



Implementation Manual California E-Bike Incentive Project

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This English version takes precedence over all published translations.

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Note to Applicants: Applicant eligibility and responsibilities will be determined by the Terms and Conditions and Implementation Manual that are in place at the time that the applicant submits a signed application. The Terms and Conditions and Implementation Manual of the California E-Bike Incentive Project are subject to change. Pedal Ahead and the California Air Resources Board (CARB or Board), reserve the right to update these governing documents to accommodate operational process changes that may affect the applicant’s eligibility for the program. This document constitutes the Implementation Manual for the California E-Bike Incentive Project. Definitions of key program parameters can be found in [Section VII](#) of this manual.

An application is not complete until it has been reviewed by the Program Administrator and the applicant has received an approval notification. Voucher funds are not guaranteed at the time an application is submitted, but only once an approval notification has been received via email.

I. INTRODUCTION AND OVERVIEW

a. California E-Bike Incentive Project Overview

The California E-Bike Incentive Project is intended to encourage the adoption by low-income individuals of e-bikes as a replacement for motor vehicle trips while reducing greenhouse gas (GHG) emissions. Consistent with Senate Bill (SB) 375 (Steinberg, Chapter 728, Statutes of 2008), the program aims to increase access to clean transportation options while offsetting vehicle miles traveled (VMT) by way of incentivizing e-bikes. The approach of the California E-Bike Incentive Project aims to 1) help people replace car trips with e-bike trips, 2) increase access to e-bikes, and 3) reduce greenhouse gas (GHG) emissions.

There are several key pieces of legislation that provide the overall policy framework and funding to support the California E-bike Incentive Project. In 2007, Governor Schwarzenegger signed into law the *California Alternative and Renewable Fuel, Vehicle Technology, Clean Air, and Carbon Reduction Act of 2007* (Assembly Bill (AB) 118, Núñez, Chapter 750, Statutes of 2007). AB 118 created the Air Quality Improvement Program (AQIP), a voluntary incentive program implemented by CARB, to fund clean vehicle and equipment projects, air quality research, and workforce training.

As required in Health and Safety Code (HSC) Section 44274(a), the Board adopted regulatory requirements in 2009 for AQIP. The requirements for the AB 118 Air Quality Improvement Program (Requirements) define the overall administrative requirements, policies, and procedures for program implementation based on the framework established in the statute.

In 2012, the legislature passed, and Governor Brown signed into law three bills – AB 1532 (Pérez, Chapter 807, Statutes of 2012), SB 535 (de León, Chapter 830, Statutes of 2012), and SB 1018 (Budget and Fiscal Review Committee, Chapter 39, Statutes of 2012) – that established the Greenhouse Gas Reduction Fund (GGRF) to receive Cap-and-Trade auction proceeds and to provide the framework for how the auction proceeds will be administered to further the purposes of Assembly Bill (AB) 32 (Núñez, Chapter 488, Statutes of 2006). Cap-and-Trade auction proceeds have been appropriated to CARB for Low Carbon Transportation projects that reduce greenhouse gas emissions, with an emphasis on investments that benefit the State's disadvantaged communities. Per statute, these funds must be used to further the purposes of Assembly Bill 32 (Núñez, Chapter 488, Statutes of 2006). The Low Carbon Transportation investments build upon and greatly expand existing advanced technology and clean transportation programs, which provide mobile source incentives to reduce criteria pollutants, air toxics, and GHG emissions.

The Board, on November 19, 2021, provided final approval of its annual Clean Transportation Investments Funding Plan, and directed that \$10 million be allocated to the California E-Bike Incentive Project. In addition, the Board approved an additional \$3 million on November 17, 2022, for the California E-Bike Incentive Project.^{1,2} In late 2022, Pedal Ahead,

¹ [Low Carbon Transportation Investments and AQIP Funding Plans | California Air Resources Board](#)

² [Low Carbon Transportation Investments and AQIP Funding Plan Archive | California Air Resources Board](#)

through a competitive public solicitation process, was selected to administer the California E-Bike Incentive Project, to provide point-of-sale discount incentives for eligible electric bikes (e-bikes) to low-income Californians.

Pedal Ahead will work in partnership with CARB to administer and implement the California E-Bike Incentive Project. There will also be work done in close collaboration with various community-based organizations.

The Implementation Manual for the California E-Bike Incentive Project provides the necessary definitions, explanations, and processes corresponding to the minimum requirements and criteria for the project. Periodically, the Implementation Manual may be updated to further clarify project requirements and improve effectiveness. The Implementation Manual, including any updates, will be posted on the California E-Bike Incentive Project website at www.ebikeincentives.org.

It is important to note that the California E-Bike Incentive Project is not a rebate program. E-bike purchases made prior to receiving a voucher will not be reimbursed. Applicants must complete the application process and use the approved voucher at an authorized retailer.

b. Application Windows

Incentive vouchers will be disbursed over multiple open application windows. This will allow applicants to apply at various times throughout the tenure of the project. During each application period, a specified number of incentives will be determined before the application window launch. The number of the applications accepted for the window will be based on the amount of funding available. Unused voucher funds issued to applicants that are unable to complete the voucher redemption process may be added to following application window.

c. Application Process

This section will outline how applicants can apply for the program. Applicants will need to complete all the steps below to be considered eligible for a voucher.

