

## FAQ for Go Electric Passenger Vehicle Rebate Income Tested Program

### General Program Questions

#### *Where can more program information be found?*

- For information on the Go Electric Passenger Vehicle Rebate Program including eligibility criteria and rebate amounts, and to apply to the program online, please visit the Go Electric webpage at: <https://goelectricbc.gov.bc.ca>

#### *How to apply for the rebate?*

- To apply for a rebate, answer the questionnaire on the webpage below: <https://goelectricbc.gov.bc.ca/rebates-and-programs/for-individuals/explore-personal-rebate-offers/>
- Once you have answered the 4 questions and are deemed eligible to apply, click the link that is highlighted. This will take you to our application site where you can apply to the program using either your BC Services Card App or a Basic BCeID account.

#### *When did the program become income-tested?*

- Income-testing was launched on August 2, 2022. Income-testing was introduced to ensure that rebates were going to those that needed them the most.

#### *What is the Manufacturer’s Suggested Retail Price (MSRP) cap and vehicle class changes that happened on June 18, 2024, and why were they changed?*

- The MSRP cap is used in the CleanBC Go Electric Passenger Vehicle Rebate program to determine which vehicles are eligible for rebates.
- As of June 18, 2024, Cars (all types), sport utility vehicles (SUVs) and Stations Wagons all have an MSRP cap of \$50,000.

Vehicle Category	Vehicle Class	MSRP Cap
Cars	Two-seater Minicompact Subcompact Compact Mid-size Full-size <b>Station wagon</b> <b>Sport utility vehicle</b>	<b>\$50,000</b>
Larger Vehicles	Pickup truck	\$70,000

	Minivans Small pickup truck Van Special purpose vehicle	
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- These program changes reduce the number of rebates that go towards high-end or luxury vehicles, ensuring rebates continue to go to those who need them most.
- Some people in British Columbia need minivans or pick-up trucks to transport their families. However, there are very few electric minivans and pick-ups available to buy in British Columbia, and they are typically more expensive due to their larger battery-size. Therefore, the MSRP cap for Larger Vehicles such as minivans and trucks were not changed and remains at \$70,000.

*What are the options for applicants in the zero-emission vehicle (ZEV) buying process that are buying vehicles that are no longer eligible after the vehicle eligibility changes on June 18, 2024?*

- The Ministry is providing a 30-day grandfathering period for those that were actively trying to purchase a ZEV prior to June 18, 2024. To receive a rebate for a vehicle that is no longer eligible within the program, the applicant must have proof that the sale was in process prior to the program changes on June 18, 2024. To prove the applicant had started the purchasing process, the applicant and/or their dealer must demonstrate that they:
  - Pre-ordered (but did not reserve funds for) a ZEV but the ZEV has not yet been delivered; or,
  - Reserved rebate funds for a pre-ordered ZEV but the ZEV has not yet been delivered; or,
  - Started but did not complete their ZEV sale (e.g., buyers who tried to buy a ZEV currently in inventory on a dealer’s sales lot).
- If the applicant meets one of the above conditions, the vehicle **must** be delivered within the 30-day period, by July 17,2024 at 11:59PM.

*How often does the program make design changes?*

- Changes to the design of the program can occur at any time. Program design changes are typically the result of a change in direction or goals for the Ministry of Energy, Mines and Low Carbon Innovation. Changes made to the program may affect applicant eligibility or vehicle eligibility and may also mean an applicant is no longer eligible to receive a rebate for their zero-emission vehicle (ZEV).
- To achieve market transformation goals, incentives, such as this program, are used to encourage the switch to ZEV. Incentives are a financial tool that help those with lower incomes who may not otherwise make the switch to ZEV. Incentives are one of many tools used to achieve market transformation.
- Insert sentence about why incentives are used to achieve market transformation goals. Should be something in standard wording.

*Who is eligible to apply to the rebate program?*

- An eligible applicant must:
  - Live in B.C. and have a valid B.C. driver’s licence;
  - Have not received a rebate from the Go Electric Passenger Vehicle Rebate Program before;
  - Have filed taxes (the most recent tax year) with the Canada Revenue Agency (CRA); and
  - On line 15000 (Gross Income) of an applicant’s most recent Notice of Assessment (NOA), an applicant must have a total income of \$100,000 or less.

