



MORENO VALLEY
UTILITY

Public Purpose Programs

MVU

2025




MORENO VALLEY
WHERE DREAMS SOAR


VALLEY
UTILITY

About the Public Purpose Programs Book

In April 2025, the City of Moreno Valley adopted the Public Purpose Programs Book, a valuable resource that showcases the wide range of programs and incentives offered by the Moreno Valley Electric Utility (MVU). This comprehensive guide simplifies the process of identifying beneficial programs and provides clear, straightforward requirements to meet the individual needs of our MVU customers.

Public benefit programs were first mandated in 1996 by the State of California Public Utilities Code (PUC) 385. This regulation required publicly owned electric utilities to implement charges to support programs designed to benefit customers. As part of this mandate, utilities were tasked with identifying and offering programs for low-income electricity customers, including energy efficiency, rate discounts, education, and weatherization programs.

In response, MVU established and continues to maintain Energy Efficiency Programs through the Public Purpose Programs fund. These programs have benefited both residential and commercial customers by offering financial incentives, reducing energy costs for customers through the use of energy-conserving products, and providing essential support for low-income and disadvantaged families.

The Public Purpose Programs Book outlines eligibility requirements for each program and guides customers to explore available options. To qualify, customers must meet the program's eligibility criteria, submit an application with the required documents, and undergo an inspection. Upon approval, credits or rebates are issued directly to the account holder or property owner.

For more information or to apply for a program of interest, please visit [Moreno Valley Electric Utility \(MVU\) Home Page](#).



TABLE OF CONTENTS

Emergency Assistance Fund (EAF) Program	4
Level Payment Plan (LPP) Program	6
Energy Bill Assistance (EBA) Program.....	7
Utility USERS Tax Exemption (UUT).....	9
Medical Baseline Program (MB).....	10
RESIDENTIAL Energy Audit & Direct Install Program	11
Residential AC or HP Tune-up Rebate	12
Residential Appliance Rebate.....	13
Commercial Lighting Rebate Application	16
Commercial Business Rebate Application	19
Commercial AC or HP Tune-Up Rebate Application	22
5-5-5 Electric Vehicle incentive	25
CLEAN Charge Electric Vehicle (EV) Program	29
Solar Electric Incentive Program	30

EMERGENCY ASSISTANCE FUND (EAF) PROGRAM

Moreno Valley Utility (MVU) is offering customers an emergency one-time credit to their electric bill through the Emergency Assistance Fund (EAF) Program. This credit is designed to help customers alleviate outstanding charges on their electric bills. The funds are offered on a first-come, first-served basis and may be terminated or discontinued at any time due to funding.

IDENTITY REQUIREMENTS

- Customers must be a Moreno Valley Utility Residential Customer
- Applicant service address must match the primary residence.
- All individuals aged 18 and above who reside in the household must be included on the application.
- Customer must provide a valid government issued ID.
 - Ex. Driver's License, State Issued Identification Card, Real ID, or Passport

RECENT MVU SHUTOFF NOTICE REQUIREMENTS

Applicants are required to submit proof of a recent MVU 10-day shutoff notice dated within the severance process from the date of the application.

INCOME REQUIREMENTS

- All individuals aged 18 and above who reside in the household are required to submit documentation verifying income for the past four weeks (equivalent to a full month)
 - Example: Paycheck Stubs, Disability Letters, Child Support Payments, SSI Documentation, CalWORKs Statements, Alimony Records, and other relevant sources

PROOF OF EMERGENCY REQUIREMENTS

Applicant must provide evidence of one of the following:

1. **Proof of job loss:** Documentation required includes a termination letter from the applicant's last employer and/or an unemployment award letter (EDD) indicating a final decision.
2. **Proof of illness:** Applicants are required to provide a doctor's note detailing the date of consultation and if a period of absence from work is warranted. **NOTE: Documentation must be limited to a single page. Documentation containing a diagnosis or medical records will not be accepted. Please see sample letter/ template for example.**
3. **Proof of family emergency:** In the event of a death in the immediate family, applicants must provide a death certificate, or written verification from a funeral home.
4. **Other emergency:** In the event of other emergencies, applicants must furnish official documentation recognized and issued by an authoritative entity, organization, or institution, validating their emergency hardship

Rules and Regulations

- Limited Funds: This assistance offer is on a first-come, first-served basis and is effective until funding is exhausted, or the program is discontinued. The Emergency Assistance fund is not guaranteed and may be terminated without prior notice.

- Applicant must provide documentation, dated within six months of the application, showing a job loss, serious illness, or other emergency.
- The Emergency Assistance Fund is solely designated for alleviating customer electrical energy charges. This one-time credit will be allocated specifically to address any outstanding balance on the MVU account linked to this application.
- The application will remain active for a period of 14 days from the date of submission. During this time, it is the customer's responsibility to monitor for any requests for additional documentation. Should such requests arise, customers are required to promptly provide the requested documentation within the 14-day timeframe. Failure to do so will result in the application becoming null and void after the 14-day period, necessitating the submission of a new application.
- Applicants are reminded to retain copies of their completed application along with all necessary documentation (such as government issued ID, 10-day disconnection notice, proof of emergency, etc.) for their personal records. It is the applicant's responsibility to ensure compliance with all program requirements and to submit all documentation prior to application submission.
- The applicant must be the primary or secondary account holder listed on the electrical service account with MVU.
- The applicant cannot be claimed as a dependent on someone else's tax return.
- Applications will be processed within 5 days of receipt. However, if additional information is required, processing may take longer, and your service may be temporarily disconnected.
- After fulfilling all program requirements, Emergency Assistance Funds will be distributed to the customer's MVU electrical account within 5 business days from the date of application approval.
- In cases where the applicant is undergoing a collection process or facing impending disconnection, it is crucial to understand that the disbursement of Emergency Assistance Funds will not halt or delay the collection process. The customer/applicant remains accountable for any outstanding charges or fees incurred during this period. Furthermore, approval of Emergency Assistance Funds does not guarantee the termination of the ongoing collection process.

