

# RCEA E-BIKE VOUCHER PROGRAM

## TERMS AND CONDITIONS

**ELIGIBILITY:** Customers eligible to receive an RCEA E-Bike Voucher (“Voucher”) under RCEA’s E-Bike Voucher Program (“Program”) must:

1. Be a new or existing RCEA Community Choice Energy (CCE) residential electricity customer account holder for at least six months prior to the application date of a service account that is paid current as of the date of application,
2. Submit a properly completed application, and
3. Purchase an E-Bike from a participating E-Bike retailer (insert weblink for this list) within RCEA’s service territory. Internet E-Bike sales are not eligible for the RCEA Voucher.

**RESTRICTIONS:** Maximum of **one Voucher per residential account** service address (or unit number for multifamily residences with a shared electric account) **every 5 years**. RCEA staff, Board of Directors, and immediate household members are not eligible for this Voucher.

**VOUCHERS:** Vouchers issued under this Program include Standard Vouchers, Income-Qualified Vouchers, and Adaptive Vouchers as described below. Vouchers will be issued through the mail to the CCE customer at the account address within 30 business days following the submission of a complete application from an eligible and qualified applicant. Vouchers can be redeemed at any participating bike shop at the time of purchase. Lost or stolen RCEA Vouchers will not be replaced. CCE customers may request that the Voucher be issued in the name of any resident living at the CCE customer address by indicating the recipient in the application. When redeeming a voucher, the total cost of the Eligible Products being purchased must be equal to or more than the voucher amount to realize the full voucher value, otherwise the realized amount will be capped at the total cost. Vouchers can only be redeemed for purchase of Eligible Products. Vouchers that exceed the final amount shown on the receipt will be reduced to cover only the value of the approved purchases of Eligible Products. Vouchers have no cash value and cannot be transferred or sold.

1. **Standard Vouchers:** All CCE customers are eligible to receive a Voucher for \$150 for a standard E-Bike or \$350 for a Cargo E-Bike. Standard Voucher Recipients will have 30 days from date of Voucher to complete an E-Bike or Cargo E-Bike purchase.
  2. **Income-Qualified Vouchers:** Income-Qualified CCE customers can receive a Voucher that can be redeemed for \$500 for a standard E-Bike or \$700 for a Cargo E-Bike. Income-Qualified CCE Customers are those that are either:
    - a) a recipient of a California Air Resources Board’s “California E-Bike Incentive Project” voucher (information can be found at <https://ebikeincentives.org>); **or**,
    - b) are enrolled in one of PG&E’s discount programs (California Alternate Rates for Energy Program (CARE) or Family Electric Rate Assistance Program (FERA)); **or**, participating in any of the public assistance programs that demonstrate eligibility for PG&E’s CARE program listed in Attachment A: Qualifying Public Assistance Programs.
- To apply for an RCEA Income-Qualified Voucher, applicants must provide either:
    - i. written proof of current enrollment in the PG&E CARE or FERA Program,
    - ii. written proof of current enrollment in one of the CARE Program’s qualifying public assistance programs, or
    - iii. written proof of having received the California E-Bike Voucher with a date and approved voucher amount. RCEA must receive such written proof prior to processing an application for an RCEA Income-Qualified Voucher.
  - Incomplete Income-Qualified Voucher applications will receive an email with instructions on how to either resubmit the required information, or a notification that the information provided is not eligible under the program requirements.
  - Income-qualified RCEA Voucher Recipients will have 90 days from date of Voucher to complete an E-Bike purchase.

3. **Adaptive Vouchers:** A \$1000 Voucher will be available for purchase of an adaptive E-Bike. A portion of the program budget will be set aside for a limited number of adaptive E-Bike vouchers.

- Voucher Recipients seeking an adaptive E-Bike Voucher must coordinate with the RCEA E-Bike program coordinator at [e-bike@redwoodenergy.org](mailto:e-bike@redwoodenergy.org) to process your application and reserve a voucher.
- To qualify for the **adaptive** E-Bike Voucher, Voucher Recipient must **have a condition that significantly impairs your ability to ride a standard E-Bike**. Examples of such conditions include a person who uses a wheelchair, walker or crutches, relies on oxygen, has conditions impacting the ability to balance while standing, walking, or riding a bike, or in some other way is unable to use and enjoy a standard E-Bike.
- **The Voucher Recipient must meet one of the above criteria and verify in writing that they require an adaptive E-Bike.** A signed verification letter from a medical professional is preferred. This letter must confirm that the Voucher Recipient has a condition that significantly impairs their ability to ride a standard E-Bike and that they would benefit from an adaptive bike.
- Adaptive E-Bike Voucher Recipients have 6 months from date of Voucher to complete the E-Bike purchase. Adaptive Vouchers can be redeemed at any Participating E-Bike Retailer within RCEA's service territory. RCEA will work with the Voucher Recipient on a case-by-case basis if none of the Participating E-Bike Retailers offer the adaptive E-Bike required by the Voucher Recipient.