*What are the income levels for the rebate program?*

Income levels	Rebate Maximum (depends on vehicle type)
Less than \$80,000	\$4,000
\$80,001 - \$90,000	\$2,000
\$90,001 - \$100,000	\$1,000
\$100,001 and above	No rebate

*If a couple purchases a vehicle as joint owners and only one is pre-approved for a rebate, are they still eligible to receive the rebate?*

- Yes, as long as the spouse/partner that is pre-approved is on the bill of sale/lease agreement, the vehicle insurance, and any applicable rebate paperwork. Only 1 driver’s licence number is associated with each rebate for the purchase of a zero-emission vehicle (ZEV). The spouse/partner that does not have the rebate in their name would be allowed to receive a rebate for another ZEV assuming they meet the program eligibility requirements.

Income-Testing Application Questions

*Why are ID and a Social Insurance Number (SIN) needed?*

- We need to verify an applicant’s identity in order to undertake the income verification process via the Canada Revenue Agency (CRA). Applicant SIN and ID information is required to assess eligibility with the CRA.

*Applicant does not have a B.C. Services Card, or it has expired. How do they apply for a rebate?*

- A B.C. Services Card is not required to apply for a rebate approval. Applicants can also log in with a [Basic BCeID account](#). If using BCeID applicant will need to upload images of their B.C. Driver’s Licence and a secondary piece of ID. [Learn more about ID requirements](#). Applying with either the [B.C. Services Card app](#) or a BCeID account is required for the rebate application process. These are used to confirm applicant identity.

*Applicant does not have a BCeID. How do they apply for a rebate?*

- An applicant can create a [Basic BCeID](#) account or apply with the [B.C. Services Card app](#). Applying with either a BCeID account or a B.C. Services Card is required for the rebate application process. These are used to confirm applicant identity.

*Applicant does not have a smartphone. How do they apply for a rebate?*

- To apply with the [B.C. Services Card app](#), a smart phone is required. As an alternative, you can log in with a [Basic BCeID account](#). If you log in with BCeID you will need to upload images of your B.C. Driver's Licence and a secondary piece of ID. [Learn more about ID requirements](#).

*Applicant did not receive an email with their rebate approval, and it has been three weeks since they applied.*

- If the applicant did not receive an email confirming their rebate approval, check to see if the email from the sender [zevprogramsdothereply@gov.bc.ca](mailto:zevprogramsdothereply@gov.bc.ca) was sent to their Junk Email folder. If there is no email in the Junk Email folder, it is possible that their email was entered incorrectly. Please contact the Go Electric Passenger Vehicle Rebate team at [ZEVPrograms@gov.bc.ca](mailto:ZEVPrograms@gov.bc.ca) for assistance.

*What if an applicant has entered incorrect information on their application?*

- Send an email to [ZEVPrograms@gov.bc.ca](mailto:ZEVPrograms@gov.bc.ca) to inform us of the error. Some information we can amend through our system, otherwise we will decline the application so they can re-apply. After it has been declined, they apply again through the same process, ensuring they enter the correct information.

*What sort of address errors are accepted?*

- No errors in the address section are permissible, unless both ID photos match exactly and it is a simple error that we can see will not affect the verification process with the Canada Revenue Agency (CRA).

*What sort of name errors are acceptable?*

- We are not accepting name errors, only if the name is shortened in an obvious manner, for example: Matthew shortened to Matt, or Janet shortened to Jan.

*Can rebate approval be expedited to be quicker than 3 weeks?*

- While applications are typically processed sooner than 3 weeks, we cannot guarantee a shorter timeline due to the possibility of unforeseen technical issues.