1. Visit www.ebikeincentives.org and click “Apply Now.”
 - a. Create login credentials. This requires a full name, a valid email address, phone number, and password setting.
2. Complete a California E-Bike Incentive Project online application. Paper applications are also available and may be requested by emailing info@ebikeincentives.org.
 - a. Complete basic information section
 - i. Name, current address, and contact information
 - b. Complete California residency verification and age verification steps
 - i. Upload a picture/copy of your current, valid driver’s license or state identification card.
 - c. Complete income verification step
 - i. Upload required documents ([Section III.e](#)), or

- ii. Signed 4506-T form
 - d. Complete survey information.
 - e. Watch the required safety training videos.
- 3. Submit complete application for processing.
 - a. Terms and conditions signature required with submittal.
 - b. Respond to any follow-up emails and provide required information requested by the Program Administrator within the specified time period.
- 4. Receive an email regarding decision on application.
 - a. Applicants who are approved will receive:
 - i. Approval notification with approved incentive amount.
 - ii. Link to required safety and environmental impact trainings.
 - iii. Incentive voucher code
 - 1. Incentive vouchers must be redeemed within 45 days of the date that the approval notification was issued. A one-time extension of 45 days may be requested in the case that an e-bike is unavailable within the first 45-day window.
 - iv. Eligible e-bike criteria
 - v. Approved retailer information based on applicant location. A list will be provided via email.
 - b. Applicants whose applications are deemed ineligible will receive an email detailing this information and instructions on how to either resubmit required information or a notification that the applicant is not eligible under the program requirements based on the information provided.

Paper applications or applications in languages other than English or Spanish can be requested by an applicant by providing their name, phone number, address, and the requested language. Applicants can email this information to info@ebikeincentives.org. Applicants without an email address or access to a computer may also call Pedal Ahead at (619) 438-0274 to request a paper application in their preferred language. The requested applications will be mailed to a valid California address, no earlier than seven days (7) prior to the launch of the most current application window.

Paper applications cannot be submitted prior to the application window opening and must be submitted on or after the designated launch time and date. Submittal date will be determined by the U.S. mail postmark. If submitted via mail, the postmark date and time will determine the order for which the application is processed. If the application is submitted via email, the timestamp in the email will determine the processing order. Submittal date is based on receipt of a complete and legible application and will determine application processing order.

If a paper application is requested by an applicant, it must be returned to Pedal Ahead with a submittal date within fourteen calendar days of the application window start date. Paper applications received outside of the 14-calendar day window will not be accepted and will be

returned to sender.

The supporting documentation must be scanned and submitted securely through the California E-Bike Incentive Project website. Applicants without Internet access may mail the supporting documentation to the Project Administrator:

Pedal Ahead
California E-Bike Incentive Project
P.O. Box 16510
3288 Adams Avenue
San Diego, CA 92116

If mailed, submittal date will be determined by U.S. mail postmark. For security purposes, supporting documents that are sent on removable media (flash drives, CDs, DVDs, etc.) will not be accepted. Due to security and privacy concerns, we strongly encourage applicants to submit supporting documentation via our secure California E-Bike Incentive Project website— if possible.

Application processing times may vary and depend on the overall volume of applications received. Only applications with complete information that meet the criteria in this Implementation Manual will be deemed eligible after a review by the Program Administrator. If further information is needed to process an application, this may extend application processing times. Communications regarding applications and other program information will be sent to the email address on the application. It is the responsibility of the applicant to ensure the email address on file is accurate and allow emails from the program. It is advised that applicants add the administrator's email domain, @ebikeincentives.org, to their safe senders list. Applicants are responsible for checking their emails related to the California E-Bike Incentive Project.

If the Program Administrator requests further information from the applicant for items that are missing, incomplete, or unclear, then the applicant must return the requested information within 14 calendar days. Application processing order will be determined based on when a complete application is submitted, not when it is started.

d. Voucher Redemption Process

This section outlines how applicants will use the approved voucher to purchase an e-bike through an approved retailer. Once approved, participants will redeem incentive vouchers with approved e-bike retailers at time of sale. After purchase, retailers will submit the required documentation to receive reimbursement of the voucher discount issued. **Program participants do not receive voucher funds directly.**

1. Purchase a new e-bike.
 - a. Participants must purchase a new eligible e-bike from an approved e-bike retailer.

- i. This list of retailers is subject to change. See <https://ebikeincentives.org/approved-retailer-map/>.
2. Participants must redeem the incentive voucher for an e-bike that meets all requirements listed in the e-bike eligibility checklist. Retailers must ensure the e-bike meets all the eligibility requirements.
 - a. E-bike eligibility requirements can be found in [Section IV](#).
3. Complete program surveys.
 - a. Participants must complete program surveys. There will be an initial participation survey sent approximately 90 days after the applicant redeems the voucher and receives the e-bike and a second survey sent one year after the participant redeems voucher.
 - b. The information collected in these surveys is intended to identify areas of improvement in the program and to track the impacts of the program in areas such as equity, mobility, and reduction of GHG emissions.

e. Priority Application Criteria

Applications will be accepted on a first-come, first-serve basis but reviewed on a hybrid needs-based methodology. The first \$2.5 million of funding will be open to all eligible applicants with priority given to the order that applications are received. Once these funds are exhausted, the remaining \$5 million will be reserved for priority applicants who meet at least one of the following priority criteria:

1. Applicants that either live in a Disadvantaged Community (DAC, as defined by CalEnviroScreen 4.0) or low-income community (as defined by AB 1550); or
2. Have a gross annual household income at or below 225% of the Federal Poverty Level (FPL).

Applicants will need to provide documentation confirming one of the above designations.

Applications that meet one of these priority criteria will be processed in the order that their applications are received when the first \$2.5 million of funding is being allocated. Once the first \$2.5 million of open eligibility funding has been exhausted, these priority applications will be processed ahead of non-priority applications. Applicants that do not meet one of these criteria may experience longer wait times for application processing during this set-aside period of fund allocation. If demand for priority applicants does not result in the oversubscription of funds, the program administrator may resume the approval of applicants with household incomes at or below 300% of FPL.

f. Availability of Funding

There are limited funds available for the California E-Bike Incentive Project, and if the program funds are depleted, applicants and prospective participants will be notified of this on the program website and via email. A waiting list may only be created if there is a short amount of

time expected between when funding is exhausted and when new funding will become available. Those participants who have already received their approval notifications prior to this communication will be able to redeem their vouchers before the expiration date listed on the approval notification. If a waiting or reservation list is developed, applicants with applications that are in-progress may be able to finish and submit their applications to join the waitlist.

