

**IMPLEMENTATION MANUAL
FOR THE FY 2020-21
MASSACHUSETTS OFFERS REBATES FOR ELECTRIC
VEHICLES (MOR-EV) PROGRAM**

Last Updated: July 31, 2020



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Introduction

Under the Global Warming Solutions Act (GWSA), the Secretary of the Executive Office of Energy and Environmental Affairs (EEA) is required to establish a statewide limit on greenhouse gas (GHG) emissions of between 10 and 25 percent below 1990 levels for 2020, and to 80 percent below 1990 levels by 2050. Massachusetts subsequently released the Clean Energy and Climate Plan (CECP), a portfolio of policies implemented to ensure that the Commonwealth reduces GHG emissions to the targeted levels. The Secretary established a statewide reduction target of 25 percent for 2020.

The GWSA offers a unique and historic opportunity for the Commonwealth to develop innovative solutions that will help prevent the devastating and costly effects of climate change while improving the quality of the environment and public health, saving households and businesses money through energy savings, creating jobs and spurring economic development especially through our rapidly growing clean energy sector. Transportation accounts for 37 percent of GHG emissions associated with climate change. One of the key CECP strategies to reduce these emissions is to increase the deployment of zero emission vehicles (ZEV), such as battery electric vehicles, fuel cell electric vehicles, plug-in hybrid electric vehicles and zero-emission motorcycles. Electric vehicles can currently reduce GHG emissions by over 60% when compared to a gasoline-powered vehicle and displace 4,000 gallons of gasoline over the 11-year lifetime of a typical vehicle. Reducing GHG emissions through advancing alternative fuels, specifically electricity as a transportation fuel, is the priority policy objective of the ZEV Initiative.

In May 2014, Massachusetts along with the governors of seven other states, released a Multi-State ZEV Action Plan to increase ZEVs on the road to a collective target of at least 3.3 million vehicles in the eight states by 2025 and to establish a fueling infrastructure that will adequately support these vehicles. Massachusetts' participation in this plan sets a bold goal of 300,000 ZEVs registered in the state by 2025.

The MOR-EV program is designed to accelerate deployment of EVs in the Commonwealth by incentivizing residents to purchase or lease vehicles that will help:

- protect public health and air quality by reducing transportation-related air pollution that contributes to the formation of smog and related health effects such as asthma and heart attacks;
- reduce greenhouse gas (GHGs) emissions that contribute to climate change;
- enhance energy diversity and security;
- save drivers money; and
- promote economic growth.

The Implementation Manual for the FY 2020-21 Massachusetts Offers Rebates for Electric Vehicles (Implementation Manual) identifies the minimum requirements for implementing MOR-EV. The Implementation Manual may be periodically updated as needed to clarify project requirements and improve project effectiveness. The Implementation Manual, including any updates, will be posted on the MOR-EV webpage at www.mor-ev.org.

Program Overview

MOR-EV enables the purchaser or lessee of an eligible vehicle to receive a rebate of up to \$2,500 contingent upon availability of funds. After the MA resident acquires or leases and receives a registration certificate from the Massachusetts Registry of Motor Vehicles, the person is qualified to apply for the rebate. Applications will be made available online at www.mor-ev.org, by contacting the Administrator directly at a given email address or by calling a toll-free number. Applications must be submitted within 3 months of purchase or lease and vehicle registration. The applicant must then provide follow-up documentation within 14 days of calling 866-900-4223 or completing the online application.

Rebate checks will be mailed to consumers within 90 calendar days from the completion of all acceptable paperwork.

- Information on MOR-EV and EVs will be made available to the public and other interested parties via the website.
- The website, operated and maintained by the Administrator, will include an up-to-date list of eligible vehicles, rebate amounts for each vehicle, online rebate applications, and a list (with copies of the forms provided as examples) of all supporting documentation and forms applicable to the program.

The Administrator will ensure that the website is easily located through common search engines.

- Public information on current and upcoming funding cycles, number of rebates by vehicle make will be posted on the MOR-EV website. Reports by the Administrator and links to useful information, approved by the DOER, will also be posted. Webinars and other outreach activities will be part of the contract developed with the Administrator.

The completion of applications may be conducted at dealerships at the time of sale or lease.

Vehicle purchaser and lessee rebate requirements are determined by the DOER who in its sole discretion, reserves the right to make changes such as, but not limited to, eligible vehicles, rebate amounts, vehicle price caps, and vehicle purchaser or lessee requirements.