*Applicant received an email saying their application was declined because their identity can't be verified.*

- If the applicant got an automatically generated email that informed them that their application cannot be approved due to problems with identity documents, then applicant needs to resubmit their application. Applicants must carefully review the Passenger Vehicle Rebate [identification requirements](#) before resubmitting their application. The information provided on their application must also match the information on their identity documents.
- Typical reasons for decline include incorrect secondary identification, mismatched address, or incorrect information entered. Identification requirements can be found at this link: [Passenger Vehicle Rebate Identification Requirements – CleanBC Go Electric \(gov.bc.ca\)](#)

*Applicant is getting the error message “The driver’s licence number has already been submitted or issued a rebate, or we cannot check your licence.” They have not submitted an application and have never received a rebate before.*

- Please contact the Go Electric Passenger Vehicle Rebate team at [ZEVPrograms@gov.bc.ca](mailto:ZEVPrograms@gov.bc.ca) for assistance. We will verify the driver’s license against our records of rebates issued. Please note that the Go Electric Passenger Vehicle Rebates are issued directly at the point of sale by the salesperson deducting the rebate amount from the zero-emission vehicle (ZEV) purchase bill.

*Applicant sent their rebate application but received an email stating they were Not Approved.*

- There are a number of reasons an application might not be approved in the Canada Revenue Agency (CRA) verification process. It could be that the CRA does not have a record of their most recent Notice of Assessment, the identity records they provided in their application do not match CRA records, or their income exceeds the maximum eligible amount under the program. Please contact the Go Electric Passenger Vehicle Rebate team at [ZEVPrograms@gov.bc.ca](mailto:ZEVPrograms@gov.bc.ca) for assistance. Depending on which reason the application was Not Approved for, they may be able to apply again.

*Applicant was approved for a rebate last year, but when they went to purchase the zero-emission vehicle (ZEV), the dealer said they were not on the list of approved applicants.*

- Approval for a rebate lasts one (1) year from the date when applicant was approved. Once this year has passed, the application has expired, and they will need to reapply for rebate approval using the newest Notice of Assessment (NOA).

*Does the one (1) year of approval for a rebate start from the application date or approval date?*

- The one year of approval for a rebate starts from the approval date.

*Does applicant lose their rebate if they don’t use their rebate approval within one year?*

- No. The application is for a rebate approval only. Therefore, the one-year deadline is attached to the approval and not to the rebate itself. The rebate is accessed when the applicant purchases their zero-emission vehicle (ZEV) at the dealership. If they don't use their approval after one year – that is, they don't purchase a ZEV – applicant is allowed to re-apply for another rebate approval.

Once they purchase a ZEV and get their rebate at the point of purchase (the rebate amount you receive is determined by your income level and vehicle type), they will then have “used up” the rebate and are not allowed to get another rebate from the program.

Please note that if their income changes during the year and their rebate approval expires, your rebate eligibility may change if you re-apply. See the income requirement table for the different income caps.

## Income and Tax Questions

*Applicant has not filed their taxes and thus not received a Notice of Assessment (NOA) for the most recent tax year.*

- Applicant is not eligible to apply. The most recent tax year must be used to assess income (rolling over on July 1st).

*For the income requirements, is it based on total income or income after deductions?*

- Your gross annual income on line 15000 will be verified with the Canada Revenue Agency (CRA) based on the latest tax year's notice of assessment (NOA).

*When will the 2023 notice of assessment (NOA) be used to determine rebate eligibility?*

- The Go Electric Passenger Vehicle Rebate program will start using the 2023 NOA on July 1, 2024, to determine rebate eligibility. Every year, July 1st will be the date upon which the previous year NOA will start to be used to determine rebate eligibility.

*If an applicant does not have a notice of assessment (NOA) for the most recent tax year, do they get declined or can we use the NOA from a previous year?*

- The applicant would get declined, they need to have an NOA from the most recent tax year, not the most recently filed. The rollover for most recent tax year is set on July 1st. For example, if an applicant sent an application on June 24th, 2024, we would use the 2022 NOA, but if an applicant sent an application on July 5th, 2024, we would use the 2023 NOA.

*An applicant has been approved for a rebate based on their most recent notice of assessment. Does their rebate eligibility change if their income has changed since they were approved?*

- The rebate amount you were eligible for at the time of your application stays the same for one year, even if your income changes within that year. Your rebate approval expires one year after the date of approval. If you have not used the rebate within that time, then you are required to re-apply for rebate approval. If your income changes during the year and your rebate approval expires, your rebate eligibility may change when you re-apply.

