



SMART ELECTRIC PANEL REBATE PROGRAM GUIDELINES



Silicon Valley Power customers are eligible for a rebate of \$2,000 when you upgrade your electric panel to a smart panel to accommodate additional load from converting natural gas to electric appliances and/or adding a Level 2 EV charger to your home. Income-qualified customers may be eligible for a bonus rebate of \$1,000 for a total of \$3,000. Customers who meet the LIHEAP income qualifications may be eligible for a bonus rebate of \$1,000, for a total of \$4,000. This program is intended to make homes “electrification ready” by actively managing electric loads within the home to avoid infrastructure upgrades required on the electric distribution system to accommodate an increased number of electric appliances.

- Panel must be upgraded to a smart electric panel of 100 amps or greater to be eligible for the rebate. Standard electric panels are ineligible. The panel must have an automatic load management system to ensure electricity draw never exceeds the panel rating.
- The smart panel equipment manufacturer must provide documentation on and access to a means for local control for use in the event the equipment manufacturer is no longer able to support cloud-based monitoring and control platforms for the smart panel. Local control may be via a REST API, or similar industry-standard interface. Local control interface shall allow for monitoring power and state control of connected circuits.
- Only panel upgrades made on or after July 1, 2022 are eligible for the rebate; projects that received a rebate for a portion of the panel cost through other programs are ineligible.
- Panel upgrades must be done for the purpose of home electrification measures.
- Properties must demonstrate completed installation of either a Level 2 EV charger **or** conversion of a natural gas appliance to an efficient electric appliance. Eligible conversions include:
 - Conversion of a natural gas water heater to an electric heat pump water heater
 - Conversion of a natural gas stove to an electric induction stove
 - Conversion of a natural gas furnace to an electric heat pump
 - Conversion of a natural gas clothes dryer to an electric clothes dryer
- Panel upgrade installation projects must comply with all applicable City of Santa Clara building codes and permitting requirements.
- All electrical upgrade work must be performed by an electrician with a valid C-10 license.
- Submit the following documentation along with the rebate application:
 - Photos of the new smart electrical panel installed on the property.
 - Contract or paid invoice(s) to certified electrician, showing the itemized and subtotaled cost of the electrical upgrade (electrician’s invoice must include the electrician’s license number, as well as the panel make and model number).
 - Final, signed building permit(s).
 - Proof of purchase of newly installed Level 2 EV charger or electric appliance.
 - Photos of old natural gas appliance and newly installed electric appliance. Ensure the area surrounding the appliance is clearly visible to identify the installation is in the same location.

- Eligibility for income-qualified bonus incentives requires income verification through Silicon Valley Power's Financial Rate Assistance Program within the previous 12 months.
- Qualifying measures and rebate values are subject to change. Visit siliconvalleypower.com/rebates or call 408-244-SAVE to verify your project qualifies for a rebate **BEFORE** purchase or installation.
- Obtain a necessary permit through the City of Santa Clara Permit Center. Please visit <https://www.santaclaraca.gov/our-city/departments-a-f/community-development/building-division/permits> or call 408-615-2440. The City of Santa Clara permit must have final approval for requested measures to receive rebate.
- Silicon Valley Power reserves the right to verify installation before a rebate is issued. Approval is at the sole discretion of Silicon Valley Power.
- Panel upgrade must be in a residence receiving electricity from Silicon Valley Power on a residential rate schedule.
- Offer is valid on new product sales only and as long as funds remain available.
- Application and all required supporting documentation must be submitted through the Silicon Valley Power website within 60 days from date of final permit approval.
- Rebate will be paid by check after installation verification.
- Please allow 2 to 3 billing cycles from submission date for receipt of the rebate. If your check has not been received after three (3) billing cycles, please contact Silicon Valley Power at 408-244-SAVE (7283), Monday through Friday, 8:00 a.m. to 5:00 p.m., or email cutcosts@siliconvalleypower.com.
- Discrepancies can invalidate the rebate application.
- Silicon Valley Power is not responsible for items delayed or lost in the mail.
- Silicon Valley Power disclaims any and all liability for any loss or damage which may arise as a result of the applicant's participation in this program.
- Offer void where prohibited, taxed, or restricted by law.
- This program is subject to change or termination without prior notice.
- The rebate amount cannot exceed the cost of the panel upgrade, including parts and labor, and does not include taxes or shipping costs.
- Rebates valid for purchases made with United States currency only.
- Limit One (1) rebate per Silicon Valley Power service address.
- New construction is ineligible for the rebate.
- Customers who previously received a rebate for an electric panel upgrade within the previous 5 years are ineligible for this rebate.