Any persons who complete a purchase of an e-bike during this period who do not have an approval notification will not qualify for an incentive on that purchase should further funding be secured.

II. VOUCHER DETAILS

a. Voucher Amounts

For qualified applicants with a gross annual household income between 226% and 300% of FPL, incentive vouchers will be issued for a point-of-sale discount of \$1,750 for new e-bikes purchased from approved retailers.

For qualified applicants with a gross annual household income of 225% or less of the FPL, or who live in a disadvantaged community as defined by CalEnviroScreen 4.0, or a low-income community as defined by AB 1550, incentive vouchers will be issued for a point-of-sale discount of \$2,000 for new e-bikes purchased from approved retailers. Applicants that meet more than one of designations above are still only eligible for a one-time increase of \$250.

Table 1.1 shows the different combinations of incentive amounts based on eligibility requirements.

Table 1.1 Maximum Incentive Amounts

[Income threshold table here.](#)

Qualified applicants with:	Maximum Incentive Amount
Gross annual household income 226% - 300% of FPL	\$1,750
Gross annual household income ≤ 225% of FPL	\$2,000

The voucher amount paid is not to exceed the maximum approved incentive amount or the actual cost of eligible purchases, whichever is less.

b. Eligible Purchase Costs

Incentive voucher funds can be applied as a discount at the time of purchase towards the cost of the e-bike and related accessories, including:

1. Helmet
2. Bike lock
3. Racks and baskets
4. Fenders
5. Mirrors
6. Reflective clothing
7. Lights
8. Sales tax
9. Assembly costs
10. Delivery fees

The maximum cost of additional accessories that can be applied towards safety and security items must not exceed the approved voucher amount. If the costs of the additional equipment exceeds the approved voucher amount, the participant is responsible for paying the difference.

Only accessories included in this list may be redeemed with the voucher. Voucher recipients are limited to one item per category. Accessories not included in the list above must be paid for out-of-pocket by the voucher recipient. Retailers are responsible for ensuring accessory eligibility prior to approving items for the voucher discount. Ineligible accessories sold by retailers are not reimbursable.

Ineligible accessories include, but are not limited to:

1. Additional batteries
2. Seats
3. Tires
4. Cell phone holders
5. Extended warranties
6. Suspension seat posts or stems
7. Patch kits
8. Tools
9. Costs associated with returning the e-bike not covered by the retailer or manufacturer.

Eligible accessories must be purchased at the same time as the voucher redemption for the e-bike and individually listed on the sales receipt. The incentive voucher cannot be used in a separate purchase of e-bike accessories.

Incentive voucher funds can only be used to purchase one e-bike.

III. APPLICANT ELIGIBILITY REQUIREMENTS

a. Residency Requirements

California E-Bike Incentive Project funds are only available to California residents. All applicants must provide proof to the Program Administrator that they are a current resident of California during the application process. The primary documents that will be accepted include:

1. Current, valid California Driver's License
2. Current, valid California AB 60 License
3. Current, valid California ID card

These documents must be issued by the California Department of Motor Vehicles.

In the case that the address listed on the applicant's primary documentation does not match the address listed in the application, a secondary document will be required. Any secondary documentation provided must include the applicants' complete first and last names, and the address must match the home address listed on the California E-Bike Incentive Project application. P.O. Boxes are not acceptable addresses for residency verification purposes. In the case of mailed documents, envelopes will not be acceptable, and documentation used must be dated within 60 days of when the application was received.

Acceptable documents include:

1. Deed/Title to residential real property
2. Mortgage bill
3. Property tax statement
4. Rental/Lease agreement
5. Home utility bill
6. Bank statement
7. School documents
8. Medical documents
9. Employment documents
10. Insurance documents
11. Court documents
12. Change of address confirmation from the U.S. Postal Service (Form CNL 107)
13. Voter registration confirmation issued by the California Secretary of State or a local California County Elections Officer
14. Any document issued by an entity, office, or authority governing over a country, state, county, city, municipality, district, agency, department, or any other political subdivision of a country or state that is typed and contains the agency name, department name, state seal, or is on official letterhead.

Active-duty military members stationed in California, but with permanent residency in another state are eligible to apply and current military orders may be accepted in lieu of proof of residence documentation.

b. Tribal Applicants

Tribal members applying for the California E-Bike Incentive Project may submit a copy of their Tribal Identification in lieu of a California Driver's License. If the provided identification does not include an address, the applicant's address will need to be confirmed by reviewing one of the acceptable secondary documents listed in [Section III.a](#) that applicant should provide with their application. Identification will also need to be provided to the approved retailer at the time of voucher redemption.

c. Minimum Age to Participate

Applicants must be at least 18 years of age at the time of application signing.

d. Household Requirements

Any given individual will only be eligible for one incentive voucher, but eligibility will be determined based on household income. In the scope of this program, a household will be defined as the applicant plus any spouse, registered domestic partner (RDP), dependents, and guardians of the applicant.

During the application process, applicants will provide proof of household size through self-attesting to the size of their household in the online application. For applicants that filed federal taxes in the previous year, a tax transcript can be used to verify household size. If no federal taxes were filed, the Program Administrator will accept and may require the following documents as proof of household size:

1. Decree of Court
2. Divorce Decree
3. Lease Agreement
4. Public Assistance/Social Service Agency Records
5. Document Issued by a Public Housing Authority
6. Other verifiable sources of proof of household size may be considered by the Program Administrator and accepted upon approval by CARB

e. Income Eligibility Requirements

Applicants must have a gross annual household income of less than or equal to 300% of the FPL. The Federal Poverty guidelines (U.S. Department of Health and Human Services, Office of Assistant Secretary for Planning and Evaluation: aspe.hhs.gov/poverty-guidelines) are issued each year in the Federal Register by the Department of Health and Human Services (HHS).

