental Justice Communities (ct.gov)



Voucher funds are reserved at the time the Applicant receives a voucher from the Program Administrator. An Applicant is limited to one (1) voucher for the lifetime of the Program. A household and/or address shall be limited to two (2) incentives for the lifetime of the Program.

Additional details on the voucher application and redemption process are included in the sections below.

3. ELIGIBILITY

The Program is funded by a combination of greenhouse gas emissions reduction fees paid by motor vehicle registrants and the Regional Greenhouse Gas Initiative. Program incentives are therefore limited to the purchase of eBikes expected to primarily serve basic transportation needs of Connecticut residents and to reduce or avoid vehicle miles travelled in an automobile or other means of transportation operated by fossil fuels. Connecticut residents intending to purchase eBikes solely for recreation are not eligible. The Program's eligibility requirements related to the Applicants, Participating eBike Retailers, and Eligible eBikes are detailed below.

3.1 APPLICANT REQUIREMENTS

3.1.1 Residency

Applicants must be a Connecticut resident 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 (3) months of the date of voucher application submittal) with the Applicant's name and address will be required. During the voucher redemption process (Section 5.3), 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.

3.1.2 Limit on Number of Vouchers

Vouchers are available for a maximum of one (1) eBike voucher per Applicant over the lifetime of the Program. Applicants must be at least eighteen (18) years of age at the time of voucher application submittal to be eligible for a voucher. 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.



3.1.3 Voucher+ Eligibility

To qualify for a Voucher+, an Applicant must meet the eligibility criteria for the Standard Voucher, and must meet one (1) of the following criteria:³

- Have a household income less than 300% of the Federal Poverty Level; OR
- Currently participate in an approved state or federal income-qualified program.
Approved state and federal income-qualified programs are listed in Appendix A;
OR
- Reside at an address located within an Environmental Justice Community or Distressed Municipality.

3.1.4 Voucher Validity Period

Once an Applicant receives a Standard Voucher and/or Voucher+ from the Program Administrator, 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 of issuance will be cancelled and the funds will be returned to the Program.

3.1.5 Applicant Survey and Additional Communication

The Program application process requires the completion of an applicant survey. The survey assesses the influence of vouchers, voucher amounts and other applicable information at the time of the Eligible eBike purchase decision. It also gathers data on average annual vehicle miles traveled (VMT) and applicant income. The applicant survey is intended to provide feedback on the Program and a link to an Applicant Survey will be provided via email.

The Program Administrator implements tracking mechanisms that measure survey responses and provides emails encouraging applicants who have not taken the survey after submitting supporting documents to complete the survey. Email notifications are automatically sent to an Applicant, Participating eBike Retailer, and Program Administrator when the survey is completed.

An Applicant consents to receiving future correspondences from DEEP and/or Connecticut utility companies regarding additional eBike, electric vehicle or related incentive programs. All future correspondence will comply with the Connecticut Data Privacy Act ([Public Act No. 22-15](#)) and an Applicant will have an opportunity to opt out of such correspondences.

4. PARTICIPATING EBIKE RETAILER REQUIREMENTS

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:

³ More information about Voucher+ eligibility criteria is available at: <https://portal.ct.gov/DEEP/Air/Mobile-Sources/CHEAPR/Electric-Bicycles>



- Have a physical storefront (“brick and mortar”) in the State of Connecticut;
- Be in good standing with the State of Connecticut and possess a current Certificate of Legal Existence with the Connecticut Secretary of State;
- Offer for sale at least one (1) Eligible eBike model; and
- Complete the enrollment process by submitting an enrollment request and setting up a retailer application portal account.

Participating eBike Retailers must complete the enrollment process and must be approved by the Program Administrator prior to redeeming a voucher.

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.



5. ELIGIBLE EBIKES

DEEP, in conjunction with the Program Administrator, maintains the Eligible eBike list, which is available on the Program website.

An eBike must meet the following criteria to be eligible for an incentive from the Program:

- A bicycle equipped with operable foot pedals and an electric motor of less than 750 watts of power, which is of the following classes:
 - Class 1: Limited to a top speed of 20 miles per hour, with pedal assist only;
 - Class 2: Limited to a top speed of 20 miles per hour, but have both pedal assist and a throttle; OR
 - Class 3: Limited to a top speed of 28 miles per hour, with pedal assist only.
- Be newly purchased from a Participating eBike Retailer, with original proof of purchase;
- Have a MSRP of not more than \$3,000;
- Have a manufacturer's warranty for frame and components for a period of not less than one (1) year;
- Have an electrical drive system certified by an accredited testing laboratory for compliance with UL 2849 or EN 15194.⁴

To request an eBike model be added to the list of Eligible eBikes, an eBike OEM may complete and submit an Eligible eBike Application Form to the Program Administrator at cheapr@energycenter.org. The application form must be accompanied by a certificate of compliance demonstrating compliance with either UL 2849 or EN 15194.