Program Performance Information:

2021/22 Budget:	N/A	Expensed:	N/A
2022/23 Budget:	N/A	Expensed:	N/A
2023/24 Budget:	\$100,000	Expensed:	\$22,973.82
2024/25 Budget:	\$100,000	Expensed:	In Progress
Number of Applications:			
2021/22	2022/23	2023/24	2024/25
N/A	N/A	70	In Progress
Number of Approved Applications:			
2021/22	2022/23	2023/24	2024/25
N/A	N/A	37	In Progress
Total Program Applications:		70	
Total Number of Approved Applications:		37	

LEVEL PAYMENT PLAN (LPP) PROGRAM

The Level Payment Plan offers a solution to the fluctuations in Moreno Valley Residential customers' monthly energy bills. By estimating yearly energy costs and spreading payments evenly throughout the year, customers gain predictability and protection from seasonal cost peaks. Monthly bills still reflect actual usage and service costs, with adjustments made periodically based on billing history. This plan is particularly beneficial for customers with varying energy bills, providing consistency and ease in budgeting.

Level Payment Plan Requirements:

- You must be a residential or small commercial customer with at least of 12 months of service with MVU.
- **Your account must be current with no outstanding balance.**
- During the last 12 months and going forward on the plan, your account can have no more than two late payments, no returned payments, and no disconnections for non-payment.

Program Performance Information:

Note: Program does not require a budget

Number of Applications:			
2021/22	2022/23	2023/24	2024/25
25	30	25	In Progress
Number of Approved Applications:			
2021/22	2022/23	2023/24	2024/25
21	10	0	In Progress
Total Program Applications:			80
Total Number of Approved Applications:			31

*Approved applications do not account for customers who were approved for LPP but denied the LPP amount, so they are not on the program

ENERGY BILL ASSISTANCE (EBA) PROGRAM

Moreno Valley Utility (MVU) offers the Energy Bill Assistance Program to residential customers who qualify based on income and household size. Program eligibility is determined by the number of full-time residents in the household and the total gross income of all household members. Discounts apply to energy charges only, excluding customer charges, public purpose charges, service fees, and taxes.

Energy Bill Assistance Requirements:

- Electric service must be in the applicant's name.
- Original Transcripts of Tax Returns from the US Internal Revenue Service are required for each household member.
- Applications without the necessary support documents will not be processed.

Program enrollment is valid from July 1 to June 30 of each year, requiring annual reapplication to maintain eligibility. Processing typically takes 4-6 weeks, with approved discounts applied to the next regular billing period. Program qualifications and rules are subject to change at the utility's discretion.

Bill Assistance Level 1:

Low-income customers that are enrolled in the program receive a percent discount on their electric bill. Eligible customers are those whose total household income is at or below the income limits indicated below.

Bill Assistance Level 1 Income Guidelines	
Household Size	Income Eligibility Upper Limit
1-2	\$40,880
3	\$51,640
4	\$62,400
5	\$73,160
6	\$83,920
7	\$94,680
8	\$105,440
Each Additional Person	\$10,760

**Effective June 1, 2024, to May 31, 2025*

Customers may also be eligible if they are enrolled in public assistance programs such as Medicaid/Medi-Cal, Women, Infants and Children Program (WIC), Healthy Families A & B, National School Lunch's Free Lunch Program (NSL), Food Stamps/SNAP, Low Income Home Energy Assistance Program (LIHEAP), Head Start Income Eligible (Tribal Only), Supplemental Security Income (SSI), Bureau of Indian Affairs General Assistance, and Temporary Assistance for Needy Families (TANF) or Tribal TANF.

Bill Assistance Level 2:

Families whose household income slightly exceeds the Level 1 allowances will qualify to receive Level 2 discounts, which bills applies a 23% discount on their electricity bill. Eligible customers are those whose total household income is at or below the income limits indicated below.

Bill Assistance Level 2 Income Guidelines	
Household Size	Income Eligibility Upper Limit
3	\$64,550
4	\$78,000
5	\$91,450
6	\$104,900
7	\$118,350
8	\$131,800
Each Additional Person	\$13,450

**Effective through May 31, 2025*

Program Performance Information:

2021/22 Budget:	\$500,000	Expensed:	\$419,403.23
2022/23 Budget:	\$500,000	Expensed:	\$445,022.38
2023/24 Budget:	\$700,000	Expensed:	\$432,857.80
2024/25 Budget:	\$700,000	Expensed:	In Progress
Number of Applications:			
2021/22	2022/23	2023/24	2024/25
178	201	522	In Progress
Number of Approved Applications:			
2021/22	2022/23	2023/24	2024/25
98	56	479	In Progress
Total Program Applications:			901
Total Number of Approved Applications:			633

UTILITY USERS TAX EXEMPTION (UUT)

The Utility Tax Exemption is a MVU program that relieves MVU residential customers from the obligation to pay taxes on their electricity utility service.

Utility Tax Exemption Requirements:

- All residents of your household must have a combined gross income less than 65% of the median household income for Riverside County, as defined annually by the Housing Urban Development.
- Provide proof of gross income as requested.
- Once reviewed and approved, the Utility Tax Exemption will take effect on the next regular electric billing cycle.
- **Applications must be resubmitted annually in February.**
- The applicant must be the main account holder and a Moreno Valley Utility (MVU) residential customer.

Program Performance Information:

Note: Program does not require a budget

Number of Applications:			
2021/22	2022/23	2023/24	2024/25
N/A	N/A	4	In Progress
Number of Approved Applications:			
2021/22	2022/23	2023/24	2024/25
N/A	N/A	4	In Progress
Total Program Applications:			4
Total Number of Approved Applications:			4

MEDICAL BASELINE PROGRAM (MB)

Moreno Valley Utility (MVU) offers the Medical Baseline Plan for residential customers who require medical life-sustaining devices or equipment relied upon for mobility. Eligible devices include, but are not limited to, respirators (oxygen concentrators), iron lungs, hemodialysis machines, suction machines, and motorized wheelchairs. **Therapy devices do not qualify.**

Eligibility also extends to individuals with specific medical conditions, such as paraplegia, hemiplegia, quadriplegia, multiple sclerosis, scleroderma, or those with compromised immune systems.

Medical Baseline Plan Requirements:

- The applicant must be the main account holder and a Moreno Valley Utility (MVU) residential customer.
- The patient's physician must complete and sign the application, certifying the medical need.
- Applications must be renewed every two years from start date
- Either the main account holder or a full-time resident in the household must require the use of a medical life-support device or equipment, see list above.
- Devices must rely on electricity supplied by MVU.