Table 1.2 2024 FPL as of January 17, 2024

Persons in Household	Poverty Guideline	Gross Household Income 225% of FPL	Gross Household Income 300% of FPL
For households with more than eight persons, add \$12,105 for each additional person (225%) or \$16,140 for each additional person (300%).			
1	\$15,060	\$33,885	\$45,180
2	\$20,440	\$45,990	\$61,320
3	\$25,820	\$58,095	\$77,460
4	\$31,200	\$70,200	\$93,600
5	\$36,580	\$82,305	\$109,740
6	\$41,960	\$94,410	\$125,880
7	\$47,340	\$106,515	\$142,020
8	\$52,720	\$118,620	\$158,160

These requirements will be updated annually following the Federal Tax filing deadline to reflect the most recent Federal Poverty guidelines.

Income considered for California E-Bike Incentive Project eligibility requirements is the gross annual household income of the applicant. Gross annual income is total earnings during a year before taxes or other deductions. Income from all sources, not just employment and income received in cash, shall be included in the calculation. This includes both taxable and nontaxable income sources.

Income sources include, but are not limited to, the following: employment wages and salaries, commissions and bonuses, self-employment income, unemployment benefits, worker's compensation, Social Security, Supplemental Security Income, disability, pension or other retirement benefits or retirement income, annuities, alimony, child support, income from estates and trusts, public assistance, veterans' payments, survivor benefits, interest and dividends, capital gains, rents, royalties, educational assistance, assistance from outside the household, and other miscellaneous sources.

When completing the online application, there will be instructions on providing proof of income. See Table 1.3 for examples of acceptable verification documents.

Federal Tax Transcripts will be accepted for the current and prior year up until the IRS filing deadline. After the deadline for the current year, only current year transcripts will be accepted. If

the IRS filing deadline is extended, this policy may be adjusted to reflect the deadline extension. Once income verification has been completed for an application, requests to adjust tax years to accommodate income limit eligibility will not be honored.

For applicants submitting a tax transcript, the Program Administrator will review the following sections of the applicant's Federal tax return in determining gross annual income:

1. IRS Form 1040, the sum of lines 1-7:
 - a. Wages, salaries, tips, and other income
 - b. Tax-exempt and taxable interest
 - c. Qualified and ordinary dividends
 - d. IRA Distributions
 - e. Pensions and Annuities
 - f. Social Security benefits
 - g. Capital gain or loss
2. IRS Form 1040 Schedule 1 Part I, the sum of lines 1-8:
 - a. Taxable refund, credits, or offsets of state and local income taxes
 - b. Alimony received
 - c. Business income or loss
 - d. Other gains or losses
 - e. Rental real estate, royalties, partnerships, S corporations, trusts, etc.
 - f. Farm income or loss
 - g. Unemployment compensations
 - h. Other income

For instances that a negative income is listed on any section of the IRS Form 1040, this will be considered as zero income.

If an applicant does not file taxes, they are still required to submit an acceptable income verification document from Table 1.3. If an applicant has zero income, documentation will still be required. If additional proof of income documentation is required, the Program Administrator will request it. Applicants that are unable to submit accurate proof of income documentation within 14 calendar days after receiving notification from the Program Administrator will not be eligible to receive an incentive voucher.

Table 1.3 Income Verification Document Requirements

Income Type	Documentation Required	Additional Requirements
Federal Tax Transcript	Tax Transcript	N/A
Supplemental Security Income (SSI) or Social Security	Award Letter	N/A
Permanent Disability	Award Letter	N/A
Pension/Annuity Benefits	Benefit Verification Letter	N/A
VA Benefits	Benefit Award Letter	N/A
Wages	W-2 Employee Pay Stubs	Three months most recent
Self-employment	IRS Form 1099	N/A
Unemployment	Award Letter Bank Statements	N/A Three months most recent
Workers Compensation	Award Letter Bank Statements	N/A Three months most recent
Public Assistance or Welfare	Award Letter Bank Statements	N/A Three months most recent
Alimony	Court Letter	N/A
Child Support	Court Letter	N/A
Income from a decedent/ interest from estate or trust	Court Letter Bank Statements	N/A Three months most recent
Income Other than Listed	Any Verifying Documents	Must be reviewed by the Program Administrator and approved by CARB

Income documents must provide complete income documentation for all members of the household, including dependents when applicable. Applicants that submit documentation that indicates they filed Married Filing Separately on their federal tax returns must submit income documentation for their spouse. If an applicant is claimed as a dependent, they must submit income documentation for the person that claims them.

i. Categorical Eligibility

If an applicant participates in one or more of the public assistance programs on the following Categorical Eligibility List, they may also submit documentation confirming their participation for

consideration by the Program Administrator. Depending on the program, required documentation may vary.

Categorical Eligibility List:

- [Medicaid](#)
- [Medi-Cal \(Income Qualified Medi-Cal Only\)](#)
- [SSI \(Supplemental Security Income\)](#)
- [CAPI \(Cash Assistance Program for Immigrants\)](#)
- [Access Clean California](#)
- [Driving Clean Assistance Program](#)
- [Regional Clean Cars 4 All](#)
- Section 8 Rental Certificate Program for Very Low and Extremely Low Income classifications (HUD)

f. Program Education Requirements

Applicants are required to complete the education requirements that are included in the application process prior to purchasing an e-bike. These training materials will be made available in both English and Spanish.

i. Safety Training

The educational course on safety will cover general best practices, equipment details, maintenance guidance, and both state-wide and regionally specific transportation ordinance compliance. This is designed to equip newer e-bike riders with the information they need to provide the best cycling experience. The course will make riders aware of the ways that they can protect themselves on the road, maintenance needs of their e-bikes to provide greater safety to the rider and extend the longevity and life of their e-bike, and e-bike specific laws they are required to follow while cycling.

ii. Environmental Impact Training

This training helps consumers to understand the deleterious public health effects of car use, especially on air pollution, cardiovascular health, and the increase of asthma and heart disease. It also provides information on the climate implications of relying on cars for transportation- carbon and other GHG emissions increase climate crisis impacts, which hit priority communities first and worst, affecting quality of life and safety. The environmental impact training highlights the general and public health benefits that replacing vehicle trips with e-bike rides can provide the participant as well as the public as a whole.