**ELIGIBLE PRODUCTS:** Vouchers may be redeemed when purchasing Eligible Products made at a participating E-Bike retailers located within RCEA's service territory. Eligible Products must meet the following criteria:

1. Eligible E-Bikes must meet all the following criteria to be redeemable using a Voucher:
  - Non-sport model E-Bikes of all classes (I – III) including Cargo E-Bikes, trikes, and adaptive E-Bikes. Off-road or mountain E-Bikes are not eligible;
  - E-Bikes must have operable pedals;
  - E-Bikes must have UL-listed batteries, chargers, and drivetrains;
  - E-Bikes must have standard sized wheels that accommodate standard sized innertubes.
  - E-Bikes must have a 1-year manufacturer's warranty (or longer); and
  - E-Bikes must be serviceable by the Vendor making the sale.
2. A Cargo E-bike shall be defined as an E-Bike that has an extended frame / longer wheelbase that includes a storage box or platform (front or back). Cargo bikes are designed to carry a heavier load, and can be used for carrying packages, groceries, or children. Cargo E-Bikes are also commonly labeled as a "cargo bike".
3. Eligible E-Bike Accessories: In conjunction with the purchase of an eligible E-Bike, the Vouchers may be used for the purchase of one helmet, one pair of gloves, one lock, and/or one bike pump. These additional items must be purchased in the same transaction as the eligible E-Bike.

**LIMITATIONS:** Vouchers are subject to funding availability; submittal of a completed application will not guarantee receipt of a Voucher. Vouchers will be issued on a first-come first-served basis until funding is depleted or the Program is terminated. Applicants placed on a waiting list may qualify for the Voucher if additional funds become available. All incentives are final, and customers are not eligible to apply for larger incentives from the same program should they become available. RCEA reserves the right to deny a Voucher to any individual deemed, in RCEA's sole discretion, to be violating the terms, conditions, and restrictions of the Program.

**TAX LIABILITY:** RCEA is not responsible for any taxes which may be imposed on the customer as a result of the Vouchers provided by the Program.

**DISPUTES:** Except where otherwise limited by law, RCEA reserves the right, in its sole discretion, to make final determinations regarding any disputed issues about the Program, including but not limited to eligibility and Voucher amount.

**PROGRAM CHANGES:** RCEA reserves the right to change, modify, or terminate the Program at any time without any liability except as expressly stated herein.

**PROGRAM EXPIRATION:** The Program will expire upon the earliest to occur: (i) when funds are depleted, or (ii) when the Program is terminated by RCEA.

**DISCLAIMER:** RCEA makes no guarantee, representations, or warranties, expressed or implied, regarding the implementation or use of products purchased pursuant to this Program. Use of any product and acceptance of materials used is solely the customer's responsibility. RCEA does not endorse any product available for sale at participating bike shops.

**CUSTOMER DISCLOSURE AUTHORIZATION:** By signing the Voucher Application form, the applicant confirms they are the service account holder of the account identified in the Application form, or authorized representative thereof, and authorize RCEA to disclose customer's name as a participant in the Program. Further, by signing the Voucher Application form, applicant confirms they have read and understand the Terms and Conditions listed above.

## ATTACHMENT A: Qualifying Public Assistance Programs

Public assistance programs that demonstrate alternate eligibility for RCEA E-Bike Income-Qualified Vouchers:

- Low Income Home Energy Assistance Program (LIHEAP)
- Women, Infants, and Children (WIC)
- CalFresh/SNAP (Food Stamps)
- CalWORKs (TANF) or Tribal TANF
- Head Start Income Eligible (Tribal Only)
- Supplemental Security Income (SSI)
- Medi-Cal for Families (Healthy Families A & B)
- National School Lunch Program (NSLP)
- Bureau of Indian Affairs General Assistance
- Medicaid/Medi-Cal (under age 65)
- Medicaid/Medi-Cal (age 65 and over)