Program Performance Information:

Note: This program is offered as an alternative calculation method to generate applicable charges this results in non-collection of revenues rather than a discount to bills.

Number of Applications:			
2021/22	2022/23	2023/24	2024/25
24	20	82	In Progress
Number of Approved Applications:			
2021/22	2022/23	2023/24	2024/25
18	22	82	In Progress
Total Program Applications:			126
Total Number of Approved Applications:			122

RESIDENTIAL ENERGY AUDIT & DIRECT INSTALL PROGRAM

MVU offers eligible households’ rebates to cover expenses for various energy-saving upgrades, including **whole house fans, energy star ceiling fans, solar screens, smart thermostats, high-efficiency HVAC motors, and more**. These additions enhance an already exceptional program aimed at reducing energy consumption and increasing comfort. In partnership with Synergy Companies, MVU brings valuable benefits to its customers.

Eligible participants receive a comprehensive in-home energy audit, which includes personalized energy efficiency suggestions for their residence. Additionally, they receive a predetermined set of maintenance and upgrades at no cost, up to a value cap of \$4,000 per household, determined by their energy usage level or program participation.

Measures covered by this program include AC tune-ups, duct testing and sealing, HVAC filter replacement, and installation of energy-efficient lighting. The program is provided on a first-come, first-served basis until program funds are no longer available.

Program Performance Information:

2021/22 Budget:	\$500,000	Expensed:	\$438,134.61
2022/23 Budget:	\$1,000,000	Expensed:	\$759,432.59
2023/24 Budget:	\$1,000,000	Expensed:	\$999,101.35
2024/25 Budget:	\$1,000,000	Expensed:	In Progress
Number of Received Applications:			
2021/22	2022/23	2023/24	2024/25
358	362	300	In Progress
Total Program Applications:		1,020	

RESIDENTIAL AC OR HP TUNE-UP REBATE

This program is exclusive to MVU residential customers and offers a \$75 rebate per Air Conditioner (AC) or Heat Pump (HP) unit, with a limit of 2 units per location per year.

AC or HP Tune-Up Rebate Requirements:

Moreno Valley Utility offers rebates for existing Air Conditioner (AC) and Heat Pump (HP) systems.

To qualify, systems must be tested and tuned up to meet minimum efficiency requirements.

The technician performing the tune-up must be NATE certified.

- The technician must certify that the system meets manufacturer’s specifications for:
 - System air flow
 - Total system static pressure
 - Refrigerant charge
 - Refrigerant pressure
 - Temperature fall (AC) or rise (Heat Pump)

If manufacturer’s data is unavailable, the technician must indicate the standard used to determine target flows, pressures, and temperatures.

A required Tune-Up Certification is necessary for qualification.

- The technician must complete the “Air Conditioner or Heat Pump Tune-up Data Certification” page of the application.
 - A copy of the test data (or third-party certification) must be left with the customer, and a copy must accompany the rebate application.

Program Performance Information:

2021/22 Budget:	\$2,000	Expensed:	\$0
2022/23 Budget:	\$2,000	Expensed:	\$0
2023/24 Budget:	\$2,000	Expensed:	\$0
2024/25 Budget:	\$2,000	Expensed:	In Progress
Number of Applications:			
2021/22	2022/23	2023/24	2024/25
0	1	1	In Progress
Number of Approved Applications:			
2021/22	2022/23	2023/24	2024/25
0	0	0	In Progress
Total Program Applications:		2	
Total Number of Approved Applications:		0	

RESIDENTIAL APPLIANCE REBATE

Under our Energy Efficiency program customers are allowed to receive a rebate based on the home appliances that they replace with Energy Star appliances. Customers will receive a larger rebate when the items are purchased in Moreno Valley.

Eligible energy star products include:

- Ceiling fans
- Clothes washers
- Dishwasher
- Refrigerator
- Freezer
- Room air conditioner
- Low-E Glass Windows and Doors
- Central Air Conditioning
- Attic Insulation
- Pool pump (variable speed only)
- Solar Attic Fan
- Solar water heater

Residential Appliance Rebate Terms & Conditions:

- Rebate requests must be submitted no later than FOUR MONTHS from date of purchase.
- Rebates will be paid to the customer of record or the owner of the property and cannot be assigned to a contractor or other third party. The customer of record is the primary or secondary name on the electric service account.
- Rebates are for existing homes and businesses only with the exception of the participants in the New Construction Program.
- Limited funds. Rebates are limited, not guaranteed, and may be terminated without prior notice.
- Applications for rebates totaling \$5,000 or more require pre-approval from MVU. All measures must be installed, and rebate applications postmarked no later than 30 days past from the end of the Fiscal Year or July 31.
- Rebates are capped at 50% of the cost of the measure with the exception of the Custom Program which is capped at 25% of the cost of the installed measure. The maximum allowable rebate total for any fiscal year is \$5,000 for residential customer sites and \$25,000 for business customer sites, except as approved by the City Manager, subject to approval by the City Council.
- The MVU Energy Efficiency Program is a Fiscal Year Program and thus the term “annually” or “fiscal year” for this program means from July 1 to June 30 of the program year.
- Rebate check time frame: If all program requirements are met, a rebate check is generally mailed within 6 to 8 weeks, unless the application is selected for inspection, which may take additional time. Incomplete applications will not be processed.
- Keep copies: Customers are advised to keep a copy of their completed application with required documentation (including receipts, invoices, etc.) for their records.

