What are the lease term requirements?
CVRP requires rebate recipients to retain ownership of the vehicle in California for a minimum of 30 consecutive months immediately following the vehicle purchase or lease date. Therefore, original lease terms of at least 30 months are required for program eligibility.

How does the dealership receive payment?
Dealerships enrolled in CVRP Rebate Now will receive payment through an Automated Clearing House (ACH) transfer. ACH payment information will be provided to the program administrator through the program enrollment form. After the application and supporting documents are submitted, the CVRP program administrator will pay the rebate amount to the dealership by ACH. ACH payments are initiated within seven calendar days of claim approval and are generally received by the dealership one to three days later.

How do we handle unwinds, rollbacks, first payment defaults and rollbacks?
In the event of an unwind, rollback or return of a rebated vehicle, the dealership must notify the program administrator by emailing dealership@energycenter.org with details of the change in status of the purchase or lease within three business days.

What if my customer decides to receive their rebate directly instead of applying it at the time of purchase?
If a customer indicates to the dealership at any point in the sale process that they prefer to claim the rebate and receive the payment directly, the dealer must not proceed with the rebate claim process.

When should the dealership claim the rebate?
Please make sure you do not claim the rebate until after the customer agrees to the lease/purchase agreement and signs all the required documents and the financing for the vehicle is secured.

If there are issues with the submitted documents, how long could it take for the dealership to receive rebate funds?*
If there are problems with submitted documents, it may result in delayed payment. One scenario is as follows: Dealership submits documents. CVRP reviews documents seven days later and documents are blurry and illegible. CVRP emails the dealership representatives asking for clearer copies of the documents. The dealership resubmits documents seven days later. CVRP reviews the resubmitted documents five days later and documents are for the wrong vehicle. CVRP emails the dealership representative again asking for corrected documents. The dealership resubmits documents within four days. CVRP reviews the resubmitted documents five days later and the documents are correct and complete. The rebate claim is approved and CVRP initiates payment seven days after rebate claim approval. It takes three days for payment to appear in the dealership’s bank account. Total days for processing this rebate: 38 days.

*Timeframe varies depending on processing time and dealership responsiveness.
What is the shortest time frame in which the dealership will receive rebate funds?
Dealership submits complete and legible documents. CVRP reviews documents 3 to 7 days later. Rebate claim is approved and CVRP initiates payment 1 to 7 days later. It takes 1 to 3 days for payment to appear in the dealership's bank account.

How are unwinds handled?
In the case of an unwind, the dealership must notify the program administrator by emailing dealership@energycenter.org immediately as the rebate funds may have already been transferred.

How is a vehicle switch or unwind/rewind handled?
If the rewind vehicle is the same classification of vehicle (BEV to BEV or PHEV to PHEV), the existing rebate number can still be applied to the transaction. If the customer switches to a different classification of vehicle (BEV to PHEV or PHEV to FCEV, etc.) then the corresponding rebate amount should be used. When applying for a preapproved rebate, the rebate amount for each type of vehicle will be listed for all three different types of vehicles.

What if a customer loses their customer CVRP application number?
If a customer forgets their rebate number, please have the customer contact the administrator at 866-984-2532.

What if dealerships forget a customer CVRP application number?
If the dealership forgets or loses the customer CVRP application number, they must contact the administrator immediately, at 866-984-2532.

NOTE: For all CVRP Rebate Now applications, please make sure to write the applicant’s name exactly as it appears on the preapproved rebate status form on the contract as well as on the registration and lease/purchase agreement.