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Zero-Emission Rebates for Oregon Fleets

Rebate Application Guide



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I. Introduction

This User Guide provides step-by-step instructions for participating in the Zero-Emission Rebates for Oregon (ZERO) Fleets Program. It is based on the Implementation Manual, which defines key terms, outlines program processes and explains requirements as established in the Terms and Conditions, Oregon Administrative Rules and Oregon law.

For program guidelines and more information, please refer to the Implementation Manual and other resources found on the [ZERO Fleet DEQ Web Page](#).



Rebate Process



Assess Eligibility



**Apply for a Rebate
with an Approved
Dealer**



**Provide and Sign
Required Documents**



**Purchaser Receives
and Registers
Vehicle in Oregon**



**Receive
Rebate**

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I. ZERO Fleet Application Portal

Purchasers and Dealers will use the ZERO Fleet Application Portal (Portal) to apply for eligibility in the program and manage Rebate applications. Below are relevant links for the Portal.

a. Purchaser

- i. [ZERO Fleet Purchaser Eligibility Application](#)
This application determines eligibility to participate in the ZERO Fleet Rebate Program. If approved, it creates a profile for you, if eligible.
- ii. [ZERO Fleet Purchaser Login](#)
Once the eligibility application is approved, Purchasers can access the Portal to apply for rebates and manage rebate applications.

b. Dealer

- i. [ZERO Fleet Dealer Eligibility Application](#)
This application determines eligibility to participate in the ZERO Fleet Rebate Program. If eligibility is approved, it creates a profile for your dealership.
Dealers will automatically be added to the list of approved dealers that populates on ZERO Fleet Rebate applications.
- ii. [ZERO Fleet Dealer Login](#)
Once eligibility application is approved, Dealers can access the Portal and manage rebates attached to the Dealership.

II. Profile Creation and Accessing the ZERO Fleet Application Portal

Profile creation occurs through the [Purchaser Application](#) and the [Dealer Application](#) and is necessary to apply for, track and receive rebates. Profile creation establishes eligibility and is subject to review by DEQ staff. Initial applications **ARE NOT** rebate applications. Rebates are applied for by the Purchaser after initial approval (see [Section III](#)).

a. Purchaser

- i. Go to [ZERO Fleet Purchaser Application](#)

- ii. Input Oregon SOS Registry Number:
 - a. An active State of Oregon Secretary of State (SOS) Registry Number is required to register for a ZERO Fleet profile. Only active SOS Registry numbers can create a profile.
 - b. Enter SOS registry number in the following format:
 - XXXXXX-XX or XXXXXXXX-XX
 - Include the dash when entering number into site.
 - c. Click "Begin Application"
- iii. Enter Application Information:
 - a. Fill out all required fields and submit. DEQ will review and make a decision within a reasonable window of time.
 - b. Click "Submit Application"
- iv. Adding Users:
 - a. Navigate to the "Users" tab in the Portal to add/remove users. The person who creates the profile will be listed as the "Admin" for the ZERO Fleet profile. Admins can approve, make changes and update applications attached to the dealership.
- v. Rebate Applications:
 - a. Once DEQ grants initial approval, rebate applications can be entered individually. See section II.B for Rebate application instructions.
- vi. Accessing ZERO Fleet Portal:
 - a. Purchasers will have access to the ZERO Fleet Application Portal once their initial application is approved. Please visit the [ZERO Fleet Purchaser Login](#) to access your account once approved.

b. Dealer

Profile creation includes an eligibility review to become an approved dealer. If the dealer profile is approved, the dealership is authorized to participate in the ZERO Fleet Rebate Program.

- i. Go to the [ZERO Fleet Dealer Application](#)
- ii. Input Oregon SOS Registry Number
 - a. An active State of Oregon Secretary of State (SOS) Registry Number is required to register for a ZERO Fleet profile. Enter SOS

Registry number to proceed with application. Only active SOS Registry numbers can create a profile.