IV. E-BIKE AND EQUIPMENT ELIGIBILITY CRITERIA

An eligible e-bike must meet the definition of an electric bicycle and fall within the three classes as defined by California Assembly Bill 1096 (Chiu, Chapter 568, Statutes of 2015). This bill defines an "electric bicycle" as a bicycle equipped with fully operable pedals and an electric motor of less than 750 watts. It also establishes three classes of e-bikes as follows:

1. Class 1 e-bike or “low-speed pedal-assisted electric bicycle” is a bicycle equipped with a motor that provides assistance only when rider is pedaling, and that ceases to provide assistance when the bicycle reaches the speed of 20 miles per hour.
2. Class 2 e-bike or “low-speed throttle-assisted electric bicycle” is a bicycle equipped with a motor that may be used exclusively to propel the bicycle, and that is not capable of providing assistance when the bicycle reaches the speed of 20 miles per hour.
3. Class 3 e-bike or “speed pedal-assisted electric bicycle” is equipped with a motor that provides assistance only when the rider is pedaling, and that ceases to provide assistance when the bicycle reaches the speed of 28 miles per hour and equipped with a speedometer.

Inside of the class system, there are various types of e-bikes that are available: folding bikes, commuter bikes, comfort/cruiser bikes, mountain bikes, cargo bikes, adaptive e-bikes, and more. Consumers can find information on the program website on choosing the type of e-bike that will work best for themselves, their lifestyles, and intended uses of an e-bike.

When selecting a specific model, the following additional criteria must be met for an e-bike to be eligible for the program:

1. Only new e-bikes will be considered eligible; incentive vouchers cannot be used towards the purchase of used e-bikes or conversion kits. A new e-bike is one that has never been owned previously by another person.
2. E-bike must have been tested by an accredited testing laboratory for compliance with standard referenced in ANSI/CAN/UL-2849 or EN-15194.
3. E-bikes must come with a manufacturer-provided warranty of at least one year covering all electrical components.
4. E-bikes must come equipped with an integrated front light and either; integrated rear light, battery operated rear light, or rear light must be purchased at time of voucher redemption.
5. When a participant receives an e-bike from a retailer or manufacturer, it must come fully assembled.

Qualified participants who intend to utilize incentive voucher funds to purchase an adaptive e-bike must ensure the e-bike meets eligibility requirements. Modifications beyond the purchase price of the e-bike may be covered by any unused portion of the incentive.

V. RETAILER ELIGIBILITY CRITERIA

The California E-Bike Incentive Project will work with participating bike shops that are established California-based retailers/brands to issue incentives to the program participants. To participate as an approved e-bike retailer, an online application must be submitted and approved by the Program Administrator. This process is open to both local bike shops in California as well as online retailers.

Retailers must be in possession of Commercial General Liability Insurance that include coverages for; bodily injury, broad form property damage, personal injury, products/completed operations, and liability arising out of subcontractors with minimum limits of \$1 million per occurrence / \$2 million general aggregate.

In participation with the program, retailers need to be willing to educate customers about eligible e-bikes that fall within the program criteria and answer applicant questions. Retailers must be willing to display program outreach and educational materials.

Retailers must submit a separate application for each specific e-bike model. Qualified applicants will only be allowed to redeem vouchers for these pre-approved e-bike models.

a. Brick and Mortar Retailer Eligibility Criteria

Retailers must meet one of the following criteria:

1. Corporate office in California
2. Storefront presence in California
3. California-based manufacturing

Retailers must ensure a process is in place to sell an e-bike fully assembled.

b. Online Retailer Eligibility Criteria

Online retailers must meet one of the following criteria:

1. Corporate office in California
2. Product available in California-based storefront
3. California-based manufacturing

Online retailers must be able to provide dedicated online customer service (either by email or phone) for voucher recipients. Online retailers must guarantee the delivery of a fully assembled e-bike to the program participant. In addition, the retailer must have the ability to supply parts to local or mobile service providers so participants can access repairs and services.

VI. PROGRAM POLICIES AND DETAILS

a. Program Policies

i. Open Application Expiration

Applications for the California E-Bike Incentive Project that are submitted with incomplete information must be completed and resubmitted within 14 calendar days of being notified by the Program Administrator. An email reminder will be sent to the primary email address on file to start the 14-day resubmission window. If an application is not resubmitted within 14 calendar days, then the application will be rejected. If contacted by the Administrator to correct or clarify submitted information, applicants must provide requested information within the 14-calendar day window. An applicant can submit a new application if the Program Administrator is currently accepting applications, but the applicant will lose their original place in the order of applications received.

ii. Approved Application Expiration

Approved participants will have 45 days from the date of approval notification to purchase an e-bike with the incentive voucher. This date will be listed on the approval notification. A reminder will be sent to the primary email address or phone number on file for participants with unused vouchers prior to the expiration date. In the case that the desired e-bike is unavailable to the participant within the 45-day window, a one-time extension of 45 days may be requested by sending an email to vouchers@ebikeincentives.org.

If an e-bike is not purchased with the incentive voucher within 90 days of approval notification, which includes the 45-day extension, the participant may submit a new application if the Program Administrator is currently accepting applications at that time.

iii. Voucher Lifetime Limits

California residents will be eligible to receive only one incentive voucher per lifetime of the project.

iv. Waitlist

A waitlist may be established if all available voucher funds have been depleted. The necessity of a waitlist will be determined by CARB upon review of the program's progress as well as potential future funding. Notification will be provided on the program website.

The Program Administrator may or may not allow new applicants to begin an application at the time that a waitlist is established. Existing applications may be processed and added to the waitlist as they are completed. If further funding is allocated to the program, incentive vouchers will be distributed to the applicants on the waitlist. The waitlist may be reordered if future funding includes a priority applicant set-aside.