A. Vehicle Eligibility and Rebate Amounts

This section discusses the specific criteria that a vehicle model must meet to be considered eligible and the associated rebate amounts available.

Vehicle purchase or lease date must be on or after reestablishment of program on January 1, 2020 to be rebate eligible. Retroactive rebates will be available for vehicles with a purchase or lease date on or after October 1, 2019 through December 31, 2019 that comply with the Implementation Manual and Terms and Conditions in effect on September 30, 2019. Only eligible vehicles purchased or leased for a minimum of thirty-six (36) months by a Massachusetts

resident and registered in Massachusetts are eligible. Eligible rebate amounts include the following:

- I. Effective January 1, 2020, a \$2,500 rebate for Battery Electric Vehicles (BEVs) or Fuel-Cell Electric Vehicles (FCEVs) with a final purchase price¹ under \$50,000.
 - a. In accordance with the Implementation Manual in effect on September 30, 2019, BEVs purchased or leased between October 1, 2019 and December 31, 2019 with a final purchase price under \$50,000¹ are eligible for a \$1,500 rebate.
- II. Effective January 1, 2020, a \$1,500 rebate for plug-in hybrid electric vehicles (PHEVs) with and all-electric range of at least 25 miles and a final purchase price under \$50,000¹.

Vehicles must meet the following criteria to be eligible for a rebate:

- Vehicle must be a new vehicle, with the exception of the Used Vehicle Provision detailed below, constructed of new parts that has never been the subject of a retail sale, or registered with the Massachusetts Registry of Motor Vehicles (RMV) or registered with the appropriate agency or authority in any other jurisdiction (e.g. vehicles may be dealership floor models and test drive vehicles if meeting this condition).

- **Used Vehicle Provision**

- Vehicles previously used as dealership floor models and test drive vehicles are eligible for the rebate if the vehicles have not been previously registered with the Massachusetts Registry of Motor Vehicles (RMV). The Administrator will use specific procedures when processing rebate applications for floor model, test drive, unwind and rollback vehicles.

A “rollback” occurs when a buyer purchases or leases a vehicle then returns it shortly after purchase, or when a buyer’s financing is disapproved. An “unwind” occurs when registration is completed, but the sale was not consummated, and the buyer never took delivery. Vehicles determined by the Administrator to be unrebated rollback or unwind vehicles will be eligible to receive a rebate. Additional documentation from the dealership may be required.

- Vehicle may be purchased or leased in another state, but the consumer must be a Massachusetts resident at the time of purchase or lease
- Be California approved/certified-
The vehicle model must be certified by the California Air Resources Board (CARB) as specified in the On-Road New Vehicle and Engine Certification Program with a fuel type or fuel category of lithium ion battery (Li+) or fuel cell consuming on-board stored hydrogen (FCH2).

The following vehicles are not eligible at this time:

¹ Final Purchase Price will be listed on the purchase agreement as the “Total Cash Price” or on the lease agreement as the “Agreed Upon Value”, or similar.

- Aftermarket plug-in hybrid electric and battery electric vehicle conversions, and
- Electric scooters, ATV, neighborhood or low speed electric vehicles.
- Neighborhood Electric Vehicles (NEVs)
- Also, effective January 1, 2020:
 - Zero Emission Motorcycles (ZEMs)

Development of List of Eligible Vehicle Models

The MOR-EV List of Eligible Vehicle Models will be periodically updated as vehicle models are approved. If the vehicle meets the eligibility requirements set forth above, then the Administrator will add the vehicle to the List of Eligible Vehicle Models and calculate the rebate amount. Vehicle makes and models will be listed along with vehicle photographs on the website by the Administrator within one business day after the vehicle is approved. New model years of vehicles already approved for MOR-EV eligibility can be rebated prior to the new model year being added to the List of Eligible Vehicle Models as long as the vehicle remains CARB certified. All other new vehicle models purchased before being on the List of Eligible Vehicle Models are not rebate eligible.

B. Vehicle Purchaser or Lessee Duties and Requirements

The vehicle purchaser or lessee is responsible for submitting the rebate application and providing all required documentation to the Administrator. Eligible vehicle purchasers or lessees must accept the rebate directly – MOR-EV does not provide an option to assign the rebate to a vehicle seller or lessor (i.e. vehicle dealer or manufacturer).

To receive a MOR-EV rebate, a vehicle purchaser or lessee must:

a. Be a private individual that is a resident of Massachusetts. Proof of Massachusetts residency will be required to complete a MOR-EV application. Businesses, fleets and other entities are not eligible to apply.