1. Enter SOS registry number in the following format:
 - XXXXXX-XX or XXXXXXX-XX
 - Include the dash when entering number into site.
2. Click "Begin Application"
- iii. Enter Application Information
 - a. Fill out all required fields and submit. DEQ will review and make a decision within a reasonable window of time.
 - b. DMV Account ID
 - i. Dealers and OEMs are required to provide their relevant active DMV Account ID for the state in which they are located.
 - c. Click "Submit Application"
- iv. DEQ Review
 - a. DEQ will make a decision, based on program guidelines, and email a notification and next steps.
- ii. Adding Users:
 - a. Once DEQ grants approval, Users can be added to the profile.
 - b. Navigate to the "Users" tab in the Portal to add/remove users. The person who creates the profile will be listed as the "Admin" for that dealer profile. Admins can approve, make changes and update applications attached to the dealership. Admins can add users as "Admin" or "Staff". Staff users are limited to "View-Only" privileges.
- iii. Accessing ZERO Fleet Application Portal:
 - a. Dealers will have access to the ZERO Fleet Application Portal once their initial application is approved. Please visit the [ZERO Fleet Dealer Login](#) to access your account once approved.

III. Applying for a Rebate

Rebate eligibility must be determined, and rebates must be applied for and approved before purchasing an eligible vehicle. Up to five (5) rebates per calendar year can be awarded. Each vehicle rebate will need its own application. Rebate funds are reserved for 12 months;

extensions are available upon request (up to two (2), six months extensions allowed) – subject to review by DEQ. The rebate extension process is located in section II.D.

a. Purchaser

Applicants can apply after initial approval and account creation for the ZERO Fleet Rebate Program.

If you're applying for multiple vehicles, please submit all applications in one session so rebates can be grouped into a single contract. This will help more quickly advance the process.

- i. Login to the [ZERO Fleet Purchaser Login](#) page.
 - a. Only those at the “Admin” level can submit ZERO Fleet Rebate applications.
- ii. Click the “Apply for Rebate” button on the Purchaser Dashboard.
- iii. Fill in all required fields.
- iv. Select a dealer from the “Approved Dealer” dropdown menu and submit the application.
- v. Determine if vehicle domicile location is in a diesel-affected area using this map: [Diesel Pollution Priority Areas](#)
 - a. Check the box if the domicile location has a Diesel Pollution Exposure Score above 2.5.
- vi. Review all information and click the “Submit Rebate Application” button.
- vii. DEQ will review the Rebate Application.
 - a. If approved, DEQ will reserve the funds for up to 12 months, with a possible six-month extension upon written request. See section II.F for Rebate Extension details.
 - b. DEQ may request changes or updates to applications.
 - c. If denied, please see Appeals in [section VI](#).
- viii. Once approved by DEQ, the application status will update to “**Rebate Reserved**”. At this point the Dealer must accept the rebate on their end.
- ix. Once the dealer accepts, the status will update to “**Requires Documents**”.
 - a. The dealer will need to upload the following documents on your behalf:
 - Purchase Order
 - Proof of Registration

Completed registration forms accepted. We recognize it

may take time to receive official registration. We ask that you provide official registration to DEQ via email (zerofleet@deq.oregon.gov) once received.

- x. DEQ will send a "Participant Support Cost Agreement" when the Rebate Reservation is approved by all parties (see [section IV](#)).

b. Dealer

Once the purchaser has submitted the rebate application, Dealers can view applications connected to their dealership.

- i. Login as an approved dealer to [ZERO Fleet Dealer Login](#).
 - Only those at the "Admin" level can interact with rebate applications.
- ii. Once logged in, dealers can see a list of all applications connected to the dealership.
- iii. DEQ Approval:
 - Applications with the status "**New Under Review**" are new rebate applications yet to be reviewed by DEQ.
 - Once DEQ approved, applications will be moved to the "**Rebate Reserved**" status.
- iv. Dealer Approval:
 - Applications with the status "**Rebate Reserved**" require the attention of the Dealer.
 - Dealers must click "Accept" on applications with the "**Rebate Reserved**" status to verify the rebate and continue with the process.
 - Dealer must agree to the terms and conditions of the program via a checkbox when accepting.
- v. Once accepted by the dealer, the rebate application moves into the "**Requires Documents**" status.
- vi. Dealer must upload the following documents on behalf of the Purchaser and confirm VIN (Please have all documents ready when uploading):
 - Purchase Order
 - Proof of Registration
 - A completed title and registration form or temporary registration is acceptable.

