



We strengthen communities

# State Home Electrification and Appliance Rebates Program

CLEAN BUILDINGS PROGRAM

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# Glossary

**AHRI** - Air-Conditioning, Heating, and Refrigeration Institute

**AMI** - Area median income

**CARB** - California Air Resource Board

**CCA** - Washington State Climate Commitment Act

**ccASHP** - Cold Climate Air-Source Heat Pump

**CEE** - Consortium for Energy Efficiency

**CEJST** - Climate and Economic Justice Screening Tool

**DAHPP** - Washington State Department of Archeology and Historic Preservation

**U.S. DOE** - U.S. Department of Energy

**DSHS** - Washington State Department of Social and Health Services

**EHD** - Environmental Health Disparities

**EPA** - U.S. Environmental Protection Agency

**GWP** - Global warming potential

**U.S. HUD** - U.S. Department of Housing and Urban Development

**IRA** - Federal Inflation Reduction Act

**LEAD** - Low-Income Energy Affordability Data Tool

**LMI** - Low- and Moderate-Income

**MEP** - Mechanical, electrical, and plumbing

**NEEP** - Northeast Energy Efficiency Partnership

**SNAP** - Significant New Alternatives Policy Program

**State HEAR** - State Home Electrification and Appliance Rebates Program

# Section 1 - State HEAR Program Basis

## 1.1 Overview

The [State Home Electrification and Appliance Rebates \(HEAR\) Program](#) funds rebates for heat pumps and other high-efficiency electric equipment. The program focuses on low- and moderate-income households, small businesses, and adult family homes. Third-party administrators across Washington State will administer the program and rebates.

## 1.2 Terms and Documentation

This document provides guidelines for the State HEAR program. It addresses funding, project guidelines and requirements, and reporting requirements. This guidebook does not cover elements that are already covered by local or state law or rule such as permitting, codes and standards (i.e. building code, electrical code, plumbing code), federal law, or utility regulations.

This program guide only applies to the State HEAR Program.

## 1.3 Authorizing Statute and Fund Sources

[Engrossed Substitute Senate Bill 5200 Section 1008 Subsection 1](#) provides \$80 million to Commerce from the Climate Commitment Account to administer grants to third-party administrators for heat pumps and other high-efficiency electric equipment rebates. Commerce will make \$77,600,000 available for awards after a three percent reduction for administration costs.

## 1.4 Climate Commitment Act Requirements

The Washington Climate Commitment Act (CCA) requires in [RCW 70A.65.230](#) that at least 35%, with a goal of 40%, of the total investments from the Climate Commitment Account benefit vulnerable populations in overburdened communities in Washington State. Additionally, at least 10% of total investment from the Climate Commitment Account will be used for programs, activities, or projects formally supported by Tribes.

## 1.5 Federal Inflation Reduction Act (IRA) and State HEAR Program

Funding for the State HEAR program comes from the Climate Commitment Act. The State HEAR Program does not receive any funding from the Federal IRA and does not follow the same rules and regulations as the Federal IRA rebate programs.

Federally-recognized Tribal governments may apply for funding from the Federal [Tribal Home Electrification and Appliance Rebates Program](#) in combination with State HEAR funds. Tribal governments should verify with U.S. DOE that there are no restrictions around the combination of state and federal funds.

# Section 2 - Rebate and Incentive Program Guidelines

## 2.1 Eligible Third-Party Administrators

Eligible third-party administrators include:

- 501(c)(3) Non-profit organizations

- Retail electric utilities
- Housing providers
- Community action agencies
- Local governments
- State- and federally-recognized Tribal governments

Third-party administrators may form partnerships with other eligible third-party administrators. However, each administrator can only receive one grant from the State HEAR program, and may not receive a separate grant if part of a partnership.

### 2.1.1 Third-Party Administrator Applications

Commerce will determine the manner of distributing program funds to third-party administrators consistent with the State's energy strategy, climate mandates, and environmental justice goals.

Among the factors that Commerce will consider in third-party administrator applications include:

- Federal Council on Environmental Quality [Climate and Economic Justice Screening Tool](#) (CEJST): Commerce will prioritize programs that serve census tracts identified as disadvantaged.
- Washington State Department of Health [Environmental Health Disparities](#) (EHD) Map: Commerce will prioritize programs that serve highly impacted communities ranked 9 or 10 on the EHD Map.
- U.S. DOE [Low-Income Energy Affordability Data](#) (LEAD) Tool: Commerce will prioritize programs that serve populations with high energy burden.