- Licensed Contractor Required: If replacing a Heating Ventilation and Air Conditioning (HVAC) system or installing attic insulation, these projects must be completed by a licensed contractor.
- Rebate frequency: A customer may only receive a rebate for the same product at the frequency indicated in the charts for this section or program description language.
- NEM customers: Net energy metered (self-generating) customer's rebate amount will be determined by the percentage of their total energy usage that is not offset by their photovoltaic system. For example, if only 25% of an NEM customer's energy is supplied by MVU then their incentive is reduced to 25% of the rebate amount listed on the application.
- Building permit requirements. Building permits are a requirement for certain projects, including the replacement of a Heating, Ventilation and Air Conditioning (HVAC) systems. Failure to apply for a building permit, when one is required, can result in a fine from the city building department and disqualification for receipt of rebate. Call the City building department for more information.
- The equipment must be new and installed at the residence or business service address listed on the application prior to submittal of an application. Resale units, units leased, rebuilt, rented, won as a prize or partially retrofitted units do not qualify.
- To receive a rebate, customers must allow an onsite inspection if requested. The rebate will not be paid if participation in any required pre-payment verification is refused. Projects may be selected for evaluation studies and/or program measurement by external contractors appointed by MVU. These types of studies are used to analyze current program performance and improve future programs.
- The selection, purchase, installation and ownership and maintenance of the product or improvement listed on the application is the sole responsibility of the customer and the customer's supplier, installer or contractor who provided the products or improvements is not an agent or representative of MVU. With respect to the measures a customer may choose to install, MVU makes no warranty, whether expressed or implied, including warranty of merchantability or fitness for any particular purpose. MVU has no liability whatsoever concerning the measures installed or the workmanship of any third parties.
- By participating in the rebate program, the customer agrees to continue using the incentivized equipment for the service life of the product (as per manufacturer's recommendations) or for five years, whichever is less. If the customer does not comply with this requirement, MVU has the right to seek a refund for a prorated amount of the original incentive initially paid to the customer. Under no circumstances will rebates exceed 50 percent of the purchase price of the item. For purposes of the commercial program the "purchase price" includes unit cost plus installation labor. Customers who self-install may not charge installation labor. This charge applies to vendor labor only. Sales tax is not included in the item's purchase price.
- The customer must provide proof-of-purchase for all equipment for which they are applying for a rebate with each rebate application. This documentation should include all the following information: Customer name and address of installation; Text description of each type of equipment installed; Make or brand name and model number; Serial number (if applicable); Quantity installed; Cost per unit; Sales tax; Date of purchase; Vendor contact information (if applicable); and Receipt/invoice that shows fully paid.

Program Performance Information:

2021/22 Budget:	\$2,000	Expensed:	\$1,355
2022/23 Budget:	\$3,000	Expensed:	\$900
2023/24 Budget:	\$5,000	Expensed:	\$4,770
2024/25 Budget:	\$5,000	Expensed:	In Progress
Number of Applications:			
2021/22	2022/23	2023/24	2024/25
26	23	30	In Progress
Number of Approved Applications:			
2021/22	2022/23	2023/24	2024/25
16	18	17	In Progress
Total Program Applications:			79
Total Number of Approved Applications:			51

COMMERCIAL LIGHTING REBATE APPLICATION

Commercial businesses are eligible receive a rebate for the replacement of functioning light bulbs that have higher usage with LED light bulbs that have a lower usage. This method must show that the expected energy savings per kilowatt-hour over a 1-year period. MVU will determine the eligibility and the amount of equipment incentives based on the information provided through the process of a pre- and post-inspection.

The customer, agent, and/or contractor is responsible for the product choice, installation, and services.

LIGHTING RETROFITS LED Fixture Retrofits: MVU will pay \$0.07 per kilowatt-hour saved over a one-year period. In addition to the standard documentation required for a rebate, the following will be required for LED rebate applications:

- All new LED fixtures shall be UL listed, Energy Star™ labeled or contain labeling by an approved agency.
- Must be rated for a minimum life of 50,000 hours of operation.
- Manufacturer's warranty for LED fixtures must be a minimum of three years.

Other Energy Efficient Lighting: For all other lighting retrofits, the rebate is \$0.05 per kilowatt-hour saved over a one-year period.

Exit Signs: Qualifying exit signs must meet City of Moreno Valley fire and building codes

Requirements:

- Copy of all as-built drawings (showing the location and type of existing lighting fixtures to be replaced).
- Fixture schedule that specifies the name of each fixture on the drawing.
- Specification sheets for all existing fixture types installed.
- Specification sheets for all fixtures proposed to be installed.
- Proposed new light diagrams and drawings showing location and type of all lighting proposed to be assessed for the LED fixture retrofit rebate.
- Requires pre-and post-inspection.
- The project completion date
- Equipment removed and replacement equipment installed
- The annual estimated energy savings resulting from the retrofit – this must be listed as annual kilowatt and kilowatt-hour savings.
- Total project costs (parts and labor) with associated invoices to support those costs.
- Completed W-9 form.

Terms & Conditions:

- Rebates will be paid to the customer of record or the owner of the property and cannot be assigned to a contractor or other third party. The customer of record is the primary or secondary name on the electric service account.
- Rebates are for existing businesses only.
- Limited funds. Rebates are limited, not guaranteed, and may be terminated without prior notice.

- Applications for rebates totaling \$5,000 or more require pre-approval from MVU. All measures must be installed, and rebate applications postmarked no later than 30 days past from the end of the Fiscal Year or July 31.
- Rebates are capped at 50% of the cost of the measure. The maximum allowable rebate total for any fiscal year is \$25,000 except as approved by the City Manager, subject to approval by the City Council.
- The MVU Energy Efficiency Program is a Fiscal Year Program and thus the term “annually” or “fiscal year” for this program means from July 1 to June 30 of the program year.
- Rebate check time frame: If all program requirements are met, a rebate check is generally mailed within 8 to 12 weeks. Incomplete applications will not be processed.
- Keep copies: Customers are advised to keep a copy of their completed application with required documentation (including receipts, invoices, etc.) for their records.
- These projects must be completed by a licensed contractor.
- Building permit requirements. Failure to apply for a building permit, when one is required, can result in a fine from the city building department and disqualification for receipt of rebate. Call the City building department for more information.
- The equipment must be new and installed at the business service address listed on the application prior to submittal of an application. Resale units, units leased, rebuilt, rented, won as a prize, or partially retrofitted units do not qualify.
- To receive a rebate, customers must allow an onsite inspection if requested. The rebate will not be paid if participation in any required pre-payment verification is refused.
- The selection, purchase, installation and ownership and maintenance of the product or improvement listed on the application is the sole responsibility of the customer and the customer’s supplier, installer or contractor who provided the products or improvements is not an agent or representative of MVU. With respect to the measures a customer may choose to install, MVU makes no warranty, whether expressed or implied, including warranty of merchantability or fitness for any particular purpose. MVU has no liability whatsoever concerning measures installed or the workmanship of any third parties.
- By participating in the rebate program, the customer agrees to continue using the incentivized equipment for the service life of the product (as per manufacturer’s recommendations) or for five years, whichever is less. If the customer does not comply with this requirement, MVU has the right to seek a refund for a prorated amount of the original incentive initially paid to the customer. Under no circumstances will rebates exceed 50 percent of the purchase price of the item. For purposes of the commercial program the “purchase price” includes unit cost plus installation labor. Customers who self-install may not charge installation labor. This charge applies to vendor labor only. Sales tax is not included in the item’s purchase price.
- The customer must provide proof-of-purchase for all equipment for which they are applying for a rebate with each rebate application. This documentation should include all of the following information: Customer name and address of installation; Text description of each type of equipment installed; Make or brand name and model number; Serial number (if applicable); Quantity installed; Cost per unit; Sales tax; Date of purchase; Vendor contact information (if applicable); and Receipt/invoice that shows fully paid.