Applicants on the waitlist understand and agree that an application placed on the waitlist may be subject to new Terms and Conditions and new California E-Bike Incentive Project Implementation Manual requirements should additional funding become available. As a result, there is no guarantee of eligibility at a later date upon which further funding is secured.

v. Withdrawal of Application

Applicants may withdraw from the program at any time prior to redeeming an incentive voucher by emailing the Program Administrator.

vi. Bike Return/Exchange

If a participant returns the e-bike to the retailer, both the participant and the retailer are responsible for reporting the return and the reason for the return to the Program Administrator. The voucher funds must be returned to the Program Administrator, and the retailer shall contact the Program Administrator for further information and instructions.

If a participant exchanges their purchased e-bike for another, it is the responsibility of both the participant and retailer to report this information to the Program Administrator. The e-bike received in exchange must meet e-bike eligibility criteria. Retailers must provide updated information on sales price, incentive amounts, and e-bike information. If there is any difference in the incentive voucher amount on the exchange, retailers must contact the Program Administrator for further information and instructions. Any difference in the price of the e-bike is the responsibility of the participant.

If the bike was purchased online and delivered to the qualified applicant, any costs associated with the return of the bike are the responsibility of the participant.

It is up to individual retailers to determine return and exchange policies.

vii. Stacking Requirements

Incentive voucher funds can be stacked with other programs that applicants may qualify for. However, these funds cannot be stacked with any other CARB funded incentive programs, such as Clean Cars 4 All (CC4A). The total amount of stacked benefits cannot exceed the total purchase price of the e-bike and other qualifying items.

When stacking any additional benefit(s), the program participant must purchase only one e-bike that meets all eligibility requirements listed in [Section IV](#). No additional extensions on incentive vouchers outside of the one-time 45-day extension will be given for stacking reasons.

The California E-Bike Incentive Project Program Administrator cannot advise on how to apply for other program rebates or vouchers. Retailers will be responsible for adhering to all requirements set forth in this Implementation Manual and the retailer Terms and Conditions.

viii. Ensuring Accuracy

The applicant is responsible for ensuring the accuracy of the information on all incentive applications and required documentation submitted to the Program Administrator. Please contact the Program Administrator immediately if there is a mistake on your application form. Applicants who submit an application form with an incorrect applicant name will need to reapply. Eligibility will be reviewed based on the Terms and Conditions and Implementation Manual in place at the time a new application is submitted. Extensions will not be granted.

Submission of false information on any required documents may be considered a criminal offense and is punishable under penalty of perjury under the laws of the State of California. CARB or its designee may recoup the California E-Bike Incentive Project funds that were received based upon misinformation or fraud, or for which the retailers, manufacturer, or e-bike purchaser is in significant or continual noncompliance with this Implementation Manual or State law. If an applicant is found to provide misinformation or fraudulent documents, CARB or its designee reserves the right to forward applicant or rebate recipient information to the Franchise Tax Board or other appropriate agency. Applicants and rebate recipients should also be aware that the California False Claims Act permits the Attorney General to bring a civil law

enforcement action to recover treble damages and civil penalties against any person who knowingly makes or uses a false statement or document to either obtain money or property from the State or avoid paying or transmitting money or property to the State. CARB also retains the authority to prohibit any entity from participating in the California E-Bike Incentive Project due to noncompliance with project requirements or fraud which includes attempted fraud.

ix. Case Evaluation Policy

The case evaluation request process should not be used to request exceptions to the requirements and policies of the program. Case evaluations should only be requested when the applicant/consumer believes that the California E-Bike Incentive Project Terms and Conditions and/or the California E-Bike Incentive Project Implementation Manual are not adhered to by the Program Administrator. The act of submitting a case evaluation request does not reserve funding.

During the application process, applicants should provide to the Administrator all information necessary for the assessment of their applications. Applicants whose incentive applications have been approved, cancelled, rejected, or denied by the Administrator may request a case evaluation within ten calendar days of the date of approval/cancellation/rejection/denial (mailed hard copy case evaluation requests must be postmarked within ten calendar days of application approval/cancellation/rejection/denial). Case evaluation requests must set forth all facts that form the basis for a case evaluation request. If the only basis for a case evaluation request is that the applicant/consumer disagrees with the policies set forth in the California E-Bike Incentive Project Terms and Conditions and/or the Implementation Manual, then there is no basis for a case evaluation request, the case evaluation will be closed, and the Program Administrator's original decision will stand. There is no right to administrative or judicial appeal. The following list is not exhaustive; however, there is no basis for a case evaluation request:

1. If the applicant did not respond to emails from the Program Administrator, including, but not limited to, email directed to spam, junk, bulk, or promotions email folders, within the given timeframe.
2. If the applicant did not submit the correct supporting documentation within the given timeframe.
3. For issues related to family emergencies.
4. For issues related to travel. This includes the inability to access email while traveling.
5. For issues related to financial hardship.
6. For issues related to medical concerns.

For security reasons, emailed case evaluation requests will not be accepted. Applicants are encouraged to submit case evaluation requests via a secure on-line system located at <https://ww2.arb.ca.gov/california-e-bike-incentive-project-case-evaluations>.

Alternatively, case evaluation requests may also be mailed to: California E-Bike Incentive

Project Case Evaluations, MSCD 5th Floor, 1001 I St., P.O. Box 2815, Sacramento, CA 95812. Neither your letter, nor any attachments or enclosures, will be returned to you, so please do not send the original versions of documents to this address.