- Active duty military members stationed in Massachusetts with a temporary Massachusetts residential address, but with permanent residency in another state are eligible to apply and may use military orders in lieu of other proof of residence documentation.

b. Purchase or lease a new eligible vehicle as specified in Section A of this Implementation Manual.

c. Submit a MOR-EV application within 3 months of the vehicle purchase or lease date, after taking possession of the vehicle, and prior to exhaustion of available rebate funds. Vehicle purchase or lease date must be on or after reestablishment of program on January 1, 2020. For

vehicle purchases and leases on or after October 1, 2019 through December 31, 2019, an application must be submitted on or before December 31, 2020, and prior to the exhaustion of available rebate funds.

d. Not make or allow any modifications to the vehicle's emissions control systems, hardware, software calibrations.

e. Commit that any emission reductions generated by the purchased vehicle will not be used as marketable emission reduction credits, to offset any emission reduction obligation of any person, or to generate a compliance extension or extra credit for determining regulatory compliance.

f. Retain ownership of the vehicle for a minimum of 36 consecutive months immediately after the vehicle purchase or lease date.

- Lease terms of at least 36 months are required for program eligibility.
- Resale of a MOR-EV vehicle for financial gain within 36 months is prohibited.

g. Register the new vehicle with the RMV for a minimum of 36 consecutive months for use in Massachusetts.

C. Other Eligibility Requirements and Program Conditions

This section discusses other details and conditions of the rebate program.

To be eligible for rebates, rebate request applications on-line or by mail must be submitted within three months after the date of purchase or the date upon which the lease is executed. For rebate purposes, the date of purchase is the day that the purchase and sales agreement has been signed, the vehicle has been registered and the owner takes physical possession or delivery of the vehicle. For rebate purposes, a vehicle is deemed leased on the date upon which the lease of the eligible vehicle commences as specified in a signed lease agreement. In both cases (lease or ownership), the vehicle must also be registered in Massachusetts before an on-line or submitted application is made. For vehicles purchased or leased on or after October 1, 2019 through December 31, 2019, the application must be submitted on or before December 31, 2020.

Rebates will be paid in the order that complete rebate request application AND supporting documentation is submitted to the Administrator prior to exhaustion of available rebate funds. Consumer checks to be issued within 90 calendar days from application approval. Available rebate funds will be reserved by the Administrator following submission of a complete online or scanned/mailed application. If supporting documentation is not submitted within 14 calendar days (signed and scanned supporting documentation submitted electronically through e-mail or based on the U.S. mail postmark), the Administrator will remind the applicant by email or phone (if the applicant has no access to a computer and applied by submitting paper documentation and application to the Administrator). If no contact is made with applicant after 3 phone calls over 1 business week, an overnight letter will be sent. The applicant will be allowed 10 additional calendar days to submit the required documentation or the reserved rebate amount will be

returned to the fund. In this case, the applicant must complete a new application, staying within 3 months of purchase deadline.

The MOR-EV program is aimed to improve the environment and accelerate the use of EVs in Massachusetts. The DOER expects that buyers or lessees of EVs who apply for the rebate incentive will not return the vehicle shortly after purchase, lease or registration. A statement regarding this expectation will be posted on the MOR-EV website. The website should also contain compelling description of the value of an EV license plate to encourage more EV owners to request this plate.

Other conditions of rebates:

- Rebates will be distributed within 90 calendar days contingent on availability of funds,
- Rebates will only be issued to the lessee or purchaser, and
- If the rebate check is not cashed within 3 months of postmark date the check was mailed it will be cancelled and the rebate amount returned to the project.

D. Application Process

The purchaser or lessee must apply on line at the dedicated program website to select their eligible vehicle, check the required box that the applicant has "*Read and understands the Massachusetts Offers Rebates for Electric Vehicles Program's Terms and Conditions*" and complete the online application form. The signed application and supporting documents may be scanned and sent electronically through e-mail to the Administrator's provided email address. Within 14 days of completing the online application, the required documentation must be sent by mail if it was not sent electronically.

If the applicant does not have access to a computer, the applicant will call the toll-free number and the forms will be sent including the request for supporting documentation. The completed, signed application must be sent along with the required documentation within 14 days of contacting the Administrator. This paper application must contain all information regarding consumer directions that are found on the website.