## 2.2 Eligible Rebate Recipients

- Low-income households (household income less than 80% of AMI)
- Moderate-income households (household income 80% - 150% of AMI)
- Small businesses as defined in [RCW 39.26.010\(22\)](#). For the purposes of this program, Commerce includes non-profit organizations in this definition.
- Adult family homes as defined in [RCW 70.128.010](#) and licensed by Washington State Department of Social and Health Services (DSHS).

All eligible rebate recipients must reside in Washington State. Recipients are only eligible for only one rebate or incentive from the State HEAR Program. Recipients may receive rebates from the Federal IRA programs or other state funded programs.

Adult family homes do not qualify as residential households or small businesses.

Small businesses must be located in commercial spaces. Owners of in-home businesses must apply as households, and may not claim rebates for both household and small business.

State- and federally-recognized Tribal governments, and other entities that receive funding for Tribal electrification programs, must serve Tribal households and Tribal member-owned small businesses that meet the eligibility criteria above.

- **Examples of eligible programs:**

- A county would like to offer rebates to only households with household income 50% or less of AMI. This is an eligible program because households with income of 50% or less of AMI fall under the maximum threshold of 150% AMI.
- A 501(c)(3) non-profit organization is creating a program to serve adult family homes licensed by DSHS only in overburdened communities. This is an eligible program because the adult family homes the program intends to serve are licensed by DSHS, and would therefore meet the definition in RCW 70.128.010.

○ **Examples of ineligible programs:**

- A small city would like to offer small business rebates to their local school district and government buildings. This is ineligible because publicly owned buildings do not meet the definition of a small business in RCW 39.26.010(22).
- A retail electric utility has an existing rebate program open to households of all incomes, and will use State HEAR funds to enhance rebates for all of their current offerings. This utility may only use State HEAR funds to enhance rebates for households with incomes up to 150% of AMI. Any rebates for households with income more than 150% of AMI may not use State HEAR funds.

## 2.2.1 Rebate Recipient Verification

Third-party administrators must verify that households, small businesses, and adult family homes meet the eligibility requirements described in Section 2.2.

### Households

Third-party administrators must base AMI on the [U.S. Department of Housing and Urban Development's \(HUD\) Income Limits Dataset](#) for the County(ies) that their program serves. Third-party administrators do not need to base median household income on family size, but may choose to do so. Other income data sources may be used to supplement the HUD AMI figures.

Possible methods to verify household income include:

- Participation in other income-qualified programs, including but not limited to:
  - Low-Income Home Energy Assistance Program (LIHEAP)
  - Supplemental Nutrition Assistance Program (SNAP)
  - Medicaid
  - Supplemental Security Income (SSI)
- Tenancy in income-qualified housing
- Self-attestation

### Small Businesses

Possible methods to verify small business eligibility include:

- Self-attestation
- Certification from the [Office of Minority and Women Business Enterprises](#)

- Tax records from the Washington State Department of Revenue

### Adult Family Homes

- License from Washington DSHS.

## 2.2.2 Eligible Building Types

Rebate recipients must own or rent the building where the eligible equipment will be installed, and the building must be located in Washington State. Eligible buildings include:

- Single-family home (attached or detached)
- Multifamily home, defined in [RCW 19.27A.200](#) (including duplexes, triplexes, fourplexes, etc.)
- Manufactured home, defined in [RCW 59.20.030](#)
- Commercial building (including mixed-use)

Accessory dwelling units (ADUs), defined in [RCW 36.70A.696](#), may be either single-family or multifamily homes depending on if they are attached or detached from the principal unit.

All buildings or units where eligible equipment is being installed must be occupied at the time of installation.

## 2.3 Eligible Equipment and Equipment Requirements

Third-party administrators may offer rebates and incentives to eligible households and small businesses for the following equipment:

Upgrade Type	Eligible Equipment
Appliances	Electric air-source and ground source heat pumps for space conditioning
	Electric heat pump water heaters
	Electric heat pump clothes dryers
	Induction cooking equipment
Electric service necessary for the installation of eligible electric appliances	Electric service and panel upgrades Electric wiring

Third-party administrators may offer rebates and incentives to eligible adult family homes for the following equipment:

Upgrade Type	Eligible Equipment
Appliances	Electric air-source and ground source heat pumps for space conditioning

Upgrade Type	Eligible Equipment
Electric Service necessary for the installation of eligible electric appliances	Electric service and panel upgrades  Electric wiring

The eligible equipment listed above is intended to align with existing federal tax credits, and anticipated rebates and incentives from the IRA. Commerce may allow additional measures to be eligible for rebates through the State HEAR Program to align with guidance from U.S. DOE.

