

Home Upgrade Rebates: Terms & Conditions

1. Program Overview

- 1.1. Peninsula Clean Energy’s (PCE) mission is to reduce greenhouse gas emissions by expanding access to sustainable and affordable energy solutions in its member communities, which includes all of San Mateo County and the City of Los Banos. PCE’s Home Upgrade Rebates aims to make it easier for member communities’ residents to replace methane gas appliances in the home with clean electric appliances.
- 1.2. PCE offers rebates for two types of energy upgrades: heat pump water heater (HPWH) and heat pump heating ventilation and air conditioning (HP HVAC). Additional bonus rebates are available for customers who meet the eligibility requirements.
- 1.3. Home Upgrade Rebates were launched on January 1, 2021 offering rebates for HPWH upgrades only. HP HVAC rebates were added October 1, 2022. These terms and conditions were updated on and are applicable as of April 1, 2025.

2. Rebate Levels and Limits

- 2.1. Peninsula Clean Energy rebate amounts are described below.

Upgrade	PCE Rebate	Limit(s)
HPWH replacing a gas water heater	\$2,500	One rebate per water heater replaced. Limited to two HPWH rebates per electric account.
HPWH replacing an electric resistance water heater	\$500	
HP HVAC replacing a gas heater/furnace	\$1,500	One rebate per heat pump condensing unit (or packaged unit) installed. Limited to two HP HVAC rebates per electric account.
Additional Bonus Rebates		
Electrical panel upgrade	\$1,000	One per electric account.
Smart circuit controllers	\$500	Two per electric account.
CARE/FERA customer	\$1,000	One per HPWH and HP HVAC rebate. Maximum \$4,000 per electric account.

- 2.2. Above rebate amounts are effective as of November 1, 2024.
- 2.3. Rebate application must be submitted within ninety (90) days of the upgrade’s installation date.
- 2.4. Bonus rebates are not standalone rebates and cannot be applied for on their own. Bonus rebates can only be applied for at the same time as the HPWH and/or HP HVAC application submittal.
- 2.5. Rebates are available on a first-come, first-served basis based on the application submittal date while funds last.
- 2.6. Total combined rebates (e.g. PCE + other regional or state rebates) are not to exceed the total upgrade’s cost. Rebates are up to 100% of each upgrade’s installed cost (equipment + labor) or maximum rebate amount, whichever is less.
- 2.7. PCE reserves the right to change the rebate levels described above at its sole discretion and will provide advance notice on its website if levels are to be change. When rebate amounts change, the applicable rebate amount is based on installation date.

3. Applicant and Property Eligibility

- 3.1. Property must have an active Peninsula Clean Energy electricity account.
- 3.2. New construction projects are not eligible for rebates. This includes properties being demolished and rebuilt, new structures such as accessory-dwelling units (ADUs), and homes with significant remodels that involve replacement of, or modification to, at least 50% of the roof structure. PCE reserves the right to determine a project's eligibility and encourages customers to reach out before applying to verify eligibility.
- 3.3. Property owner must be the applicant (rental properties allowed but property owner must be the applicant unless exemption by PCE is granted).
- 3.4. Contractors may apply on behalf of the property owner, provided all required property owner information is submitted. If the application requests the rebate to be paid to the contractor, PCE requires that the invoice clearly shows the full rebate amount was passed on to the property owner.

4. Upgrades' Eligibility

- 4.1. Heat pump water heater (HPWH)
 - 4.1.1. For the \$500 rebate, must replace an electric resistance tank or tankless water heater. HPWH to HPWH replacements are not eligible. For \$2,500 rebate, must replace a gas, propane, or oil tank or tankless water heater.
 - 4.1.2. Proof of old water heater decommissioning is required. This can include a before and after photo demonstrating removal of the old equipment or photo of the capped fuel line at location where decommissioned equipment was or is.
 - 4.1.3. All electric heat pump water heaters qualify, regardless of amperage, voltage, configuration (unitary or split), efficiency rating, or tank size.
 - 4.1.4. One rebate per water heater replaced. Limited to two HPWH rebates per electric account.
- 4.2. Heat pump heating ventilation and air conditioning (HP HVAC)
 - 4.2.1. Must replace a gas, propane, oil, or wood stove heater/furnace. Heat pumps only replacing electric heaters or fireplaces do not qualify.
 - 4.2.2. Proof of old heater/furnace decommissioning is required. This can include a before and after photo demonstrating removal of the old equipment or photo of the capped fuel line at location where decommissioned equipment was or is.
 - 4.2.3. All fully-electric HP HVAC systems qualify, regardless of types and configuration (packaged/split, ducted/ductless, single/multi-zoned), amperage, tonnage, or efficiency rating. Dual-fuel systems with gas heat as backup do not qualify.
 - 4.2.4. One rebate per heat pump condensing unit (or packaged unit) installed. Limited to two HP HVAC rebates per electric account.
- 4.3. Combined systems
 - 4.3.1. Systems that provide both space and water heating are eligible for one rebate each (one HPWH and one HP HVAC rebate).
 - 4.3.2. System must include a heat pump component.
 - 4.3.3. Same eligibility criteria for HPWH and HP HVAC, as stated in sections 4.1 and 4.2, applies.
- 4.4. Electrical panel upgrades
 - 4.4.1. Main electrical panel upgrades and electrical subpanel upgrades or additions qualify. This includes installing a new panel with the same amperage or increasing the electrical service to the residence and installing a new panel with increased amperage.
 - 4.4.2. Electrical work not involving a main panel or subpanel upgrade/addition, such as running a new circuit from the existing panel, do not qualify for the rebate.
 - 4.4.3. The property's main electrical panel amperage must be 200 amps or less after the upgrade to qualify for the rebate.

