

# Questions and Answers from EV Dealer Webinar 13<sup>th</sup> May 2021

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## General Queries

If you have a query in relation to a particular application please contact [evgrantscheme@seai.ie](mailto:evgrantscheme@seai.ie) quoting the application ID and your issue. The team will get back to you as soon as possible.

**A lot of car manufacturers are experiencing some late car arrivals to Ireland due to a shortage of semi-conductors globally, would this be considered in the appeals process if the car hasn't arrived within the 4 month window please?**

SEAI understand that on some rare occasions there may be some external factors that cause delays around the delivery of vehicles. To make an appeal you submit a letter outlining the reasoning behind the terms and conditions of the grant scheme being breached. If you provide sound reasoning for the breach our legal team will take this into account when evaluating the appeal and making a decision. If there has been a delay to your vehicle arriving in the country, you may also cancel your open grant application and submit a new grant application.

**We will we reducing our RRSP on some stat codes what process do we need to follow to amend these prices**

To amend these you will need to contact [evgrantscheme@seai.ie](mailto:evgrantscheme@seai.ie) highlighting the stat codes you wish to change the price on, outline the existing price and the new price. SEAI will then action this.

**If a new car has been registered before the grant application and some time has passed, can you rectify this and get the grant approved?**

No, the terms and conditions of the grant scheme state that you must not register or tax your vehicle prior to receiving your letter of offer. You can de-register the vehicle and re-register in accordance with the grant scheme terms and conditions if this option is available to you.

**Can you explain the question of "is this a displaced vehicle" - does this mean does the customer have a trade in and the details entered are the trade in details?**

Yes, the displaced vehicle refers to any vehicle being replaced by the electric vehicle being purchased.

**Why are the details of the displaced vehicle need for the application?**

To help quantify the effect of the grant programme and showcase displaced CO<sub>2</sub> emissions as a result.

**Sometimes the exact model is not available on the displaced drop-down list. Will this be updated?**

SEAI are currently working to update this list.

**Why is charging information added by dealer?**

This is for research purposes for SEAI to base their activities on to encourage the uptake of electric vehicles.

**Can a company purchase an M1 vehicle and receive a grant, or do they have to be a private individual?**

In October 2019 the commercial grant for M1 category vehicles was discontinued. Presently SEAI offer grants for M1 category qualifying electric vehicles for private purchasers and demonstration vehicles.

**Do you always have to have a deposit on the application in order to continue?**

For private grants the deposit amount must be a non-zero amount. Commercial and demo grants do not require a deposit amount.

**Can a grant now be approved without a vehicle chassis number**

Ideally you would have placed the order for the vehicle prior to submitting the grant application. You may submit a grant application and it would be approved but payment would never be actioned without all the terms and conditions being satisfied which includes the tax and registration of the vehicle which you would be required to have a VIN for.

**When you refer to commercial do you mean an Electric Commercial Van?**

Commercial vehicles are vehicles for commercial use and registered commercially such as a light commercial van (N1 category) or a company car. However, with regard to SEAI's EV grant programme commercial refers to vehicles eligible for a commercial grant which presently is only N1 category vehicles.

**Can grants paid to dealer every be clawed back by SEAI?**

Yes, this is covered in the framework agreement every dealer signs up to participate in the scheme. If there has been an obvious fraud of the grant scheme SEAI have the right to claim back the grant where deemed appropriate.

**Do you need to send a copy of the VRT receipt with the transaction document?**

Not necessary but if there is an issue SEAI will request this to investigate further and progress the grant application.

**How do we get set up on the grant application system?**

You have to be nominated by an approved importer as a member of their dealership network. You will then receive emails containing registration instructions and step by step process. Also, to set up a new employee to submit grant applications do the following steps. Open the online grant system. Select Your Account details from the menu at the left-hand side of the home screen. Scroll to the bottom and submit the employee's details under authorised staff.

**Just wondering what do you do if details have changed in an application after you have received the letter of offer, for example we have a lot of price changes at the moment and I have about 5 letters of offers accepted but the prices have changed will this affect anything**

Ideally you would cancel the current grant applications and submit new grant applications with the new pricing information.

