



Electrify Nova Scotia Rebate Program Guidelines
For E-Bike Retailers

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Introduction

These guidelines are for electric bike (e-bike) retailers to help you implement the new Electrify Nova Scotia Provincial Rebate Program. The goal of the program is to accelerate e-bike uptake in Nova Scotia by providing consumers with convenient and fast rebates on eligible e-bikes.

As this is a new program, we anticipate that there will need to be continuous learning and periodic adjustments to the process to make it a better fit for consumers and retailers. We encourage and welcome your feedback on how we can improve the program.

Contact Us

If you have any questions or suggestions, please feel free to contact us at:

electrify@clean.ns.ca

1-877-522-1110

How does the Program Work?

As of April 1, 2021, rebates for eligible e-bikes may be applied at point-of-sale (POS) at retailers' discretion. For retailers that do not offer POS rebates, consumers can apply for retroactive payment.

The e-bike rebate will apply to any year, make or model of e-bike, so long as it meets the following criteria:

- the e-bike retails for at least \$1,200, inclusive of sales and discounts, but exclusive of taxes and delivery fees;
- the electric motor must be 500 watts or less and be capable of propelling the cycle no faster than 32 km/h on level ground without pedaling;
- the e-bike must be equipped with a mechanism that either: (a) allows the driver to turn the motor on and off, or (b) prevents the motor from turning on or engaging before the e-bike attains a speed of 3 km/h;
- the motor must disengage when the operator: (a) stops pedaling, or (b) releases the accelerator or (c) applies a brake;
- the motor cannot be gas- or diesel- powered;
- the e-bike must be capable of being propelled by muscular power using the pedals, but it is not necessary to always be pedaling; and

- The vehicle must meet any other conditions in the [Motor Vehicle Act](#) and regulations (R.S., c. 293, s. 1).

The e-bike must be purchased new from a retailer with a physical storefront in Nova Scotia (this includes both independent retailers as well as local outlets of chain stores).

Used e-bikes and new e-bikes ordered from third-party online retailers such as Amazon and Alibaba.com, directly from e-bike makers, or from individual private sellers are not eligible for a rebate.

See the Electrify Nova Scotia Rebate Program [Frequently Asked Questions](#) for more details on the program.

Program Timing

The Electrify Nova Scotia Rebate Program launched on **February 24, 2021** when the rebates were announced by Premier Rankin. Any sales made on or after that day are eligible to receive a rebate.

The program does not have an end date. The rebates will remain available until the budget allocated for this program is completely exhausted or until such time as the Province of Nova Scotia decides to terminate it, with or without notice. Funding will be provided on a first-come, first-serve basis for eligible e-bikes acquired on or after February 24, 2021.

As the Program Administrator, we are not in control of the decisions around program funding termination. However, we will provide as much information as we are able to as early as possible to assist you in managing your business.

Rebate Amounts

A \$500 rebate is applied to eligible e-bikes after other taxes and fees are applied. Individual consumers are limited to one (1) rebate per calendar year. Organizations are limited to ten (10) rebates per calendar year.

Accessing the Rebate

Retroactive Claims by Consumers

Prior to April 1, 2021, consumers will only have the option of applying directly to the Program Administrator for a rebate. They can find the application form and instructions on [electrifyns.ca](#).

We hope that retailers will be supportive of consumers who may not have held on to copies of the necessary supporting documents and will be able to provide copies upon request to consumers looking to complete a rebate application.

Instant POS Rebates by Retailers

From April 1st onward, retailers can choose whether to apply the rebate at POS, or to direct consumers to seek the rebate from the Program Administrator.

Retailers who choose to do so can apply POS rebates per the following process (see flowchart in the Appendix):

1. Verify eligibility

- a. Verify that e-bikes meet the [eligibility criteria](#) and fall within the parameters of the program.
- b. Verify the eligibility of the purchaser by confirming that they are one of the following:
 - resident of Nova Scotia;
 - authorized representative of a Nova Scotian municipality;
 - authorized representative of a business or non-profit that is registered in Nova Scotia, or which has a Nova Scotia-based affiliate; or
 - authorized representative of a First Nation located in Nova Scotia.

2. Apply the rebate

Note that the rebate must be applied **after tax**. If your transaction software does not permit this, it is acceptable to complete the sale without the rebate applied and then complete a second transaction where the consumer receives a \$500 refund. In this case, both the original sales and refund receipts would be submitted to seek reimbursement for the rebate.

3. Document the rebate

There are two ways to document the application of the rebate (proof of this fact is required for reimbursement by the Program Administrator):

- a. Ensure that the purchase receipt, bill of sale or invoice clearly identifies the provincial rebate amount applied. We suggest adding a line item with the appropriate rebate amount (on the same line) stating: "Nova Scotia Rebate".
- b. If it is not possible to adjust the sales documentation to show that the provincial rebate was applied, retailers must have consumers complete and sign either the [Rebate Received Form for Individuals](#) or the [Rebate Received Form for Organizations](#), as appropriate (available from electrifyns.ca).