Required documentation will include, at a minimum, the following:

a. Signed application:

For applicants who request applications by phone, a complete application with signature and date. For online applicants, a hard copy of the submitted application signed by the vehicle purchaser or lessee should be sent as electronic attachments or by mail.

b. Supporting documentation that includes:

- (1) A copy of the Massachusetts registration certificate for the vehicle;
- (2) A copy of the final sales or lease contract with an itemization of credits, discounts, and incentives received, if applicable;
- (3) A copy of a Massachusetts driver's license or other valid form of Massachusetts residency as approved by the Administrator.

E. Appeals Process

The DOER will consider appeals to the denial of a rebate application on a case by case basis. To begin the appeal process, contact the Administrator at MOR-EV@energycenter.org.

F. Website IT Requirements

The required IT terms have been incorporated in this contract which includes system security, accessibility, confidentiality and compliance with Commonwealth standards. These required IT specifications are located on Page 42 to 47 in Commonwealth of Massachusetts contract with the Administrator.

Website Contents

The Administrator will identify the layout and content of the website including:

- State map of rebates issued by rebate applicant zip code; map will be updated no less than once a month,
- Project Statistics:
 - Aggregated summary project statistics to be updated no less than once a month. Summaries include:
 - Total rebate amount and number issued
 - Level two charging totals
 - Project Raw Data in Excel format to be updated no less than once a month; raw data to be displayed will be determined by DOER but not include any data outside of the data provided to DOER in monthly reporting (see section F).
- Forms including application process and supporting documentation examples,
- Additional EV Resources: links to relevant websites including the Alternative Fuel Data Center Vehicle Cost Calculator and Station Locator, the Clean Cities Plug-in Handbook for Consumers and the Mass Drive Clean Workplace Charging Guide,
- Links to the social media pages for the MOR-EV program (Facebook and Twitter), and
- Outreach and educational materials (repository of all outreach materials including consumer education handouts, webinar presentations, etc.).

Obtain DOER and EEA approval on layout and content. Any change in layout and content (other than updated information) must be approved by DOER.

G. Reporting

Monthly

Electronically submit to DOER the following information for each individual rebate transaction for which a rebate was reserved. Administrator will summarize the information and send the summary report to DOER for approval prior to posting on the website. Summary reports will also include total dollar amount and percent of rebates issued by vehicle type and model, remaining grant funding available, number of rebates pending, received, approved, cancelled, and completed as well as total number of rebates for vehicles leased versus owned. The reports will also summarize any problems and suggested solutions to improve the program.

- Vehicle Manufacturer, year, make & model number, VIN number
- Agreed Upon Value of Vehicle
- Lease Term (if applicable)
- Date of purchase or lease
- City and zip code of applicant residence
- Amount of rebate paid
- Auto dealer/retailer and address associated with each purchase
- Progress of each participant through the processing of their rebate
- Purchase of Level 2 charging station

Monthly reports will be due to DOER within 7 days of the end of the previous month. Administrative budget summary of expenditures should also be submitted to the DOER but will not be published on the website.

Six-Month Report

A cumulative summary of the regular reports must be electronically submitted to the DOER. Any changes or program modifications approved by DOER must be made by the contractor on the website. In addition, a status report that summarizes and evaluates total fund expenditures, vehicles funded, commonly asked questions from the call center, outreach efforts, implementation challenges and any recommended program improvements must be included. Any denials of rebate and reasons why should be included in the report.

Final Funding Year Report

The final report shall include a summary of the process and final figures as outlined in the Regular Reporting, and the optional information (such as implementation challenges or recommended improvements) from the regular and six-month report sections above. In addition, the results of owner surveys and influence of rebates on consumer purchases must be summarized. The final report shall be submitted within 45 days after the last rebate has been paid at end of contract year or when all dollars are expended.

H. Surveys

The Administrator will be asked to lead the EEA and DOER in electronic surveys of vehicle owners who received rebates. One survey will be done at the time of rebate issuance and will include information to assess the influence of rebates on the purchase, VMTs and general purchaser income. The Administrator will discuss the content of the survey with EEA and DOER – it is anticipated that the survey summary will include GHG reduction estimates based on VMTs traveled.

The Administrator will be asked to review other states with rebate programs that survey recipients and align the data collection, so comparisons can be made, and data aggregated between states. This will be especially important in the states that signed the Multi-State ZEV Action Plan ²

Attachment A – Rebate Level Determination

Rebate level determination will be evaluated six months after program launch, and periodically thereafter.

Eligible Vehicles:

The administrator will review the make/model vehicle information to determine eligibility. DOER will review the list (and any suggested amendments to the list) and accept or make suggestions within 5 working days of receipt of recommendations.

² The states include California, Connecticut, Maryland, New York, Oregon, Rhode Island, Vermont and New Jersey.