Eligible equipment listed above must meet the following requirements:

- All equipment must be ENERGY STAR Certified
- All heat pumps must meet at least one of the following:
  - ENERGY STAR Certified or AHRI CEE North Region Certified
  - Cold climate technical specifications of NEEP ccASHP or ENERGY STAR Cold Climate Heat Pump designation
- All equipment that uses refrigerants must follow the statutory GWP limits from the Washington State Department of Ecology and the EPA. Where technically and economically feasible, equipment must use low GWP refrigerants listed by the EPA's Significant New Alternatives Policy Program, or CARB.

Please see Section 2.2.3 Equipment Specification for detailed information on the above certifications and standards.

### 2.3.1 Ineligible equipment

Ineligible equipment that third-party administrators may not provide rebates and incentives for include:

- Fossil fuel equipment, including fossil fuel heat pumps
- Dishwashers
- Clothes washers
- Residential refrigerators and freezers
- Lighting
- Energy-generating or energy-storing equipment
- Electric vehicle supply equipment (EVSE)
- Portable or window air conditions or heaters
- Thermostats



- Plug load and small appliances, such as:
  - Microwaves
  - Office equipment
  - Air purifiers
  - Dehumidifiers
- Weatherization and building envelope measures, including:
  - Windows
  - Doors
  - Insulation
  - Air sealing

The following section lists possible exceptions to the ineligible equipment above.

## 2.3.2 Additional information about eligible and ineligible equipment

### Heat pumps

- Packaged terminal heat pumps (PTHP) are eligible air-source heat pump equipment, as long as they meet the certification standards and cold climate technical standards in Section 2.3.3.
- Limited duct sealing, insulation, and MEP are eligible expenses if necessary for the installation and operation of a heat pump.
  - **Example of eligible expenses:** A contractor replaces a broken portion of the main duct on a furnace that they are installing a heat pump, and fills in holes drilled for coolant lines with new insulation.
  - **Example of ineligible expenses:** A home receiving a heat pump does not have adequate air sealing on doors and windows, and when installing the coolant line, the contractor finds there is little or no insulation in the walls. The contractor installs air sealing to the doors and windows and installs new insulation in the walls around the coolant line.
- Thermostats may be eligible if they come as part of the heat pump equipment package.
  - **Example of eligible expense:** A household purchases a ductless heat pump to install in their home. Included in the equipment package are an indoor head, an outdoor condensing unit, and a thermostat. The rebate or incentive issued by the household's third-party administrator can cover the cost of the thermostat because it was included as part of the heat pump equipment.
  - **Example of ineligible expense:** A city utility wants to offer rebates for smart thermostats to customers who also use rebates to install a heat pump. Since the thermostats are not included with the heat pump equipment, and would be a separate item from the heat pump equipment, the thermostat is ineligible and the city cannot offer rebates using State HEAR Program funds.

## Heat Pump Hot Water Heaters

- Limited plumbing and MEP are eligible expenses if necessary for the installation and operation of heat pump hot water heater.
  - **Example of eligible expenses:** A home replacing a gas fired water heater with an eligible heat pump hot water heater must also install a new water pump and replace piping connecting the hot water heater to the plumbing system.
  - **Example of ineligible expenses:** A business installing a heat pump hot water heater needs to replace pipes and fixtures throughout the building in addition to the new pipes connecting the hot water heater to the building's plumbing system. Only the pipes and materials that connect the heat pump hot water heater to the building's plumbing system are eligible expenses. The additional plumbing work is ineligible.

## Heat Pump Clothes Dryers

- Commerce will allow third-party administrators to offer rebates and incentives for ENERGY STAR-certified clothes dryers that do not use heat pump technology. Commerce recommends that if third-party administrators offer rebates and incentives for non-heat pump dryers, they target the highest efficiency models available according to ENERGY STAR.
- Commerce will allow third-party administrators to offer rebates and incentives for ENERGY STAR-certified combination all-in-one washer-dryers that use heat pump technology.
- Commerce will allow third-party administrators to offer rebates and incentives for ENERGY STAR-certified washer and dryer sets. The washer and dryer must be sold together. If the washer and dryer are sold separately, the rebate or incentive may only be applied toward the cost of the dryer.