6. VOUCHER AMOUNTS

Voucher amounts are determined by an Applicant's eligibility for either the Standard Voucher or Voucher+. The total voucher amount will be capped at the purchase price of the eligible eBike, including sales tax.

⁴ <https://www.en-standard.eu/ilnas-en-15194-cycles-electrically-power-assisted-cycles-epac-bicycles/>



Table 1 Voucher Amounts

Applicant Type	Voucher Amount
Standard Voucher	\$500
Voucher+	\$750
Maximum available voucher (if eligible for Standard Voucher and Voucher+)	\$1,250

7. APPLICATION PROCESS

7.1 APPLICANT VOUCHER APPLICATION PROCESS

An Applicant must receive a Standard Voucher or Voucher+ prior to purchasing an Eligible eBike.

To apply for a Standard Voucher or Voucher+ an Applicant must complete and submit an online Prequalification Voucher application, and provide the following information:

- Applicant name, contact information (phone and email), home address and valid Driver’s License/Non-Driver ID card number;
- Acknowledgment of understanding and acceptance of Program Terms and Conditions; and
- *(Optional)* Choice of eligibility pathway for Voucher+.

Additionally, an Applicant will be requested to upload the following documents:

- Proof of Residency; and
- *(Optional)* Proof of eligibility for Voucher+ (i.e., household tax transcripts, proof of current enrollment in an approved state or federal income-qualified program, etc.).

An Applicant will receive a confirmation email at the email address provided upon submitting their application. It is the responsibility of the Applicant to configure their email to receive correspondence from cheapr@energy.org. This can be done by adding the email address to their safe senders list.

The Program application window will be open for fourteen (14) calendar days from September 17, 2024 at 12 PM ET- October 1, 2024, at 8 PM ET. A tiered lottery system has been put into place to determine the order that applications are selected for review and are reviewed. The lottery system establishes three (3) tiers:

- **Tier 1 - Voucher+:** Applicant participates in a state or federal income qualifying program or have an income less than 300% of the federal poverty level (FPL).
- **Tier 2 - Voucher+:** Applicant resides in an Environmental Justice (EJ) community or Distressed Municipality.



- **Tier 3 - Standard Voucher:** Applicant does not meet either Tier 1 or 2 requirements.

Incentives will be awarded to as many Applicants as possible in Tier 1. However, if the number of Tier 1 Applicants exceeds available funding, a lottery will be held within Tier 1 to determine incentive recipients. If the Program has remaining funding after Tier 1 Applicants are awarded, the same process will ensue within Tier 2. If funding is still available after both Tier 1 and Tier 2 Applicants are awarded, the same process will ensue within Tier 3.

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 fourteen (14) calendar days to provide the requested information. If the information is not provided within fourteen (14) calendar days of the request, the Program Administrator will cancel the application.

Applicants who are not selected for review in the lottery process will receive a notification via email after the application window has closed that their application has been cancelled. Applicants not selected for application review will be unable to receive a voucher in this round of funding. This determination will be final, and the Program will be unable to accept appeals of applications that are not selected.

Once approved, an Applicant will receive a voucher ID via email. The voucher will be valid for 240 calendar days from the date of issuance. If the voucher is not redeemed within 240 days, it will be cancelled, and the funds will be returned to the Program.

By participating in the Program, Applicant agrees to be contacted by the State of Connecticut and/or the Program Administrator for purposes of related to the administration and improvement of the Program and further agrees to the State of Connecticut and/or the Program Administrator sharing Applicant's contact information, including postal and email addresses with their electric service provider and agrees to be contacted regarding programs and information on energy use and conservation data.



7.2 PRIORITIZATION OF VOUCHER+ APPLICANTS

Section 22a-202(e) of the Connecticut General Statutes requires the Program “prioritize providing vouchers to residents of environmental justice communities, residents having household incomes at or below three hundred per cent of the federal poverty level, and residents who participate in state and federal assistance programs . . .”