4. Get the consumer's consent to share their information with the Program Administrator

Have the consumer complete the [Consumer Consent Form](#) (available from electrifyns.ca). This form allows you to share the protected information in the sales documentation with us as a third party. Without this form, we cannot process your rebate claim.

Neither the Program Administrator nor the Province of Nova Scotia will be held liable for rebates provided on ineligible e-bikes. The Program Administrator reserves the right to refuse reimbursement applications that do not meet the Program Guidelines.

Getting Reimbursed

1. Register your business

Have an authorized representative register your business with the Program Administrator by going to the [registration page](#) and submitting your information. This only needs to be done once and will enable payment through direct deposit. (If you have already applied POS rebates prior to registration, these will be honoured so long as they meet the program criteria publicly available at the time the rebate was applied.)

2. Submit a claim

Starting April 1, 2021, your authorized representative will submit the completed sale information the Program Administrator using the following process:

- a. Visit the [claims portal](#) (also accessible through electrifyns.ca; you may want to bookmark this link to make it easy to find again.)
- b. Enter your Retailer ID (this is email you used to register in the Program)
- c. Complete the form for each product that is rebated. You will need to enter the consumer's first and last name, address, and date of birth, as well as information on the year, make, model, and base price (before taxes, fees and delivery charges) of the e-bike.
- d. Upload the required documents:
 - i. Bill of Sale, purchase receipt or invoice **[required]**
 - ii. Consumer Consent Form **[required]**
 - iii. Refund receipt showing \$500 rebated to consumer **[if applicable]**
 - iv. Rebate Received Form for Individuals or Organizations **[if applicable]**

For privacy reasons, in the supporting documentation, please do not include (or redact) credit card or other payment information.

3. Track your claim

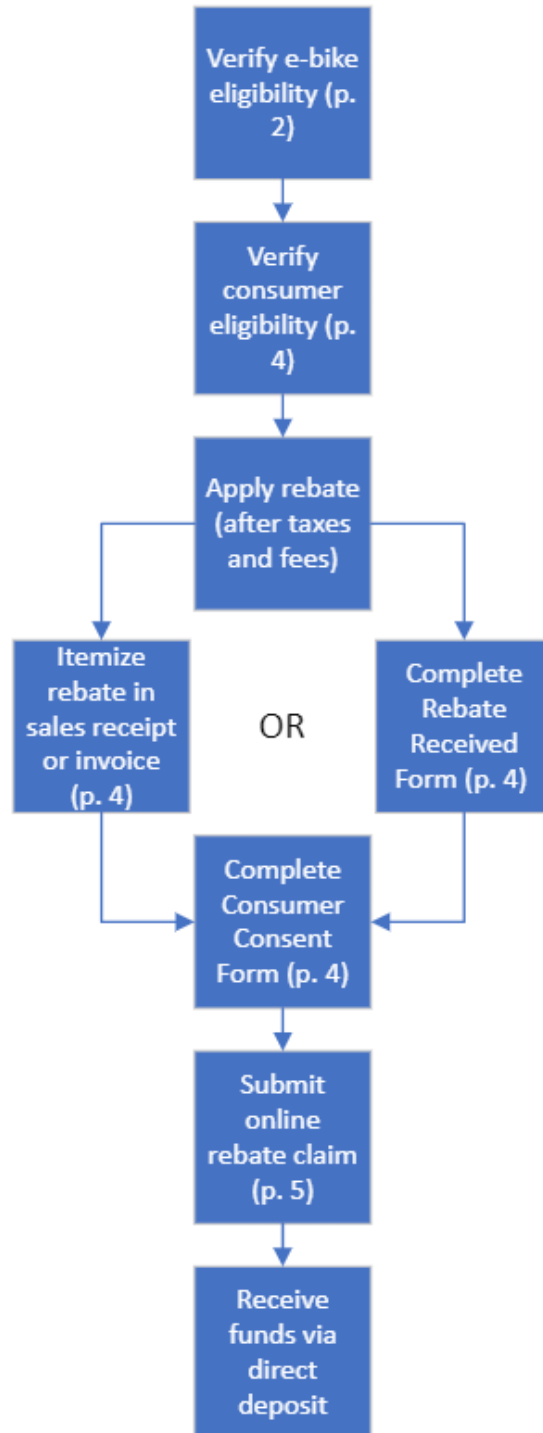
Each claim will be assigned a unique tracking number. You will be able to visit the claim portal to review the status of your open claims:

- **Submitted:** claim has been successfully submitted.
- **Reviewed = Correct Data:** claim is complete.
- **Reviewed = Missing Data:** claim has illegible or missing data. You have been contacted to request that data via the contact information provided when you registered with us. Note that the timelines for claim processing are on hold while we await the missing data.
- **Approved:** claim has been approved is being processed for payment by direct deposit.
- **Paid Out:** claim has been paid.
- **Cancelled:** claim has been withdrawn.
- **Declined:** claim was ineligible.

Payments will be made to retailers in a maximum of net 30 days from submission of complete documents. The time required to request missing or incomplete information will be added on to this timeline.

Appendices

Applying POS Rebates



Applying for Reimbursement