## Induction Cooking Equipment

- Third-party administrators may offer rebates and incentives for induction cooking equipment that is not ENERGY STAR-certified if they can demonstrate that the equipment meets the technical eligibility criteria of ENERGY STAR.

## Electric Service Upgrades

- All electric service upgrades must be made on or in the building where the eligible equipment is being installed and operated. Third-party administrators may not use program funds to upgrade electric transmission or distribution systems.
- Eligible electrical service upgrades are only allowed if necessary for the installation and operation of eligible equipment, including:
  - Electrical wiring
  - Electrical outlets
  - Electrical panels
  - Electric meters

## 2.3.3 Equipment Specifications

### Certifications

All air-source heat pump equipment must meet one of the following criteria:

- [AHRI Certified](#) (any CEE North Region Tier)
- [ENERGY STAR Certified](#)

All heat pump hot water heaters must meet one of the following criteria:

- [AHRI Certified](#) (any CEE Tier)
- [ENERGY STAR Certified](#)

All other equipment, excluding electrical service upgrades, must be ENERGY STAR labeled.

Third-party administrators may use equipment that does not have the above certifications if they can demonstrate the equipment meets the technical eligibility criteria of the above certifications.

### Cold Climate Ratings

All air-source heat pumps must meet one of the following cold climate criteria:

- [NEEP ccASHP Version 4.0](#)
- [ENERGY STAR v6.1](#)

Third-party administrators may use equipment that does not have the above certifications if they can demonstrate that it meets the HSPF2 performance requirements, or the overall technical eligibility criteria of the above cold climate certifications.

### Low GWP Requirements

All equipment that uses refrigerants must follow the statutory requirements from:

- [Washington State Department of Ecology](#)
  - Rules allow air conditioning equipment manufactured prior to January 1, 2024, to be sold, leased, rented, imported, exported, distributed, installed, used, or otherwise introduced into Washington commerce until January 1, 2026.
- [U.S. EPA](#)

Where technically and economically feasible, equipment should use low GWP refrigerants listed by:

- [CARB](#)
- [EPA SNAP Program](#)

Commerce recognizes that third-party administrators and their subcontractors may not be able to obtain equipment with low GWP, and only requires that equipment meet the statutory requirements above.

## 2.4 Other Program Costs and Expenses

Third-party administrators may incur other costs and expenses during the implementation of their programs and projects funded with rebates and incentives.

### 2.4.1 Eligible Expenses

Installation costs may be included in the costs allocated to rebates and incentives and do not need to be allocated to administrative costs or other cost categories.

- Permitting fees for the installation of eligible high-efficiency electric equipment or decommissioning of existing fossil fuel equipment
- Delivery fees of eligible equipment
- Sales taxes
- Existing equipment removal costs
  - Equipment removal costs cannot include remediation costs. Remediation costs may be included in administrative costs, or must come from another funding source.
- Mechanical, Electrical, and Plumbing (MEP) necessary for the installation of eligible high-efficiency electric equipment. Please see Section 2.2.2 for additional examples and eligibility by equipment type.
  - Limited ductwork repair and replacement
  - Limited plumbing including piping, pumps, and fixtures

#### **Administrative costs:**

Third-party administrators may incur costs necessary to run their programs. All administrative costs are separate from the costs used to provide rebates and incentives. Commerce requests that third-party administrators attempt to cap administrative costs at 15% of their total grant. Commerce may allow third-party administrators to allocate up to 25% of their total grant to administrative costs on a case-by-case basis.

Eligible administrative costs include:

- Staff costs, including salaries, benefits, travel, and staff training
- Fees, including contractor fees, consultant fees, and management fees
- Taxes, including property taxes, B&O taxes, and regulatory fees
- Other costs, including insurance, rent/lease, capital costs, and utilities
- Energy audits and energy assessments
- Costs to run a competitive solicitation, which may include any of the above-listed costs
- Weatherization measures, energy generation or storage equipment, thermostats, EVSE, or other work or measures not eligible for rebate and incentive funds

### **Outreach and education costs:**

Third-party administrators may incur costs necessary to market their programs and educate potential rebate recipients, subcontractors, or sub-awardees. Commerce does not have an established cap on these expenditures. However, third-party administrators are encouraged to limit costs to remain consistent with state government efforts to conserve resources. Eligible outreach and education costs include:

- Staff costs, including salaries, benefits, and travel for outreach and training events and activities
- Materials, including printing and supplies
- Professional services, including website hosting fees, consultant fees, copywriting fees
- Other costs, including fees for renting spaces to hold outreach and training events and activities

## **2.4.2 Ineligible Expenses**

Repair or maintenance of existing equipment.

