



MCE Heat Pump Water Heater Kicker Requirements & FAQ

MCE is pleased to offer a Heat Pump Water Heater Kicker incentive to MCE customers installing an eligible heat pump water heater project through the Residential Flex Market program. Enrolled aggregators may request confirmation of site eligibility by submitting a Manual Customer Site Eligibility Tool (CSET) Inputs Template to flexmarket@aesc-inc.com.

Step 1: Fill out a [Rebate Reservation Request](#) form

- You will also need to submit the following documents
 - Customer's most recent PG&E bill
 - Completed [MCE Invoice Cover Sheet](#)
 - Your business's W-9

Step 2: Receive MCE approval for rebate reservation

- MCE will review the Rebate Reservation Request and confirm approval or request additional information.

Step 3: Install an eligible heat pump water heater project through the Residential Flex Market program

- Submit a project application package to AESC's SharePoint and notify flexmarket@aesc-inc.com
 - CSET results
 - VET results
 - Signed Customer Project Application
 - Scope of work
 - Equipment performance specifications
 - Copy of Customer's PG&E Bill
 - Final Project Invoice showing customer rebate
 - Applicable contractor licenses and permits
 - Pre- and Post-Installation photos
- Receive AESC Performance Period Notification Letter (PPNL) confirming project approval

Step 4: Fill out a [Payment Request](#) form

- You will also need to submit the following documents
 - Itemized customer invoice with breakout of parts and labor
 - Project's Performance Period Notification Letter (PPNL)
 - Completed [Customer Attestation](#)



FAQ

1. Who is eligible for this incentive?

Client must be an MCE customer to receive this incentive. This can be verified via the customer's PG&E bill. In order to access this incentive for a customer, you must be an Enrolled Aggregator for MCE's Residential Flex Market program.

2. How much is the rebate?

The Heat Pump Water Heater Kicker is made up of two amounts. There is a flat \$2,500 rebate available for the heat pump water heater, and there is up to \$1,500 available for any electrical work required for the heat pump water heater installation. The rebate for electrical work cannot exceed the cost of the electrical work done, which must be indicated on the customer invoice.

3. Can I use this as a standalone incentive?

To access the MCE Heat Pump Water Heater kicker, an eligible project including a heat pump water heater must be completed through the Residential Flex Market program.

4. Can this incentive be stacked with other incentives?

Yes, the MCE Heat Pump Water Heater Kicker can be stacked with TECH Clean California, and other non-CPUC funded programs.

5. Can I apply for this incentive for a previously-installed project?

No. This incentive cannot be accessed retroactively. MCE project reservation must be approved prior to installation of equipment.

6. Do I need to pass along the entire rebate to the customer?

Yes. The entire amount of the rebate must be passed along to the customer and indicated on the itemized invoice submitted as part of the Payment Request.

7. When will I receive payment once my request is approved?

After your payment request is approved by MCE, electronic payments typically require 2-3 weeks to process for immediate release of funds, and check payments require 3-4 weeks to process before being sent to the mailing address provided.

8. How long will these funds be available?

The funds will be available through March 31, 2026, or until they are spent, whichever comes first. Funding levels will be updated bi-weekly here.