TAX LIABILITY—Rebates and incentives may be taxable. Customers are urged to consult their tax advisor concerning the taxability of rebates. MVU is not responsible for any taxes that may be imposed on the customer as a result receiving a rebate

Program Performance Information:

2021/22 Budget:	\$15,000	Expensed:	\$0
2022/23 Budget:	\$15,000	Expensed:	\$0
2023/24 Budget:	\$15,000	Expensed:	\$0
2024/25 Budget:	\$300,000	Expensed:	In Progress
Number of Applications:			
2021/22	2022/23	2023/24	2024/25
0	0	0	In Progress
Number of Approved Applications:			
2021/22	2022/23	2023/24	2024/25
0	0	0	In Progress
Total Program Applications:			0
Total Number of Approved Applications:			0

COMMERCIAL BUSINESS REBATE APPLICATION

Commercial businesses are eligible for a one-time incentive payment for the installation of high efficiency equipment. MVU will determine the eligibility and the amount of equipment incentives based on the information provided.

The customer, agent, and/or contractor is responsible for the product choice, installation, and services.

Requirements:

- Requires pre-and post-inspection if rebate is expected to be \$5,000 or more.
- The project completion date
- Equipment removed and replacement equipment installed
- The annual estimated energy savings resulting from the retrofit – this must be listed as annual kilowatt and kilowatt-hour savings.
- Total project costs (parts and labor) with associated invoices to support those costs.
- Completed W-9 form (Any rebate in excess of \$600 requires a W-9 form to be submitted with the rebate application per the Internal Revenue Service).

Terms & Conditions:

- Rebates will be paid to the customer of record or the owner of the property and cannot be assigned to a contractor or other third party. The customer of record is the primary or secondary name on the electric service account.
- Rebates are for existing homes and businesses only with the exception of the participants in the New Construction Program.
- Limited funds. Rebates are limited, not guaranteed, and may be terminated without prior notice.
- Applications for rebates totaling \$5,000 or more require pre-approval from MVU. All measures must be installed, and rebate applications postmarked no later than 30 days past from the end of the Fiscal Year or July 31.
- Rebates are capped at 50% of the cost of the measure with the exception of the Custom Program which is capped at 25% of the cost of the installed measure. The maximum allowable rebate total for any fiscal year is \$5,000 for residential customer sites and \$25,000 for business customer sites, except as approved by the City Manager, subject to approval by the City Council.
- The MVU Energy Efficiency Program is a Fiscal Year Program and thus the term “annually” or “fiscal year” for this program means from July 1 to June 30 of the program year.
- Rebate check time frame: If all program requirements are met, a rebate check is generally mailed within 6 to 8 weeks, unless the application is selected for inspection, which may take additional time. Incomplete applications will not be processed.
- Keep copies: Customers are advised to keep a copy of their completed application with required documentation (including receipts, invoices, etc.) for their records.
- Licensed Contractor Required: If replacing a Heating Ventilation and Air Conditioning (HVAC) system or installing attic insulation, these projects must be completed by a licensed contractor.

- Rebate frequency: A customer may only receive a rebate for the same product at the frequency indicated in the charts for this section or program description language.
- NEM customers: Net energy metered (self-generating) customer's rebate amount will be determined by the percentage of their total energy usage that is not offset by their photovoltaic system. For example, if only 25% of an NEM customer's energy is supplied by MVU then their incentive is reduced to 25% of the rebate amount listed on the application.
- Building permit requirements. Building permits are a requirement for certain projects, including the replacement of a Heating, Ventilation and Air Conditioning (HVAC) systems. Failure to apply for a building permit, when one is required, can result in a fine from the city building department and disqualification for receipt of rebate. Call the City building department for more information.
- The equipment must be new and installed at the residence or business service address listed on the application prior to submittal of an application. Resale units, units leased, rebuilt, rented, won as a prize, or partially retrofitted units do not qualify.
- To receive a rebate, customers must allow an onsite inspection if requested. The rebate will not be paid if participation in any required pre-payment verification is refused. Projects may be selected for evaluation studies and/or program measurement by external contractors appointed by MVU. These types of studies are used to analyze current program performance and improve future programs.
- The selection, purchase, installation and ownership and maintenance of the product or improvement listed on the application is the sole responsibility of the customer and the customer's supplier, installer or contractor who provided the products or improvements is not an agent or representative of MVU. With respect to the measures a customer may choose to install, MVU makes no warranty, whether expressed or implied, including warranty of merchantability or fitness for any particular purpose. MVU has no liability whatsoever concerning measures installed or the workmanship of any third parties.
- By participating in the rebate program, the customer agrees to continue using the incentivized equipment for the service life of the product (as per manufacturer's recommendations) or for five years, whichever is less. If the customer does not comply with this requirement, MVU has the right to seek a refund for a prorated amount of the original incentive initially paid to the customer. Under no circumstances will rebates exceed 50 percent of the purchase price of the item. For purposes of the commercial program the "purchase price" includes unit cost plus installation labor. Customers who self-install may not charge installation labor. This charge applies to vendor labor only. Sales tax is not included in the item's purchase price.
- The customer must provide proof-of-purchase for all equipment for which they are applying for a rebate with each rebate application. This documentation should include all of the following information: Customer name and address of installation; Text description of each type of equipment installed; Make or brand name and model number; Serial number (if applicable); Quantity installed; Cost per unit; Sales tax; Date of purchase; Vendor contact information (if applicable); and Receipt/invoice that shows fully paid.