Utility fees, such as connection fees or service fees

Extra or optional goods and services that are not already part of the equipment installation package, including:

- Equipment or goods to use with new equipment and appliances such as induction cooking compatible pots and pans, or specialized air filters
- Extended warranties or repair program enrollment

## **2.5 Rebate and Incentive Program Design**

Commerce has left much of the design and implementation of the rebate and incentive programs to the third-party administrators.

There is no maximum or minimum rebate or incentive amount that third-party administrators must provide to rebate recipients. Third-party administrators may establish a cap on the amount of rebates or incentives that households, small businesses, or adult family homes can receive. Programs may fund 100% of eligible measures for rebate recipients.

Third-party administrators are not required to have an open application or request process for rebate recipients, and may identify and prequalify rebate recipients based on referrals from other programs or participation in programs the third-party administrator also administers. Third-party administrators do not need to provide rebates and incentive for all of the eligible equipment listed in Section 2.3.

Third-party administrators may serve subpopulations or subgroups of the eligible rebate recipients listed in Section 2.2.

Third-party administrators that own and operate housing may directly fund work in these building if the occupants of those buildings meet the household eligibility criteria in Section 2.2.

## 2.5.1 Fuel Switching

Third-party administrators are not required to fund fuel switching with their rebates and incentives. Fossil fuel equipment may remain in place as an auxiliary fuel to the new high-efficiency electric equipment funded through this program.

In order to align with the State Energy Strategy and Climate Commitment Act, Commerce encourages the complete removal and replacement of fossil fuel equipment with high-efficiency electric equipment, where economically and technically feasible.

No program funds may be used to repair existing fossil fuel equipment or install new fossil fuel equipment.

## 2.5.2 Retroactive Rebates

Commerce has not established any restrictions or requirements that third-party administrators provide rebates or incentives for purchases and installation of eligible equipment after receiving State HEAR funds.

Third-party administrators may provide rebates or incentives to rebate recipients for eligible equipment purchased or installed prior to the third-party administrator receiving State HEAR funds. All equipment must meet the requirements in Section 2.3.

## 2.5.3 Rental Protections

Third-party administrators may serve renter occupied single-family and multifamily households, and may provide rebates to either the tenants or building owners. Renters whose buildings undergo State HEAR rebate or incentive projects should be assured additional protections to prevent rent increases after a rental property they occupy receives a rebate or incentive. Third-party administrator may require the owner of a rental property to sign an agreement confirming the following conditions:

- Owner agrees to not evict the tenant based upon the energy improvements
- Owner agrees to not increase the rent of any tenant in the building as a result of the energy improvements (rent increases to recover actual increases in property taxes, specified operating expenses or property improvements outside the scope of the rebate project)
- Owner agrees that if the property is sold within a specified time of receipt of the rebates, the above conditions apply to the new owner and must be included as a clause of the purchase agreement

Third-party administrators should require that a copy of this signed agreement by the building owner is provided to all tenants of the building where the rebate or incentive project is taking place. Commerce authorizes third-party administrators to take corrective action if notified that the builder owner has failed to abide by any agreements.

## 2.6 State Capital Fund Requirements

All projects that use State Capital Funds must adhere to the following statutory requirements:

- State Prevailing Wage on Public Works
- Governor's Executive Order (GEO) 21-02 on Archaeological and Cultural Resources
- Competitive Procurement Requirements

Commerce has received guidance from the Washington State Departments of Labor and Industries, and Archeology and Historic Preservation as it applies to these requirements for the State HEAR Program. This does not preclude future changes to these requirements through legislation or executive order, or changes in interpretation from these agencies or the State Attorney General.

## 2.6.1 State Prevailing Wage on Public Works

All third-party administrators and subcontractors performing work with State HEAR Program funds must comply with State Prevailing Wage on Public Works as required in [Chapter 39.12 RCW](#). Grantees using funds to pay directly for equipment installation costs are subject to prevailing wage requirements.