**The price changes are being passed onto our customers so the final amount is changing**

Ideally you would cancel the current grant applications and submit new grant applications with the new pricing information.

**Do you have to stamp the application and transaction document with the company stamp or is signature sufficient?**

During Covid restrictions SEAI understand it can be difficult to get your hands on the company stamp. SEAI are flexible for a period of time on this but once you return to the office we would expect to see the company stamps again.

**Can you confirm the time between grant application to letter of application?**

Indicated timeline is 2-4 working days. Present timeline is 1-2 working days. It depends on volume.

**If you make an application for a customer that is approved and the customer changes the spec of the vehicle, is this a completely new application?**

If the stat code has changed you should cancel the grant application and submit a new application. Remembering that you have to receive the new letter of offer before you register the vehicle.

**Is the grant amount paid directly to the dealer or to the customer or can you choose either?**

The dealer discounts the grant amount to the customer on the vehicle price and applies to SEAI for reimbursement of the grant amount.

**When applying for a demo grant is it the cost price of the vehicle that we input or the sales price, e.g. the price we will sell the car to the customer at?**

It is the starting price excluding any grants, rebates etc. As the dealership is the customer as well it is the starting price you would sell to the customer. In the pricing section of the application process there is an explainer on this.

**A customer may give an initial deposit to secure the vehicle, and a further deposit when collecting it. Does the deposit amount on the application have to match the final deposit on the invoice or just show an initial deposit?**

Deposit amount on the application form is the initial deposit of a customer.

**When filling out the cost of the car we enter full price then a deposit. Do we enter the cost price of the car to the customer as full price-deposit-grant=cost price or do we minus the VRT relief also that shows on the screen?**

On the pricing screen there are green boxes which are dealer input. The starting price is the full price, all in, not taking into account any grants, rebates, deposits etc. and the final price to the customer is the price the customer will be paying you. The SEAI grant and other deductions are automatically calculated based on this information.

**How can apartment owners (where there are lots of parking spaces in a complex) apply/use home charger?**

We are developing an apartment charger solution which will be incorporated into our home charger grant over the next few months. Details will be on the SEAI website once the scheme is in place.

**Are SEAI planning to support purchase of used EVs? Most consumers can't afford to buy new, even with grants, so we also need to grow our EV fleet through used UK imports. Most UK imports are now significantly more expensive since Brexit, damaging adoption.**

Presently there are no plans in place to support used EVs particularly if they were initially bought in Ireland, we would essentially be double subsidising the vehicle. Our home charger grant will accept new, second hand and imported vehicles. We are also looking at developing education pieces around the second-hand EV market.

**Each year we have to upload new Insurance details but often a gap will exist between the current year Insurance expiring and receiving new Insurance certs, we can't make any applications during this window gap?**

Unfortunately, SEAI are unable to accept grant applications from a dealership who have expired insurance certificates. We are endeavouring to improve and streamline this process.

**If a commercial business has already got an SEAI grant for their business can they get a grant for an electric vehicle**

The SEAI EV grant operates under the De Minimis State Aid rule. Therefore, if a company has received state aid to the value of €200k in a 3-year rolling period they would be unable to receive a grant for their EV. The De Minimis Rule covers all state aid, not just electric vehicle grants.

## Tax Queries

**I have noticed that when a vehicle is declared off the road (i.e. vehicle registered on the last day of the month customer collects 1st day of the month) the ability to tax online is no longer possible for the customer. Thus, postal motor tax application must be submitted. Might the SEAI be able to liaise with Dublin City Council to investigate this technical issue, as DCC told me they are two months behind in opening their post! Let's hope they don't move to a 4-day working week**  
SEAI will reach out and look into this. Covid has impacted us all and with the general picture in Ireland seeming to be a positive one now this issue should resolve itself. SEAI will contact DCC to discuss in the meantime.

**I have three customer who are unable to tax their new cars online. I have contacted the local motor tax and they tell me there is an issue with taxing electric cars online, do you know anything about this or when it will be fixed. One customer posted their tax to the motor tax three weeks ago and they still have not received it back, therefore I cannot get the grant paid.**  
SEAI have raised this with the Department of Transport. As the tax offices are external to SEAI we have asked for DoT to look into this.