TAX LIABILITY—Rebates and incentives may be taxable. Customers are urged to consult their tax advisor concerning the taxability of rebates. MVU is not responsible for any taxes that may be imposed on the customer as a result receiving a rebate

Program Performance Information:

2021/22 Budget:	\$0	Expensed:	\$0
2022/23 Budget:	\$0	Expensed:	\$0
2023/24 Budget:	\$0	Expensed:	\$0
2024/25 Budget:	\$2,000	Expensed:	In Progress
Number of Applications:			
2021/22	2022/23	2023/24	2024/25
0	0	0	In Progress
Number of Approved Applications:			
2021/22	2022/23	2023/24	2024/25
0	0	0	In Progress
Total Program Applications:			0
Total Number of Approved Applications:			0

COMMERCIAL AC OR HP TUNE-UP REBATE APPLICATION

This program is exclusive to MVU commercial customers and offers a \$75 rebate per Air Conditioner (AC) or Heat Pump (HP) unit, with a limit of 2 units per location per year.

AC or HP Tune-Up Rebate Requirements:

Moreno Valley Utility offers rebates for existing Air Conditioner (AC) and Heat Pump (HP) systems. To qualify, systems must be tested and tuned up to meet minimum efficiency requirements. The technician performing the tune-up must be NATE certified.

- The technician must certify that the system meets manufacturer's specifications for:
 - System air flow
 - Total system static pressure
 - Refrigerant charge
 - Refrigerant pressure
 - Temperature fall (AC) or rise (Heat Pump)

If manufacturer's data is unavailable, the technician must indicate the standard used to determine target flows, pressures, and temperatures.

A required Tune-Up Certification is necessary for qualification.

- The technician must complete the "Air Conditioner or Heat Pump Tune-up Data Certification" page of the application.
 - A copy of the test data (or third-party certification) must be left with the customer, and a copy must accompany the rebate application.

Terms & Conditions:

- Rebates will be paid to the customer of record or the owner of the property and cannot be assigned to a contractor or other third party. The customer of record is the primary or secondary name on the electric service account.
- Rebates are for existing homes and businesses only with the exception of the participants in the New Construction Program.
- Limited funds. Rebates are limited, not guaranteed and may be terminated without prior notice.
- Applications for rebates totaling \$5,000 or more require pre-approval from MVU. All measures must be installed and rebate applications postmarked no later than 30 days past from the end of the Fiscal Year or July 31.
- Rebates are capped at 50% of the cost of the measure with the exception of the Custom Program which is capped at 25% of the cost of the installed measure. The maximum allowable rebate total for any fiscal

year is \$5,000 for residential customer sites and \$25,000 for business customer sites, except as approved by the City Manager, subject to approval by the City Council.

- The MVU Energy Efficiency Program is a Fiscal Year Program and thus the term “annually” or “fiscal year” for this program means from July 1 to June 30 of the program year.
- Rebate check time frame: If all program requirements are met, a rebate check is generally mailed within 6 to 8 weeks, unless the application is selected for inspection, which may take additional time. Incomplete applications will not be processed.
- Keep copies: Customers are advised to keep a copy of their completed application with required documentation (including receipts, invoices, etc.) for their records.
- Licensed Contractor Required: If replacing a Heating Ventilation and Air Conditioning (HVAC) system or installing attic insulation, these projects must be completed by a licensed contractor.
- Rebate frequency: A customer may only receive a rebate for the same product at the frequency indicated in the charts for this section or program description language.
- NEM customers: Net energy metered (self-generating) customer’s rebate amount will be determined by the percentage of their total energy usage that is not offset by their photovoltaic system. For example, if only 25% of an NEM customer’s energy is supplied by MVU then their incentive is reduced to 25% of the rebate amount listed on the application.
- Building permit requirements. Building permits are a requirement for certain projects, including the replacement of a Heating, Ventilation and Air Conditioning (HVAC) systems. Failure to apply for a building permit, when one is required, can result in a fine from the City building department and disqualification for receipt of rebate. Call the City building department for more information.
- The equipment must be new and installed at the residence or business service address listed on the application prior to submittal of an application. Resale units, units leased, rebuilt, rented, won as a prize or partially retrofitted units do not qualify.
- To receive a rebate, customers must allow an onsite inspection if requested. The rebate will not be paid if participation in any required pre-payment verification is refused. Projects may be selected for evaluation studies and/or program measurement by external contractors appointed by MVU. These types of studies are used to analyze current program performance and improve future programs.
- The selection, purchase, installation and ownership and maintenance of the product or improvement listed on the application is the sole responsibility of the customer and the customer’s supplier, installer or contractor who provided the products or improvements is not an agent or representative of MVU. With respect to the measures a customer may choose to install, MVU makes no warranty, whether expressed or implied, including warranty of merchantability or fitness for any particular purpose. MVU has no liability whatsoever concerning measures installed or the workmanship of any third parties.
- By participating in the rebate program, the customer agrees to continue using the incentivized equipment for the service life of the product (as per manufacturer’s recommendations) or for five years, whichever is less. If the customer does not comply with this requirement, MVU has the right to seek a refund for a prorated amount of the original incentive initially paid to the customer. Under no circumstances will rebates exceed 50 percent of the purchase price of the item. For purposes of the commercial program the “purchase price” includes unit cost plus installation labor. Customers who self-

install may not charge installation labor. This charge applies to vendor labor only. Sales tax is not included in the item’s purchase price.

- The customer must provide proof-of-purchase for all equipment for which they are applying for a rebate with each rebate application. This documentation should include all of the following information: Customer name and address of installation; Text description of each type of equipment installed; Make or brand name and model number; Serial number (if applicable); Quantity installed; Cost per unit; Sales tax; Date of purchase; Vendor contact information (if applicable); and Receipt/invoice that shows fully paid.

TAX LIABILITY—Rebates and incentives may be taxable. Customers are urged to consult their tax advisor concerning the taxability of rebates. MVU is not responsible for any taxes that may be imposed on the customer as a result receiving a rebate

Program Performance Information:

2021/22 Budget:	\$0	Expensed:	\$0
2022/23 Budget:	\$0	Expensed:	\$0
2023/24 Budget:	\$0	Expensed:	\$0
2024/25 Budget:	\$2,000	Expensed:	In Progress
Number of Applications:			
2021/22	2022/23	2023/24	2024/25
0	0	0	In Progress
Number of Approved Applications:			
2021/22	2022/23	2023/24	2024/25
0	0	0	In Progress
Total Program Applications:		0	
Total Number of Approved Applications:		0	

5-5-5 ELECTRIC VEHICLE INCENTIVE

With the growing concerns of carbon emissions and popularity of Electric Vehicles, MVU adopted the Transportation Electrification Program. The program was approved on December 19, 2023, in hopes to encourage MVU customers to switch from gas to electric.