*An applicant's income was changed in a reassessment, and they now meet the rebate income requirements. They have documentation proving the income change. Can they apply for the rebate?*

- Not yet. Rebate eligibility is determined by your gross annual income which is verified with the Canada Revenue Agency (CRA) based on the latest tax year's notice of assessment (NOA) line 15000. The change in your income needs to be shown in an NOA before the applicant can apply and be approved. The Go Electric Passenger Vehicle Rebate program will start using the 2023 year NOA on July 1, 2024.

*The applicant's income was higher last year than it is right now, and they don't qualify for a rebate. When will they qualify?*

- Every year, July 1st will be the date upon which the previous year notice of assessment (NOA) will start to be used to determine rebate eligibility. The Go Electric Passenger Vehicle Rebate program will start using the 2023 NOA on July 1, 2024, to determine rebate eligibility at that time.

*Applicant is not eligible as an individual is there another application route they can take where their spouse's income can be included or where their dependents are accounted for?*

- No, unfortunately we are only accepting applications based on individual income.

Note: we had a household rebate application route from August 2-October 7, 2022

## Vehicle Eligibility Questions

*The eligible vehicle list on the Go Electric website seems to be missing eligible vehicles.*

- The eligible vehicle list on the Go Electric website has the most up to date information on eligible vehicles. Each trim has a separate listing on the website, with the most recent model year information displayed. The listings will also reference which other model years of the trim may still be available. Though the website shows the eligible models and trims, manufacturer stock may differ. If there are still questions about vehicle eligibility, please email [ZEVprograms@gov.bc.ca](mailto:ZEVprograms@gov.bc.ca).

*The vehicle applicant wants is not on the vehicle eligibility list. Does this mean they can't use the rebate?*

- To be eligible for a rebate, the vehicle must be on the Eligible Vehicle list at the time of vehicle purchase. If the vehicle is not on the Eligible Vehicle list at time of purchase, the applicant cannot receive a rebate. If the vehicle may be eligible for the program, the applicant can contact their local dealer indicating that they think it should be an eligible vehicle. The dealer will have the manufacturer submit an eligibility form for the vehicle make and model, and, if eligible, the Eligible Vehicle list will be updated.
- Original Equipment Manufacturers (OEMs) routinely submit applications for new vehicles which are reviewed for eligibility by the Ministry on a regular basis.

*The applicant bought a zero-emission vehicle (ZEV) but at the time of their purchase it was not on the Eligible Vehicle list. The vehicle is now on the list, can they get a retroactive rebate?*

- Unfortunately, we cannot issue rebates retroactively. If the vehicle was not on the Eligible vehicle list at the time of purchase, a rebate cannot be issue retroactively even if the vehicle is later added to the list.

Note: We may offer an exemption if its due to OEM (original equipment manufacturer) error that the vehicle is not on the eligibility list in a timely manner, or if the Ministry was not able to process the OEM application in a timely manner.

*The vehicle the applicant wants to buy is not on the eligibility list, but they think it should qualify.*

- The applicant can contact their local dealer indicating that they think it should be an eligible vehicle. The dealer will have the manufacturer submit an eligibility form for the vehicle make and model, and, if eligible, the Eligible Vehicle list will be updated. The vehicle the applicant wishes to purchase must be on the Eligible Vehicle list when purchased or it does not qualify for a rebate.

*An applicant bought a used electric vehicle and received a rebate from SCRAP-IT. Do they still qualify for a Go Electric Passenger Vehicle Rebate if they were to purchase a new electric vehicle?*

- Yes. SCRAP-IT is a different program and receiving the rebate on a used electric vehicle (EV) doesn't disqualify an applicant from applying to the Go Electric Passenger Vehicle Rebate program for a rebate on a new EV. Applicants are only allowed to receive one rebate from the Go Electric Passenger Vehicle Rebate program during the lifetime of the program.