The Department of Labor and Industries has provided a list of exceptions when prevailing wage statutes would not apply to work funded by the State HEAR Program. Those exceptions are:

- Rebates in the form of checks to households, small businesses, or adult family homes for purchasing or installing equipment are not subject to prevailing wage requirements
- If a Grantee provides rebates to, or redirects a rebate to, a contractor who then provides a discount to the household, small business, or adult family home for the equipment installation cost (up to 100% of the installation cost) is not subject to prevailing wage requirements
- If a Grantee pays for labor to install equipment with a funding source other than State HEAR funds, and pays for equipment with State HEAR funds, the State HEAR fund purchase is not subject to prevailing wage requirements. However, depending on the other fund source paying for the labor, prevailing wage requirements may apply.
- Paying a contractor for installation of high-efficiency electric appliances that only involve delivery to the point of use, connecting, adjusting, and leaving ready for use is not subject to prevailing wage requirements.

Tribal governments are not subject to Washington State prevailing wage requirements, but may choose to pay prevailing wages.

## 2.6.2 GEO 21-02 Archeological and Cultural Preservation

[GEO 21-02](#) requires that all agencies who may delegate consultation requirements to non-state recipients of state funds, must consult with DAHP and affected tribes on the potential effects of state-funded projects. All third-party administrators must complete a consultation with the DAHP and a Tribal consultation with any Tribes that may be impacted by the program before grant funded construction commences.

### **DAHP Consultation:**

Third-party administrators must provide a list of sites with the [DAHP EZ Form](#) where work will be performed. For heat pump installations, this list must include each address, a street-level photo of the property, year built, and a note that the outdoor heat pump equipment is non-permanent or can be moved. For all other equipment and appliance installations, DAHP accepts a blanket EZ Form with multiple sites.

### **Tribal Consultation:**

Third-party administrators must submit letters to all affected Tribes in their service area. The letter does not need to specify sites, and can list the measures performed and the geographic area. If a Tribe responds to the

consultation with concerns, work must stop immediately. DAHP maintains a list of Tribal Contacts and maps to determine which Tribes to consult.

Tribes that are administering programs must also complete a Tribal Consultation.

### 2.6.3 Competitive Procurement Requirements

Third-party administrators that subcontract to perform the tasks required for the program must follow statutory competitive procurement requirements. Subcontracting for program administration or other technical services are considered personal service contracts and may be exempt from competitive procurement requirements. Third-party administrators should check with their local procurement statutes to determine if a competitive procurement would be necessary for personal service contracts.

## 2.7 Reporting Requirements

Third-party administrators must report to Commerce on a quarterly basis the rebates and incentives they have issued with program funds, and demonstrate that the rebate recipient and equipment was eligible. Site information that third-party administrators must provide include:

- Address, city, and zip code of the site for the household, small business, or adult family home that received a rebate or incentive;
- Date the rebate or incentive was claimed by the recipient or issued by the program;
- The method used to verify household income, small business status, or adult family home license;
- Pre-rebate or incentive fuel type of the household, small business, or adult family home;
- Technical specification of the equipment or appliances purchased or installed with the rebate or incentives, including:
  - Type of equipment or appliance
  - Brand
  - Model number
  - Certifications and certification numbers
  - Efficiency ratings such as SEER2/EER2/HSPF2, UEF, COP, CEF, or kWh/year
  - Cost of the equipment
- Applicable building, plumbing, and electrical permit numbers
- Method of rebate or incentive delivery
- Amount of the rebate or incentive issued

Third-party administrators must also submit to Commerce a final report or close out expenditure report from their general ledger for all expenses claimed for Commerce funding for the program, as well as any information



for any subawards, contracts, transfers, and direct payments made using program funds. Commerce will withhold a percentage of the total reimbursable grant amount until the third-party administrator provides this final report.

Commerce may request additional documentation and verification of expenses.

### 2.6.3 Retention and Transmission of Rebates Documents

Third-party administrators must retain all records related to projects funded through the State HEAR Program in accordance to the retention schedules approved by the [Washington Secretary of State](#).

Commerce will not require third-party administrators to transmit confidential or personally identifiable information (PII) as part of their reporting or invoicing to Commerce, unless required for auditing purposes. Third-party administrators must ensure secure collection, storage, and transmission of sensitive and confidential information related to their programs.