- Proof of permanent registration will be requested on annual reports.

IV. Participant Support Cost Agreement

The Participant Support Cost Agreement (PSC) is a binding contract between DEQ and the Purchaser agreeing to terms and conditions, as well as fiscal responsibility. There are three exhibits attached to the Agreement; Exhibit A, Exhibit B and Exhibit E.

a. Purchaser

- i. The PSC is sent to the Purchaser once a Rebate Reservation has been approved by DEQ.
- ii. DEQ will pre-fill the PSC Agreement Exhibit A with rebate information.
 - All approved rebate applications that haven't yet been included in a contract will be grouped under a single PSC when the draft is created—unless they were already part of a previous PSC.
- iii. Purchaser must review and sign Agreement
 - Including Exhibit A
 - Including Exhibit E
 - [Exhibit B](#) will be submitted separately once vehicle is delivered.
- iv. Purchaser must return signed PSC Agreement to zerofleet@deq.oregon.gov.
- v. If edits are needed before signing, please notify DEQ via email and describe the needed changes.
 - Email Subject: "[PURCHASER NAME] SIGNED PSC [DATE]"

b. Dealer

Dealers do not have to sign the Participant Support Cost Agreement. The dealer will need to sign Exhibit B ([see section VI.b](#)).

V. Requesting a Rebate Extension

Rebate Reservations can be extended by up to six months for a total of 18 months from the date of the Rebate Reservation approval. **Requests must be submitted BEFORE the end of the initial twelve-month timeframe.**

a. Purchaser

Purchasers have 12 months from the approval of the Rebate Reservation to take delivery and ownership of the vehicle. To request an extension the Purchaser must:

Submit a written request to zerofleet@deq.oregon.gov. Please include the following in the email:

- i. Subject: EXTENSION REQUEST: [Business Name]
- ii. Attachment 1: ZERO Fleet Rebate Extension Request
 - Business Name
 - Rebate Reservation Number
 - Rebate Reservation Approval Date
 - Date of Request
 - Vehicle Make/Model and VIN
 - Reason for extension request
 - Authorized Representative Name and Signature
 - Dealer Name

b. Dealer

- iii. Dealers must sign the ZERO Fleet Rebate Extension Request to verify that the extension is needed.
- iv. The Purchaser is responsible for submitting the request to DEQ.

VI. Appeals

If Denied, DEQ will provide a reason. An email must be submitted and received within sixty (60) calendar days of application denial/cancellation and sent to: zerofleet@deq.oregon.gov. Appeals must include:

- c. Applicant Info (Name, Location, SOS Number
- d. Vehicle Details (Make/Model, Powertrain, Battery Capacity, Weight Rating
- e. Reason for appeal

Rebate applications that have been denied or canceled by DEQ may be appealed within sixty (60) calendar days of the date of denial/cancellation. DEQ will respond to an appeal in writing as soon as it is workable.

VII. Submitting an Invoice for Rebate Payment

To receive payment, you must submit an invoice in the form Exhibit B (attached to the Participant Support Cost Agreement) along with any supporting documentation required. Exhibit B serves as the invoice template and assigns the Rebate payment to the Dealer. Exhibit B must be submitted by the rebate expiration date (12-18 months from Rebate Reservation approval).