*What are the different vehicle categories?*

- To improve affordability while offering flexibility to those who have different vehicle requirements, the program has separated vehicles into two categories, "Cars" and "Larger Vehicles".
- Each vehicle model has a class that is determined by the NRCan (Natural Resources Canada) Fuel Consumption Guide, all vehicle models are listed on their website with the applicable vehicle class, such as "subcompact", "mid-size", "minivan", etc. The



classification is based on interior volume and/or GVWR. Though the Program uses the vehicle class from NRCAN, the categories for the Program are as follows:

Cars	Larger Vehicles
T (two-seater)	PS/PL (pickup truck)
I (minicompact)	V (minivan)
S (subcompact)	VC/VP (van cargo/passenger)
C (compact)	SP (special purpose vehicle)
M (mid-size)	
L (full-size)	
WS/WM (station wagon)	
US/UL (sport utility vehicle)	

*Why are there 2 different Manufacturer’s Suggested Retail Price (MSRP) caps for eligible vehicles?*

- Our programs are designed to improve the affordability and availability of zero-emission vehicles (ZEVs) for people in British Columbia. To ensure the funds available for rebates are available for more people in British Columbia purchasing lower-cost ZEVs, our programs are designed so that Cars with MSRP below \$50,000, and Larger Vehicles with MSRPs below \$70,000 are eligible for a rebate. Cars under the program are equivalent to cars as classified under the NRCAN Fuel Consumption Guide. The larger vehicles category under the program is equivalent to the light trucks classification under NRCAN Fuel Consumption Guide, except for the sport utility vehicle designation, which is classified as a car for the purpose of the program.

Vehicle Category	Vehicle Class	MSRP Cap
Cars	Two-seater Minicompact Subcompact Compact Mid-size Full-size <b>Station wagon</b> <b>Sport utility vehicle</b>	<b>\$50,000</b>
Larger Vehicles	Pickup truck Minivans Small pickup truck Van Special purpose vehicle	\$70,000

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- Compared to Cars, Larger vehicles (e.g., vans and trucks) are typically more expensive because of their larger size and larger batteries. A Larger Vehicle category was created with a higher MSRP cap because some people in British Columbia may require a larger vehicle to fit their family or lifestyle needs. The program intends to minimize the

emphasis on incentives given to high-end or luxury vehicles under both categories (Cars and Larger Vehicles) while ensuring diverse vehicle offerings.

*Why were sport utility vehicles (SUVs) and Station Wagons moved from the Larger Vehicle category to the Cars category?*

- SUVs and Station Wagons were moved from the Larger Vehicle category to the Cars category to ensure that lower cost vehicles are eligible for rebates and to minimize the number of incentives given to high-end or luxury vehicles.
- SUVs now make up the majority of vehicles purchased in Canada and are increasingly used for everyday trips that can be completed with smaller vehicles. As such, the program began treating smaller cars and SUVs the same while ensuring that non-luxury options across all vehicle sizes remained eligible to meet the varied needs of British Columbians.

*The vehicle the applicant wants to purchase is on the iZEV federal rebate eligibility list, but not on the B.C. Eligible Vehicle list. Why is there no B.C. rebate available for the vehicle?*

- The iZEV program and the CleanBC Go Electric Passenger Vehicle rebate program are separate programs and have different vehicle eligibility criteria. Some vehicles that are eligible in one program may not be eligible in the other, and vice versa.

Rebate Questions

*What are the rebate amounts for different vehicle types?*

- Rebate levels are based on income level and vehicle type. The maximum rebate levels based on income and vehicle can be seen in the table below.

Income levels	Rebate for plug-in hybrids with range less than 85km	Rebate for battery electric, fuel cell electric vehicle, and long-range (85km+) plug-in hybrids
Less than \$80,000	\$2,000	\$4,000
\$80,001 - \$90,000	\$1,000	\$2,000
\$90,001 - \$100,000	\$500	\$1,000
\$100,001 and above	No rebate	No rebate

*The applicant has just purchased a zero-emission vehicle (ZEV) from a dealership but did not apply for a rebate before they bought the ZEV, can they still apply get the rebate?*

- No, applicants must apply for a rebate before they purchase a ZEV as the rebate must show on the bill of sale/lease agreement.

*Once an applicant is approved for a rebate, are their funds reserved until I buy a zero-emission vehicle (ZEV)?*

- No, funds are not reserved when an applicant applies, and is approved, for a rebate. If the applicant would like to reserve funds for 90 days, they must go to the dealer they wish to purchase a ZEV from, and they are able to reserve funds for 90 days. The dealer can only reserve funds for one 90-day period; if the vehicle is not delivered within that timeframe the reserved funds will go back into the general pool of available funds and the applicant may access the rebate on a first come first served basis.