During a case evaluation, CARB staff usually seek to determine whether or not the Program Administrator's decision comports with the California E-Bike Incentive Project Terms and Conditions and the Implementation Manual; however, CARB reserves the right to conduct an abbreviated review if the case evaluation request demonstrates that the applicant is requesting an exception to the requirements and policies of the program. Case evaluations are initially conducted by CARB staff that support the California E-Bike Incentive Project but are not involved in day-to-day decisions related to the California E-Bike Incentive Project. Staff may elevate evaluations raising novel questions or precedential matters to independent reviewers in CARB's legal office or executive management as needed. In most cases, it is necessary for CARB staff to communicate with the Program Administrator regarding case evaluations to ensure technical and administrative accuracy, perform adequate review, clarify understanding of complex cases, and, when applicable, ensure that the Program Administrator is prepared to implement CARB's decision. CARB staff may also need to communicate with applicants regarding their case evaluation requests. Applicants submitting case evaluation requests are advised to add CARB's email domain, @arb.ca.gov, to their safe senders list. Depending upon scope and complexity, some case evaluations can take several months to complete. Case evaluation decisions are final.

b. Participant Responsibilities and Requirements

i. Applicant Responsibilities

Applicants are responsible for submitting incentive applications and providing all required documentation to the Program Administrator. If an applicant is contacted by the Program Administrator to provide further clarification or additional documentation, requested information must be provided by the applicant within 14 calendar days. Once approved for an incentive voucher, the participant is responsible for purchasing an eligible e-bike from an approved retailer.

Before purchasing an e-bike, it is crucial that qualified applicants take the time to research, test, and decide which model fits their specific needs, desires, and lifestyle. Consider the following points:

- Conduct thorough research – compare different eligible e-bike models; compare features, technical specifications, and reviews to ensure the e-bike meets your requirements and preferences.
- Test ride – whenever possible, test ride the model to experience how it performs and gauge comfort, handling, and overall suitability.
- Return and exchange policies – be aware that these policies vary between retailers, make sure to understand the terms and conditions of the approved retailer on e-bike sales.

- Additional costs – returns may incur additional costs that are the responsibility of the consumer; these may include but are not limited to shipping fees, return fees, and restocking fees. These costs, if incurred, cannot be covered by the voucher.

As part of our e-bike incentive program, we are pleased to offer vouchers that can be used towards purchasing e-bikes from various online retailers. However, it is the responsibility of each consumer to exercise caution and due diligence during their purchase. Please be aware that while we provide a list of participants where the vouchers can be applied, we do not conduct thorough vetting of the website security. Our list is a reference for where the vouchers are accepted, but it does not imply endorsement or guarantee of the website’s security or service quality.

CARB strongly advise all incentive awardees to:

- Verify the legitimacy and reputation of the online retailer before making a purchase.
- Ensure the website is secure, especially when entering personal and financial information.
- Be cautious about sharing personal data and only provide what is necessary for the transaction.
- Consider using secure payment methods that offer some level of protection.

CARB encourages applicants to be vigilant and informed in your purchasing decisions. While we aim to facilitate your access to e-bikes through these incentives, the responsibility for a safe and secure transaction ultimately lies with you, the consumer.

ii. Ownership Requirement

Program participants are required to maintain ownership of their e-bike for at least 1 year from the date of purchase. If the e-bike is resold within this time, the participant must reimburse a prorated portion of their incentive voucher to the Program Administrator. Leases are not allowed.

The portion that must be repaid is based on incentive voucher amount received and length of ownership time. The prorated repayment will be calculated by dividing the incentive amount by the required ownership time and then multiplying this by the required ownership time less the actual ownership time.

(Original Incentive received/12 months) x (12 months - actual ownership time in months)

Exemptions will be made if the participant does not fulfill the ownership requirements for any of the following reasons. In these cases, incentive repayment will not be required.

1. Stolen e-bike
2. Mechanical failure
3. Total loss of e-bike in vehicular accident

Documentation such as police reports, case numbers or retailer assessment of mechanical damage should be sent to the Program Administrator in the case that any of these listed occurrences happen.

iii. Survey Participation

Program applicants must agree to complete two surveys as part of the terms of receiving their incentive voucher. The surveys will be administered as a collaboration of the Program Administrator and their research partner. Participants will be sent surveys after they have redeemed the voucher and received the e-bike and at the one-year ownership milestone and are expected to complete each in a timely manner. If there are any issues with the accessibility of the surveys, participants should contact the Program Administrator.

c. Consequences of Non-Compliance or Fraud

Program applicants are responsible for ensuring that all information and required documentation submitted with the incentive application is accurate. Submission of false information on any required documents may be considered a criminal offense and is punishable under penalty of perjury under the laws of the State of California.

CARB or its designees may recoup the incentive funds that were received based on misinformation or fraud or for which the retailer, manufacturer, or e-bike purchaser is in significant or continual noncompliance with this Implementation Manual or State law. CARB or its designee retains the authority to prohibit any entity or persons from participating in the California E-Bike Incentive Project due to noncompliance with project requirements or fraud.

If an applicant is found to provide misinformation or fraudulent documents, CARB or its designees reserves the right to forward applicant or voucher recipient information to the Franchise Tax Board or any other appropriate agency. Applicants and voucher recipients should also be aware that the California False Claims Act permits the Attorney General to bring a civil law enforcement action to recover treble damages and civil penalties against any person who knowingly makes or uses a false statement or document to either obtain money or property from the State or to avoid paying or transmitting money or property to the State.

d. Retailer Responsibilities and Requirements

Approved retailers are responsible for reviewing participant approval notifications, expiration dates, and voucher codes, and for applying the incentive amount as a point-of-sale discount at the time of purchase of an eligible e-bike. Retailers are responsible for ensuring that the e-bike is ANSI/CAN/UL2849 certified and/or EN-15914 certified as well as meeting all other eligibility requirements. Retailers will receive the incentive payout once the program requirements from this manual and the retailer Terms and Conditions have been met.

The full cost of the e-bike assembly is an eligible voucher cost. In addition, the retailer must have the ability to supply parts to local or mobile service providers so participants can access repairs and services.