Exhibit B can only be submitted for rebate applications that have met all programmatic eligibility requirements, provided all required documentation, and the Purchaser has taken delivery of the vehicle within the allotted timeframe.

a. Purchaser

- i. Complete Exhibit B (Invoice)
 - Locate Exhibit B attached to the Participant Support Cost Agreement.
 - Fill out Exhibit B for vehicles that have been received and are titled and registered in Oregon (see [section III.b.vi](#)).
 - i. For multiple vehicles, if possible, combine all vehicles that have been received from the same dealer. This can be helpful if more than one vehicle from a dealer is ready at the same time and has met all requirements for payment.
 - ii. DEQ can process multiple Rebates on one invoice so long as all vehicles are from the same dealer.
 - Complete all required information.
 - Send to the associated Dealer for signature.
- ii. Compile and include the following attachments:
 - Images of the vehicle(s) listed in Exhibit B, including a full view of the qualifying vehicle (front, side and rear of vehicle)
 - An image of the VIN on the vehicle
 - Any additional documentation requested by DEQ.
- iii. Send completed and signed Exhibit B and attachments to DEQ.
 - Email to zerofleet@deq.oregon.gov.
 - Subject: [PURCHASER NAME] SIGNED EXHIBIT B

- iv. DEQ will confirm that we have received Exhibit B.
- v. Rebate Status will be updated to **"Paid"** once the Exhibit B has been processed.

b. Dealer

- i. Purchaser will request the Dealer's signature on Exhibit B. This authorizes DEQ to send the rebate payment to the Dealer associated with the related rebate.
- ii. Purchaser is responsible for submitting completed and signed Exhibit B and accompanying documentation to DEQ.
- iii. Dealers can check the status of the application to see when the invoice has been processed. The status will update to **"Paid"** when the invoice has been processed.
- iv. Rebate payments will be sent by check or ACH transfer from DEQ.

VIII. Terms and Definitions

a. Rebate Statuses

Rebate applications will progress through various statuses as they are processed, reviewed, and paid out. These statuses prompt automated emails to be sent at every status change – please check emails for important information.

i. Rebate Reserved

The rebate application has been approved. This reserves the funds requested in your application and funds will be paid once all the next steps are completed.

ii. Rebate Awaiting Docs

Rebate has been reserved and needs documents upload (Purchase Order, Proof of Registration, VIN).

iii. Rebate Denied

Rebate application has been denied. Reason for denial will be sent with email notification.

iv. Rebate Denied – Reservation Expired

Rebate process was not completed within timeframe and is therefore automatically denied.

v. Rebate Reserved – Extension Approved

A Rebate extension was applied for and approved. This grants a six-month extension past the original expiration date.

vi. Rebate Reserved – Extension Denied

A Rebate extension was applied for and denied. Reason for denial will be sent with email notification.

vii. Rebate Awarded

All requirements have been met, and the rebate is officially awarded. The Purchaser and Dealer must sign and submit Exhibit B of the Participant Support Cost Agreement in order to receive payment.

viii. Rebate Denied Final Review

Rebate has been denied after final review. Reason for denial will be sent with email notification.

ix. Rebate Paid

Rebate has been awarded, Exhibit B has been submitted and approved, and payment is being processed by DEQ. Please allow 2-3 weeks to receive payment via check. ACH payments will likely be deposited into accounts sooner.

b. Definitions

i. Activity

Activities are the vehicles listed in Exhibit A, Table 1 of the Participant Support Cost Agreement.

ii. Completed Activity

An Activity is considered completed when all requirements for Rebate payment have been met, including the steps outlined in sections [III](#), [IV](#), and [V](#).

iii. Exhibit A

Attached to the PSC Agreement, Exhibit A lists out program-specific terms and conditions and lists the Rebates being applied for. This section is filled out by the ZERO Fleet Rebate Program Administrator and sent to the Purchaser after Rebate Reservation approval.

iv. Exhibit B

Attached to the PSC Agreement, Exhibit B serves as an invoice and Rebate assignment authorization. The Purchaser will fill out Exhibit B when they are [submitting an invoice for Rebate payment](#). Exhibit B will be submitted separately to the Exhibit A and E.

v. Exhibit E

Attached to the PSC Agreement, Exhibit E is the Lobbying and Litigation Certificate verifying funds will not be used to engage in lobbying the Federal Government or in litigation against the United States unless authorized under existing law.

vi. GVWR

Gross Vehicle Weight Rating is a commonly used official weight classification for vehicles.

vii. PSC Agreement

Participant Support Cost (PSC) Agreements are a legally binding contract between DEQ, Purchaser, and the Dealer. This offers protections for public funds and defines program requirements.