*Can a dealer reserve funds more than once?*

- No, only one reservation is permitted. Since the reservation is associated with the applicant's Driver's Licence number, dealers will not be able to reserve more than once.

*An applicant applied, and was approved, for a rebate and subsequently bought a zero-emission vehicle (ZEV) from a B.C. dealership. The dealership is not part of the New Car Dealer's Association of B.C. (NCDA), do they still get a rebate?*

- No, only dealerships that are a part of the NCDA can offer rebates for ZEVs.

Other Questions

*The applicant is worried that due to zero-emission vehicle (ZEV) shortages, they may not be able to receive a rebate by the time they purchase a ZEV.*

- While the Province experienced ZEV shortages in previous years, we are not currently seeing shortages, and most applicants are able to find a suitable ZEV within a short period of time. Even if there is a delay in receiving a vehicle, rebate approvals are valid for a full year, and once that approval has expired, the applicant can re-apply using their new Notice of Assessment.

*Electric Vehicle (EV) sales are slowing, how will this affect the B.C. market and the rebate program?*

- While EV sales appear to be slowing nationally based on some studies, B.C. continues to see record high demand in the rebate program and increasing percentages of zero-emission vehicles (ZEVs) in the new vehicle market, the highest in Canada. With the ZEV sales legislation in place in B.C. and Canada, manufacturers will need to continue to supply B.C. with ZEVs and maintain momentum with ZEV uptake to meet targets.

*Are there lower priced zero-emission vehicles (ZEVs) coming to market in the future?*

- While we do not know the plans of each manufacturer, we have seen more affordable options coming to market in other jurisdictions, as well as plans announced by some manufacturers to bring lower cost options to market.

- Manufacturers consider many factors when deciding on vehicle pricing and may change prices depending on market conditions, incentives, and regulations. As more ZEVs come to market, ZEV prices are expected to drop.

*The applicant lives mainly in B.C. but lives elsewhere during part of the year, are they still eligible for a rebate?*

- As long as their B.C. Driver's Licence has a B.C. address on it, you are eligible to apply for a rebate.

*An applicant bought a zero-emission vehicle (ZEV) within the last year but has to move to a different province for work, will they have to return the rebate since they will no longer meet the requirement of having their vehicle insured in B.C. for at least 12 months?*

- Applicant will likely contact New Car Dealers Association of BC (NCDA) first, and NCDA will send us an exemption request. We may offer exemptions on a case-by-case basis.

*An applicant bought a zero-emission vehicle (ZEV) within the last year, but it has broken down, do they have to return the rebate?*

- Applicant will likely contact New Car Dealers Association of BC (NCDA) first, and NCDA will send us an exemption request. We may offer exemptions on a case-by-case basis.

*An applicant bought a zero-emission vehicle (ZEV) within the last year, but they want one that is bigger/has different features, do they have to return the rebate?*

- Applicant will likely contact New Car Dealers Association of BC (NCDA) first, and NCDA will send us an exemption request. We may offer exemptions on a case-by-case basis. If they are buying a vehicle that is not in the eligible vehicle list, they will have to return the full rebate. If they are buying another ZEV that is in our eligible vehicle list, they can contact us at [ZEVPrograms@gov.bc.ca](mailto:ZEVPrograms@gov.bc.ca) to go over their options.

*Some vehicle models have wait times that exceed one year. What happens if the applicant applies for the rebate, and they don't make a vehicle purchase within one year?*

- The application is for a rebate approval only. Therefore, the one-year deadline is attached to the approval and not to the rebate itself. The rebate is accessed when the applicant purchases their electric vehicle (EV). If the applicant does not use their approval after one year – that is, they don't purchase an EV – they are allowed to re-apply for another rebate approval.

Please note that if their income changes during the year, their rebate eligibility may change. See the income requirement table for the different income caps.

*An applicant's vehicle is ready for pick-up, but they don't have their rebate approval yet. What do they do?*

- If the applicant wants to use the new Go Electric Passenger Vehicle Rebate, they need to wait for the rebate approval before completing the purchase of their vehicle. Rebates are not provided after the purchase is finalized.