As such, the voucher application shall remain open to all Applicants for an initial open application period of fourteen (14) calendar days, commencing on September 17, 2024 at 12 PM ET. During this 14-day period, the Program will collect all properly submitted applications. Once the application window closes, application volume will be reviewed, and the tier system described in [Section 5.1](#) will be implemented.

8. Participating eBike Retailer Voucher Reimbursement Process

8.1 Participating eBike Retailer Voucher Redemption Application

The Standard Voucher and/or Voucher+ will be applied directly to the purchase of an Eligible eBike at a Participating eBike Retailer at the time of purchase. The voucher amount applied shall not exceed the purchase price of the Eligible eBike, including sales tax.

The Participating eBike Retailer is responsible for completing the voucher redemption process by submitting an online Voucher Redemption Application that requires the following information:

- Prequalification Voucher ID number
- Retailer information
 - Name
 - Address
 - Contact information
- Applicant information
 - First name
 - Last name
 - Email
- eBike information
 - eBike Make and Model
 - Purchase price
 - Date of sale

Additionally, the Participating eBike Retailer will be requested to upload the following documents:

- Sales Agreement/Receipt
 - Applicant name (must match the name on the Proof of Residency)



- Sales date
- Sales price
- eBike make/model
- eBike unique ID
- Applied voucher amount
- Voucher Transfer Form

Participating eBike Retailers will have fifteen (15) calendar days from the transaction date to redeem a voucher through the online retailer application portal. The Participating eBike Retailer will receive a confirmation email at the email address provided upon creation of the application portal account. The Program Administrator will send requests for clarification or additional information required to confirm eligibility to the email address provided upon creation of the application portal account.

8.2 Participating eBike Retailer Reimbursement Timeframe

Once a Participating eBike Retailer has submitted a voucher redemption application via the online retailer application portal, the Program Administrator will review the voucher redemption within 7-10 business days. Additional time may be required if the Program Administrator requires additional information from the Participating eBike Retailer to confirm eligibility and adherence to Program requirements.

If the application meets all requirements, electronic transfer of funds will be made to the retailers with ten (10) days of application approval.

8.3 Participating eBike Retailer Reimbursement Limit

The Program Administrator will only reimburse the Participating eBike Retailer up to the amount stipulated on the voucher issued to an Applicant by the Program Administrator. **It is the sole responsibility of the Program Administrator, and not the Participating eBike Retailer, to verify Applicant eligibility for the Standard Voucher and/or Voucher+.**

An Applicant that received a Standard Voucher but believes they qualify for Voucher+ may not receive an incentive at the point-of-sale without first receiving a Voucher+ from the Program Administrator. In the event that an Applicant received a Standard Voucher but believes they qualify for Voucher+, they should contact the Program Administrator to submit a Voucher+ application, pending availability of funds.

9. APPEALS PROCESS

DEEP will consider appeals to the denial of a voucher application or voucher redemption on a case-by-case basis. To request DEEP consider an appeal, an Applicant or Participating eBike Retailer must contact cheapr@energycenter.org within sixty (60) calendar days of the date of voucher application or voucher redemption denial. The appeal must include all facts that form the basis for the appeal. If the only basis for the appeal is that the Applicant or Retailer disagrees with the policies



set forth in this Implementation Manual or Program Terms & Conditions, the appeal will be denied.

10. CUSTOMER SUPPORT

If you have questions about this Implementation Manual or the Program Terms and Conditions, contact the Program Administrator by phone at 855-704-6350 or by email at cheapr@energycenter.org. Customers needing additional support with the application process or having difficulty providing supporting documentation for the State incentive program should contact Program Administrator's customer support for further assistance with incentive submittals.



APPENDIX A – STATE AND FEDERAL INCOME-QUALIFIED PROGRAMS

All supporting documents must contain the following information:

- Applicant’s name;
- Name of qualifying program;
- The government entity (state, federal or tribal) or the managed care organization that issued the document; and
- Issue date.

Unless otherwise stated below, the supporting document must be dated within the last twelve (12) months OR have a future expiration date beyond the date of Program voucher application.