In the case that a bike is returned or exchanged, retailers must notify the Program Administrator and supply the new e-bike, sales, and incentive information.

i. Training

Once a retailer has applied and been approved as an approved retailer for the program, training will be provided on the voucher redemption process. Approved retailers will be provided with a detailed guide on using the voucher portal to which they will be provided individual logins, information that must be verified prior to voucher redemption, e-bike eligibility criteria and other covered costs and respective limits, and the required documentation that must be submitted with an incentive payout request. Retailers are responsible for ensuring that all employees complete training prior to assisting participants with incentive voucher redemption.

In any case where incomplete information is submitted, this may cause delays in the payout of incentive voucher funds.

If the retailer redeems expired, previously redeemed, or otherwise falsified vouchers, the Program Administrator will not process the incentive payout. If the retailer redeems a voucher for an e-bike that does not meet the eligibility criteria, the Program Administrator will not process the incentive payout. If the retailer redeems a voucher for more than the approved incentive amount, the Program Administrator will only process the incentive payout for up to the approved incentive amount. Multiple instances of failures to properly process incentive voucher redemption may result in termination of the retailer's participation in the California E-Bike Incentive Project.

ii. Voucher Redemption Process

1. Sell an eligible e-bike to an approved participant.
 - a. Verify participants identification and name on the approval notification match and have not expired.
 - b. Verify that the e-bike meets all the requirements on the Eligible E-bike Checklist and is UL and/or EN certified.
 - c. Verify that the correct incentive amount is applied as a discount at the time of sale.
2. Upload the purchase documents and relevant information to the retailer portal on the program website.
 - a. Upload a copy of the sales receipt that clearly lists purchase date, an itemization of eligible purchase costs, total purchase price, incentive amount deducted and signature of voucher recipient.
 - b. Provide e-bike model and serial number with payout request form that is signed by the participant.
 - c. Upload the Acknowledgement of Receipt form signed by both the participant and the retailer.
3. Receive the incentive payout via Automated Clearing House (ACH) payment.

- a. After the Program Administrator has received and verified all required documentation, retailers will receive an ACH payment. Payment processing may be impacted by application volumes.

e. Termination

The Program Administrator and CARB may terminate a retailer's participation in the California E-Bike Incentive Project if a retailer does not follow the Program requirements and/or violates the retailer Terms and Conditions. Retailer Terms and Conditions will be provided to and require signature at the time of retailer application submission.

VII. DEFINITIONS

Accredited Testing Laboratory: an independent laboratory accredited by an accreditation body to ISO 17025 or ISO 17065, or a Nationally Recognized Testing Laboratory (NRTL).

Adaptive E-bike: is designed to meet the specialized needs of an individual rider who is unable to use a standard bike.

Class 1 E-bike: a bicycle equipped with a motor that provides assistance only when the rider is pedaling, and that ceases to provide assistance when the bicycle reaches the speed of 20 miles per hour.

Class 2 E-Bike: a bicycle equipped with a motor that may be used exclusively to propel the bicycle, and that is not capable of providing assistance when the bicycle reaches the speed of 20 miles per hour.

Class 3 E-bike: a bicycle equipped with a motor that provides assistance only when the rider is pedaling, and that ceases to provide assistance when the bicycle reaches the speed of 28 miles per hour and equipped with a speedometer.

Clean Cars 4 All (CC4A): A program that focuses on providing incentives to lower-income Californians to scrap their older, high-pollution vehicles and replace them with zero- or near-zero emission vehicles. More information can be found at <https://ww2.arb.ca.gov/our-work/programs/clean-cars-4-all>.

Disadvantaged Communities (DAC): Identified by the California Environmental Protection Agencies (CalEPA) (SB535) are areas throughout California which most suffer from a combination of economic, health, and environmental burdens. These burdens include poverty, high unemployment, air and water pollution, presence of hazardous wastes as well as high incidence of asthma and heart disease. More information can be found at <https://oehha.ca.gov/calenviroscreen/sb535>.

Electric Bicycle (E-bike): A bicycle equipped with fully operable pedals and an electric motor of less than or equal to 750 watts.

Federal Poverty Level (FPL): The poverty guidelines are a simplified version of the federal poverty thresholds used for administrative purposes — for instance, determining financial eligibility for certain federal programs. They are issued each year in the Federal Register by the Department of Health and Human Services (HHS). More information can be found at <https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines>.

Greenhouse Gas (GHG) Emissions: Atmospheric gases such as carbon dioxide, methane, chlorofluorocarbons, nitrous oxide, ozone, and water vapor that slow the passage of re-radiated heat through the Earth's atmosphere.

Gross Annual Household Income: The total income earned by all individuals of a household in a one-year period before taxes and other deductions.

Household: In the scope of the Electric Bike Incentive Project, a household will be defined as the applicant plus any spouse, registered domestic partner (RDP), dependents, and guardians of the applicant.

Household Income: The total gross income of an applicant plus the total gross income of any spouse, RDP, dependents, or guardians of the applicant.

Incentive Voucher: Funds that have been allocated to an approved participant to be used in the purchase of an eligible e-bike at an approved retailer. Vouchers hold no monetary value and will be converted to point-of-sale discounts by approved retailers.

Low-income Community (LIC): are census tracts with median household incomes at or below 80 percent of the statewide median income or with median household incomes at or below the threshold designated as low income by the Department of Housing and Community Development (HCD) (AB1550).

Low-income Individuals: In the scope of the Electric Bike Incentive Project, a low-income individual is a person whose gross annual household income is at or below 300 percent of FPL.

Pedal-Assist: Available on all classes of e-bikes; when a rider pedals, the electric motor engages to assist with a boost of power and speed is controlled by legs.

Power (Watts): The amount of work that can be done by the e-bike motor, measured in watts.

Throttle-Assist: Available on class 2 e-bikes only, throttle-assist can be used by the rider to provide direct power to the motor to reach its top speed without the need for pedaling.

Vehicle Miles Traveled (VMT): The total miles of motor vehicle transportation over a given timeframe, excluding public transportation.