- 4.4.4. The electrical panel upgrade must take place within 6 months of the HPWH or HP HVAC installation to qualify. This rebate is a bonus rebate, not a standalone rebate, and therefore cannot be applied for on its own. The rebate is applied for at the same time as a HPWH and/or HP HVAC application.
- 4.4.5. Limited to one panel upgrade rebate per electric account.
- 4.5. Smart Circuit Controllers (SCCs)
 - 4.5.1. Definition of SCCs – devices utilized to reduce total instantaneous kW load on the home associated with new electric loads, including:
 - 4.5.1.1. Circuit splitters – devices that serve two 240V loads on a single electrical circuit, and give priority to one of the loads, cutting power to the secondary load when required.
 - 4.5.1.2. Circuit pausers or throttlers – devices that serve a single load and monitor total kW draw of the home’s electrical load, cutting or reducing power to the circuit when required.
 - 4.5.1.3. Smart panels or energy management systems – panels and systems capable of performing integrated load reduction when appropriate
 - 4.5.1.4. Smart breakers – electrical disconnect breakers that are capable of reducing load when required.
 - 4.5.2. SCCs installed in a home within 6 months of the HPWH or HP HVAC installation qualify. This rebate is a bonus rebate, not a standalone rebate, and therefore cannot be applied for on its own. The rebate is applied for at the same time as aHPWH and/or HP HVAC application.

5. Required Documentation

- 5.1. Itemized contractor invoice(s)
 - 5.1.1. Must show total installed cost of the upgrade *before any rebates*. If invoice is more multiple upgrades (i.e. HPWH + HP HVAC), cost for each upgrade must be shown separately.
 - 5.1.2. If project is self-installed by customer, receipts for the equipment and any materials used in the installation may be submitted instead.
 - 5.1.3. For SCCs, an invoice related to the purchase or installation of the SCC is required.
- 5.2. Photos of installed upgrades
 - 5.2.1. For heat pump water heaters: one photo of the installed water heater from afar and photo of the nameplate (i.e. sticker with specifications).
 - 5.2.2. For heat pump HVAC systems: one photo of the outdoor unit (condenser) from afar, one of the condenser nameplate (i.e. sticker with specifications), and one of indoor unit (air handler or evaporator) from afar.
 - 5.2.3. For electrical panel upgrades: one photo of the inside of the new panel installed.
 - 5.2.4. For SCCs: one photo of the installed equipment, post-installation.
- 5.3. Photo proof of previous equipment decommissioning, *at least one* of the following:
 - 5.3.1. Photo of capped gas line, or
 - 5.3.2. Before and after photos of old equipment demonstrating its removal.
- 5.4. Copy of city permit(s)
 - 5.4.1. Permit description must show name of upgrade(s) that the rebate application is for.
 - 5.4.2. If permit is for a large remodel and does not specifically state the HPWH, HP HVAC, or electrical, additional permit documentation, such as a copy of the site plans with the equipment labeled, is needed to prove these upgrades were part of the work completed.

6. Rebate Application Process

- 6.1. The rebate application process is post-installation of the upgrades. Please note this process is for rebate-only applications. PCE’s [Home Upgrade Loans](#) has additional requirements and processes. Additionally, customers who completed upgrades through PCE’s [Full-Service Installation](#) or [Emergency Water Heater Replacement](#) services should not submit a rebate

application through this process.