Table 2 List of State and Federal Income-qualified Programs and Acceptable Documentation

Program	Acceptable Documentation
Energy Assistance Program (CEAP)	CEAP Eligibility Confirmation Letter
Weatherization Assistance Program (WAP)	CT- WAP Participation Card (or similar form by the Community Action Agency)
Supplemental Nutrition Assistance Program (SNAP)	SNAP Notice of Eligibility
Temporary Assistance for Needy Families (TANF), Temporary Family Assistance (TFA) or Tribal TANF	Award letter or Notice of Action
Head Start Income Eligible	Award letter, Notice of Action, Approved Head Start application, or Proof Enrollment in Head Start
Supplemental Security Income (SSI)	Benefits Verification Letter
National School Breakfast and Lunch Program (NSLP)	Notice of Application Approval. Must be dated within current school year
Bureau of Indian Affairs General Assistance	Award letter or Notice of Action
Medicaid	Award Letter or Notice of Action
HUD Housing Choice Voucher Program (“Section 8”)	Award Letter, Notice of Action, or Housing Voucher



APPENDIX B – FEDERAL POVERTY LEVEL INCOME GUIDELINES

Table 3 2024 300% of Federal Poverty Level Guidelines

Household/ Family Size	300% of Federal Poverty Level
1	\$45,180
2	\$61,320
3	\$77,460
4	\$93,600
5	\$109,740
6	\$125,880
7	\$142,020
8	\$158,160
9	\$174,300
10	\$190,440
11	\$206,580
12	\$222,720
13	\$238,860
14	\$255,000

Source: 2024 HHS Poverty Guidelines (<https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines>). The 2024 poverty guidelines are in effect as of January 12, 2024.



APPENDIX C – CONNECTICUT ENVIRONMENTAL JUSTICE COMMUNITIES AND DISTRESSED MUNICIPALITIES

Please note that the following list includes all towns that have an EJ census block group and that an entire town may not necessarily be designated as EJ. Applicants are responsible for determining their eligibility for the Voucher+ incentive levels prior to application.

Table 4: List of Environmental Justice Towns

1	Ansonia	30	Hartford	59	Ridgefield
2	Bethel	31	Killingly	60	Rocky Hill
3	Bloomfield	32	Killingworth	61	Seymour
4	Bridgeport	33	Ledyard	62	Shelton
5	Bristol	34	Lisbon	63	Simsbury
6	Brooklyn	35	Manchester	64	Southington
7	Canaan	36	Mansfield	65	Sprague
8	Clinton	37	Meriden	66	Stafford
9	Colchester	38	Middletown	67	Stamford
10	Columbia	39	Milford	68	Stonington
11	Cromwell	40	Monroe	69	Stratford
12	Danbury	41	Naugatuck	70	Thomaston
13	Derby	42	New Britain	71	Thompson
14	East Haddam	43	New Fairfield	72	Torrington
15	East Hampton	44	New Haven	73	Vernon
16	East Hartford	45	New London	74	Wallingford
17	East Haven	46	New Milford	75	Waterbury
18	East Lyme	47	Newington	76	Waterford
19	Ellington	48	North Canaan	77	Watertown
20	Enfield	49	North Stonington	78	West Hartford
21	Essex	50	Norwalk	79	West Haven
22	Fairfield	51	Norwich	80	Wethersfield
23	Farmington	52	Old Saybrook	81	Willington
24	Glastonbury	53	Plainfield	82	Winchester
25	Greenwich	54	Plainville	83	Windham
26	Griswold	55	Plymouth	84	Windsor
27	Groton	56	Portland	85	Windsor Locks
28	Haddam	57	Preston		
29	Hamden	58	Putnam		



Table 5: List of Distressed Municipalities

1	Ansonia
2	Bridgeport
3	Bristol
4	Chaplin
5	Derby
6	East Hartford
7	East Haven
8	Griswold
9	Hartford
10	Lisbon
11	Mansfield
12	Meriden
13	Montville
14	New Britain
15	New London
16	Norwich
17	Plymouth
18	Putnam
19	Sprague
20	Sterling
21	Torrington
22	Voluntown
23	Waterbury
24	West Haven
25	Winchester
26	Windham

Note: A distressed municipality, as designated by the Connecticut Department of Economic and Community Development, includes municipalities that no longer meet the threshold requirements but are still in a 5-year grace period. (See definition at CGS Sec. 32-9p(b)). Fitting into that grace period, ten towns continue to be eligible for distressed municipality benefits because they dropped off the list within the last five (5) years. Those are **Bristol, Enfield, Groton, Killingly, Naugatuck, New Haven, North Stonington, Plainfield, Preston, and Stratford.**

Source: 2023 CT DEEP Environmental Justice Communities map:

<https://ctdeep.maps.arcgis.com/apps/webappviewer/index.html?id=d04ec429d0a4477b9526689dc7809ffe>