**It's not possible to tax any VW IDs online. The motor tax office have confirmed there is an issue**  
I believe the tax offices are working on resolving this issue. We have seen a large number of VW ID range being registered and taxed recently and grants ready to pay out.

**If a customer fails to tax their car within the 10 days, who is liable for the reclaimed grant? Dealer or customer?**

The customer has the 4-month window also to tax their vehicle. If the customer does not tax their vehicle within the grant offer window the dealer will receive a reduced grant amount. It is then between the dealer and customer relationship how this will work between them.

**If a car is taxed today, will this be visible to you on the log that you receive from Shannon tomorrow morning?**

Yes

**What would happen if the customer doesn't tax the vehicle within the first 10 days?**

The status would move to resubmit registration. Once the vehicle is taxed the dealer can, the following day (due to SEAI only able to confirm tax the day after vehicle is taxed), resubmit the documents and the grant will proceed through to payment stages.

## Payment Queries

### **Q. Can you please advise as to the turnaround time for payment from submission of completed documentation to actual receipt of funds**

It is very difficult to give an exact timeline. SEAI advise that once you have successfully submitted your grant application it can take between 2-4 working days for the grant offer to be issued. Presently we are operating ahead of this with most grant applications being approved within 1-2 days. Once approved it depends on when the dealer submits the transaction document and invoice which triggers the beginning of system checks and payment request checks. Every Thursday afternoon we generate the payment batch and this is then reviewed internally in SEAI with funds transfer predicted to be actioned the following Mon/Tues. Fund transfer depending on which bank you operate with can take 1-3 working days.

### **We had a situation recently where the system status was "Paid" but the money was not transferred to us as a dealer until sometime later after follow up. Can the system be updated to confirm when the payment has been made?**

You will receive a remittance notification email once funds have begun to be transferred.

### **Maybe you need to just to make it clear to dealers to avoid missing the 10-day, tell them to only put through payment request after they know the tax has been put through**

We will take this under advisement.

### **Can SEAI provide payment summary information for dealerships?**

This functionality is not available within SEAI. Once payments are made the dealers nominated email contact address is sent remittance notification outlining the payments that have been made. SEAI would advise dealerships to retain these notifications for their records on grant payments.

## Grant Changes Queries

### **There were several queries in relation to the grant changes on 1<sup>st</sup> July.**

#### **If a grant is applied for prior to 30<sup>th</sup> June and registered after 1<sup>st</sup> July will the existing grant amounts be paid out on both BEVs and PHEVs?**

Yes, if you submit a grant application up until we take the system offline COB 30th June and it is approved then we will honour the grant under the terms it was submitted. You must adhere to the terms and conditions of the grant scheme and register, tax the vehicle and submit the transaction document and invoice before the expiry date of the grant offer.

#### **Cars over 60,000 are they entitled to any grant?**

At the moment yes until 30<sup>th</sup> June 2021. From the 1st July any grant application must be for vehicles priced **€60k or below**

#### **How much is the demo grant being reduced to on July 1st for Passenger vehicles?**

For demo grant applications submitted from 1st July for PHEVs the grant amount will be €2,500 and for BEVs will be €3800

#### **Are the current grant amounts likely to change for 2022?**

Difficult to say as we work with Department of Transport and changes can be requested from the Minister. We will endeavour to give as much foresight if anything comes to light. The EV grant programme is continuously reviewed to ensure effectiveness and the best value for money is achieved.

**Can you also confirm that fully electric vehicles over €60k will receive the €5000 Grant?**

Yes, for any grant applications submitted and approved prior to the 1st of July

**According to the SEAI, the grant for BEVs is €5,000 and for PHEV is €2,500. My question is that in what year the grants will be removed? Is there any plan for grant removal?**

Unfortunately, we are unable to say when they will be removed as we do not know. Grants in their essence, are in place to stimulate the market and once the market is self-sustaining grants will be phased out or removed.

**Are there any plans to further reduce grants on PHEV in 2022?**

SEAI operate in conjunction with the Department of Transport. Presently, SEAI have no foresight of any potential changes to the grant scheme terms. That is not to say there will be none. We will endeavour to provide as much clarity and foresight as possible if the situation is to change.