The Transportation Electrification Program, **now called the 5-5-5 Electric Vehicle Incentive Program**, offers rebates and discounts to residential customers who have recently acquired electric vehicles or charging stations. Eligible participants can receive up to \$500 in rebates on their vehicle or charging station purchases, along with a \$50 credit on their monthly electric bill.

\$500- Electric Vehicle Rebate Requirements:

- Customer must be a **Moreno Valley Utility residential customer**.
- Customer must provide a copy of purchase or lease agreement.
- Customer must provide a copy of permanent DMV vehicle registration. The electric vehicle must be registered to the utility account holders name and service address and must be garaged at the service address.
- Customer is allowed up to **two electric vehicles per household**.
- All documentation must be submitted within 90 days of purchase or lease date of electric vehicle to be eligible for the rebate.
- For this rebate, only **Newly Purchased Electric Vehicles (EVs) are eligible**; hybrids, plug-ins, and transfer EVs are ineligible

\$500- Charging Station Rebate Requirements:

If customer is installing a charging station in residence, customer is responsible for obtaining all required permits from The City of Moreno Valley Building and Safety.

- Applicant must be a Moreno Valley Utility residential customer.
- Charging station must be a new, stationary charger, installed at the residence listed on the application. Mobile chargers or plug-in chargers (including those with 240V receptacles) do not qualify.
- Customer is allowed up to **two electric vehicle charging stations rebates per household**.
- For each application, applicants must provide proof-of-purchase and proof-of-installation (by a certified electrician) for the charging station to qualify for a rebate.
- All documentation must be submitted within 90 days of charging station(s) purchase to be eligible for rebate.

\$50- Monthly Electric Vehicle Credit Requirements:

- Applicant must be a Moreno Valley Utility residential customer.
- Customer must provide a copy of permanent DMV Vehicle Registration. The electric vehicle must be registered to the utility account holders name and service address and must be garaged at the service address.
- Customer is allowed up to **two monthly electric vehicle credits per household**

- Once initial application is approved, a copy of the renewed vehicle registration is required for each subsequent registration year to avoid credit lapse. It is the customers sole responsibility to re-apply. Credits will cease upon expiration of the current registration unless a copy of the renewed registration is received by Moreno Valley Utility.
- Credits are **NOT** retroactive. Incomplete applications will be denied after 14 days of application submittal date.
- Fraud and/or misrepresentation of facts for the purpose of qualifying for the Electric Vehicle Incentive Program will result in program disqualification including reversal and collection of prior credits.
- For this program, only **Electric Vehicles (EVs) are eligible**; hybrids and plug-ins are ineligible

Rebate Terms & Conditions:

- For all application submission methods, any additional documentation requirements and notifications will be communicated via email.
- Rebate check time frame: If all program requirements are met, a rebate check is generally mailed within 6 – 8 weeks of application approval date, unless the application is selected for inspection, which may take additional time.
- Limited Funds: The incentive offer is on a first-come, first-served basis and is effective until funding is expended, or the program is discontinued. Rebates are not guaranteed and may be terminated without prior notice.
- Rebates will be paid to the customer of record (primary or secondary name on the electrical service account) or the owner of the property and cannot be assigned to a contractor or other third party.
- Moreno Valley Utility does not warrant, endorse, or assume liability for the quality, performance, or safety of the contractor and/or retailer or wholesaler. Performance of any product and acceptance of materials used is solely the customer’s responsibility.
- Customers are advised to keep a copy of their completed application with required documentation (including invoices, receipts, etc..) for their records.
- Applicant is responsible for meeting all program requirements and for checking with State/County/City governments and homeowners’ associations (if any) regarding local conditions, restrictions, codes, ordinances, rules, and regulations prior to installation.
- The charging station must be new and installed at the residence service address listed on the application prior to submittal of an application. Resale units, rented, or leased units do not qualify.
- The rebate applicant will install the new EV charger that has never been installed at another location.
- All documentation must be submitted within 90 days of purchase for charging stations installed to qualify for rebate.
- To receive a rebate, customer must allow an onsite inspection if requested. The rebate will not be paid if participation in any required pre-payment verification is refused. Projects may be selected for evaluation studies and/or program measurement by external contractors appointed by MVU. These types of studies are used to analyze current program performance and improve future programs.

- By participating in the rebate program, the customer agrees to continue using the incentive equipment for the service life of the product (as per manufacturer's recommendations). If the customer does not comply with this requirement, MVU has the right to seek a refund for a prorated amount of the original incentive initially paid to the customer. For purposes of the commercial program the "purchase price" includes unit cost plus installation labor. Customers who self-install may not charge installation labor. This charge applies to vendor labor only. Sales tax is not included in the item's purchase price.
- Customer must provide proof-of-purchase for the charging station they are applying for a rebate with each rebate application. This documentation should include all the following information: Customer name and address; Text description of equipment purchased; Make or brand name and model number; serial number (if applicable); and receipt/invoice that shows fully paid.
- Customer must provide proof-of-installation of the charging station they are applying for a rebate with each rebate application. This documentation should include all the following information: Customer name and address; Text description of equipment installation; and receipt/invoice that shows fully paid.
- For this program, only Electric Vehicles (EVs) are eligible; hybrids and plug-ins are ineligible.