- 6.2. After installation, submit your application through [PCE's Home Upgrade Rebate Application Form](#).
- 6.3. PCE will review the application and notify the applicant (property owner or contractor) of the result: approved, denied, or missing information.
 - 6.3.1. If additional information or documentation is required, applicant must return the requested items within thirty (30) days of the initial request otherwise application will be automatically cancelled.
- 6.4. The rebate check will be sent to the customer at the mailing address provided in the application, unless the contractor was identified as the rebate payee.
 - 6.4.1. If the rebate payee is the contractor, the contractor is required to pass down the entire rebate amount to the customer. Note that for projects also receiving PCE's Home Upgrade Loan, the rebate must be the contractor along with the loan.

7. General Terms & Conditions

- 7.1. Applicant agrees to comply with all permitting and inspection rules and regulations set forth by their local jurisdiction authority.
- 7.2. Applicant and all entities named in the Application will cooperate in good faith with Peninsula Clean Energy or its subcontractors in performing evaluation, measurement and verification (EM&V) of the Program. Information accessed for EM&V may include, but is not limited to, onsite verification of project operation, program compliance, and project records. All information collected will be held confidentially and will be used by Peninsula Clean Energy or its subcontractors for program analysis purposes only. Applicant shall cooperate to provide access to the project at reasonable times, for a period of up to one (1) year from the date of receipt of the rebate award under this Program.
- 7.3. DEMAND RESPONSE and LOAD SHAPING PROGRAMS: Applicant agrees that Peninsula Clean Energy may, at its discretion, enroll all equipment that receives a rebate award under the Program in any future demand response, grid optimization, and/ or load shaping programs implemented by Peninsula Clean Energy. If in-person activities are needed to enroll customer into future program(s), Applicant shall cooperate to provide access to the equipment at reasonable times, for a period of up to three (3) years from the date of receipt of the rebate award under this Program. Future load shaping program will, by design, not incur any additional costs or expenses to the Applicant. The load shaping program will aim to curtail energy usage for equipment during a predefined period established by Peninsula Clean Energy while ensuring equipment services (heating, etc.) with little or no discernable impact to residents. Applicant will be provided an appropriate mechanism to opt-out before any future program is implemented.
- 7.4. CONFIDENTIALITY. Peninsula Clean Energy and its subcontractors are committed to the confidentiality of Applicant's personal information. Peninsula Clean Energy shall not sell or otherwise distribute Applicant's name or identifying information without Applicant's written approval. Peninsula Clean Energy, may, however, use Applicant's contact information to communicate with the Applicant about applicable Peninsula Clean Energy programs and discounts.
- 7.5. NO WARRANTY. PENINSULA CLEAN ENERGY MAKES NO REPRESENTATIONS OR WARRANTIES, AND ASSUMES NO LIABILITY WITH RESPECT TO THE QUALITY, SAFETY, PERFORMANCE, OR ANY OTHER ASPECT OF THE EQUIPMENT PURCHASED AND INSTALLED WITH A REBATE AWARD PURSUANT TO THIS AGREEMENT AND EXPRESSLY DISCLAIMS ANY SUCH REPRESENTATION, WARRANTY OR LIABILITY, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NONINFRINGEMENT. Nothing in this Agreement shall be construed to create any duty to, any standard of care with reference to, or any liability to any third party.
- 7.6. INDEMNIFICATION; LIMITATION OF LIABILITY. APPLICANT AGREES TO INDEMNIFY PENINSULA CLEAN ENERGY AGAINST ALL LOSS, DAMAGES, COSTS AND LIABILITY

ARISING FROM ANY CLAIMS RELATED TO ANY VEHICLES PURCHASED AS A RESULT OF THE PROGRAM. PENINSULA CLEAN ENERGY SHALL NOT BE LIABLE TO APPLICANT FOR ANY INCIDENTAL, SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES RELATED TO THIS AGREEMENT.

- 7.7. MISCELLANEOUS. This Agreement shall be governed by and construed under the laws of the State of California, without regard to conflict of law rules.
- 7.8. The parties agree that all actions, disputes, claims and controversies arising out of or relating to this Agreement or the work performed hereunder will be subject to binding arbitration administered in San Mateo County by the American Arbitration Association under its Commercial Arbitration Rules and judgment on the award may be entered in any court having jurisdiction.
- 7.9. Peninsula Clean Energy may assign its rights and delegate its duties under this Agreement to any third party at any time without Applicant's consent. If any provision of this Agreement is invalid or unenforceable in any jurisdiction, the other provisions in this Agreement shall remain in full force and effect in such jurisdiction and shall be liberally construed in order to effectuate the purpose and intent of this Agreement. The invalidity or unenforceability of any provision of this Agreement in any jurisdiction shall not affect the validity or enforceability of any such provision in any other jurisdiction. The failure of either Party to enforce strict performance by the other of any provision of this Agreement, or to exercise any right available to the Party under this Agreement, shall not be construed as a waiver of such Party's right to enforce strict performance in the same or any other instance.