Program Performance Information: Rebates for EV Vehicles and Chargers

2021/22 Budget:	N/A	Expensed:	N/A
2022/23 Budget:	N/A	Expensed:	N/A
2023/24 Budget:	\$20,000	Expensed:	\$5,900
2024/25 Budget:	\$40,000	Expensed:	In Progress
Number of Applications:			
2021/22	2022/23	2023/24	2024/25
0	0	39	In Progress
Number of Approved Applications:			
2021/22	2022/23	2023/24	2024/25
0	0	19	In Progress
Total Program Applications:			39
Total Number of Approved Applications:			19

Program Performance Information: Bill Credits

2021/22 Budget:	N/A	Expensed:	\$1,727.28
2022/23 Budget:	N/A	Expensed:	\$16,384.83
2023/24 Budget:	\$50,000	Expensed:	\$40,629.95
2024/25 Budget:	\$100,000	Expensed:	In Progress
Number of Applications:			
2021/22	2022/23	2023/24	2024/25
35	102	177	In Progress
Number of Approved Applications:			
2021/22	2022/23	2023/24	2024/25
27	96	166	In Progress
Total Program Applications:			39
Total Number of Approved Applications:			19

COMMERCIAL CLEAN CHARGE ELECTRIC VEHICLE (EV) PROGRAM

Program Summary

Moreno Valley Utility commercial customers who complete the purchase and installation of a charging station within 180 days are eligible for our CLEAN Charge Program (Commercial EV Assistance for New Energy). Commercial customers may apply for a \$1,000 rebate toward the purchase and installation of up to 20 charging stations, with a rebate cap of \$20,000 per customer.

Rebate Qualifications:

- Customer must be a Moreno Valley Utility commercial customer.
- Customer must provide a copy (or copies) of the purchase receipt(s) for the charging station(s).
- Charging station must be a new, stationary charge, installed at the commercial location listed on the application. Mobile chargers or plug-in chargers (including those with 240V receptacles) DO NOT QUALIFY.
- All documentation must be submitted within 180 days of project completion to be eligible for the rebate.
- Customer is responsible for obtaining all required permits from the City of Moreno Valley Building & Safety.

Program Performance Information:

2024/25 Budget:	\$200,000	Expensed:	In Progress
Number of Applications:			
2021/22	2022/23	2023/24	2024/25
N/A	N/A	N/A	In Progress
Number of Approved Applications:			
2021/22	2022/23	2023/24	2024/25
N/A	N/A	N/A	In Progress
Total Program Applications:		New Program!	
Total Number of Approved Applications:		New Program!	

SOLAR ELECTRIC INCENTIVE PROGRAM

Starting from December 11th, 2007, the City Council approved MVU's Residential Rate B time-of-use rate (TOU) for all new residential solar customers. Under this new TOU rate, customers who produce surplus energy during each billing period still receive a monetary credit on their billing account.

However, existing solar customers on Schedule NEM and NEM2 rates are grandfathered for 15 years. While optional for all residential customers, the TOU rate is now mandatory for customers installing solar, battery, and solar plus battery storage systems.

Solar Incentive Requirements:

- Only complete application packets will be accepted.
- Homes over 5 years old may require a utility-provided onsite energy audit before interconnection approval.
- Oversized systems are not allowed by MVU.
- Systems can only be installed to offset all or part of the customer's annual electrical usage.
- System sizing shall not exceed 1-year usage history. If 1-year usage history is unavailable, use the formula: $[(1692 \times \text{number of units}) + (0.75 \times \text{square footage of home})]$.
- All solar system components must be new and approved by MVU. Panels and inverters should appear on the latest California Energy Commission certified lists.
- MVU recommends 25-year warranty for panels and 10-year warranty for inverters and labor.
- Expanding the current installed solar system by 10% or more requires the account to be moved to the Rate B TOU. Adding battery storage also requires the account to be moved to the Rate B TOU.
- The qualifying system must be installed on the same premises as the applicant customer.
- MVU reserves the right to determine interconnection restrictions.
- A non-refundable \$75 Review fee is required for all systems
- (Pursuant to MVU Electric Service Rule No. 21).

Terms & Conditions:

Each of the undersigned declares under penalty of perjury that:

1. For residential applications, the PV system shall:
 - a. Be designed to offset all or part of the customer's annual electrical usage. System sizing shall not exceed 1- year usage history. When 1-year of usage history is not available, the following formula will be used for maximum system sizing, measured in Watts (CEC-AC): **$[(1692 \times \text{number of units}) + (0.75 \times \text{square footage of home})]$** .
 - b. Be located on the customer's premise and within Moreno Valley Utility's (MVU's) service territory.
 - c. Be an MVU electric customer owned system **OR** is a vendor/contractor owned PV system that is leased or rented (includes a purchase power agreement) to an MVU electric customer.
2. For commercial applications, the PV system shall:

- a. Be sized in Watts (CEC-AC) no more than 50% of minimum daytime load. Other sizing requests will require supplemental review. Please contact MVU at mvusolar@moval.org for more details.
 - b. Be located on the customer's premise and within Moreno Valley Utility's (MVU's) service territory.
3. MVU shall retain any net surplus energy generated by the NEM customer, including any associated environmental attributes or renewable energy credits ("REC").
 4. All systems require a non-refundable **\$75** Review fee (pursuant to MVU Electric Service Rule No. 21).
 5. The customer agrees to grant MVU access to the customer's property for the purpose of on-site inspection(s) to verify that the site and installed equipment are as stated.
 6. MVU is NOT party to the installation contract between the customer and contractor / vendor. MVU does not warranty or in any way guarantee the quality of the PV equipment. Acceptance of such is the customer's responsibility. MVU is not responsible for any Tax Liability associated with the receipt of any Utility, State, or Federal Government offered Rebate(s). The customer shall comply with all city and/or county ordinance(s) and obtain all required city and/or county permits.
 7. The information on this form is true and correct to the best of his/her knowledge.
 8. Contractor and customer acknowledge that no generation will begin until issued Permission-to-Operate (PTO)
 9. Customer acknowledges the installation of a generation system and/or energy storage device **will not eliminate a monthly bill** from MVU under the **NEM program**.

Program Performance Information:

2021/22 Budget:	\$150,000	Expensed:	\$69,127.38
2022/23 Budget:	\$150,000	Expensed:	\$59,544.65
2023/24 Budget:	\$250,000	Expensed:	\$96,255.31
2024/25 Budget:	\$250,000	Expensed:	In Progress
Number of Applications:			
2021/22	2022/23	2023/24	2024/25
496	454	413	In Progress
Number of Permission to Operate Issued:			
2021/22	2022/23	2023/24	2024/25
434	360	327	In Progress
Total Program Applications:		1,363	
Number of PTO issued:		1,121	



14331 Frederick St. #2
Moreno Valley, CA 92553
Tel. 951.413.3500

www.moval.org/mvu