

HOVR's Zero Emissions Grants Program Plan

Introduction

HOVR is excited about the Zero Emissions Grants Program in partnership with the City of Toronto, one of Canada's Top Tier Auto Manufacturer, and a number of key academic partners to monitor and enhance the driver facing side of this program. This public posting outlines how HOVR drivers can benefit from the program, including detailed procedures for grant disbursement, handling vehicle changes, and resolving any issues with grant amounts.

Key Highlights

- **Monthly Grants:** Drivers of zero-emission vehicles receive monthly grants directly to their HOVR profile bank accounts.
 - **Flexibility for Vehicle Changes:** Procedures are in place for drivers who change vehicles to continue receiving grants without interruption.
 - **Support for Licensing Issues:** Guidelines help drivers navigate grant disbursement if they face license suspension or expiration.
 - **Transparent Dispute Resolution:** A clear process is available for drivers to address any discrepancies in grant amounts.
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1. Grants for Drivers Who Frequently Change Vehicles

Stay Eligible with Each Vehicle Change

- **Quick Registration:** Register your new zero-emission vehicle with HOVR by providing the VIN and proof of ownership.
- **Notify Us Promptly:** Let us know within 7 days of any vehicle change to ensure continuous grant payments.
- **Pro-Rated Payments:** Your grants will adjust based on how long you own each eligible vehicle during the month.

How to Update Your Vehicle Information

1. **Log In:** Access your HOVR account online.
 2. **Update Vehicle Details:** Enter the new vehicle's information and upload necessary documents.
 3. **Confirmation:** Receive verification from HOVR within 5 business days.
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2. Monthly Grant Disbursement

Reliable Payment Schedule

- **When:** Grants are disbursed on the first business day of each month, upon completion of required participation and active membership status from the previous month.
- **How:** Payments are made via Electronic Funds Transfer (EFT) to your registered bank account connected to your HOVR driver profile.
- **Notification:** An email confirmation will detail the amount and how it was calculated.

Ensure Timely Payments

- **Keep Information Updated:** Maintain current bank details and contact information in your HOVR account.
 - **Check Notifications:** Watch for email confirmations each month for your records.
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3. Navigating License Suspensions or Expirations

If Your License is Suspended

- **Grant Hold:** Your grant payments will be temporarily paused from the suspension date.
- **Resolution Window:** You have 60 days to resolve the suspension.
- **Resuming Payments:** Once reinstated, any held grants will be paid out retroactively.

If Your License Expires or is Revoked

- **Grant Termination:** Payments will stop from the date your license is no longer valid.
- **Final Statement:** You'll receive a summary of any last payments due.

Appeals Process

- **How to Appeal:** Submit an appeal within 30 days through your HOVR account.
 - **Review Timeline:** An independent panel will review and respond within 15 business days.
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4. Addressing Grant Amount Discrepancies

Steps to Resolve Issues

1. **Submit a Dispute:**
 - **Timeframe:** Within 30 days of receiving your grant.
 - **Details Needed:** Explanation of the issue and any supporting documents.
2. **HOVR Review:**

- **Acknowledgment:** We'll confirm receipt within 2 business days.
 - **Investigation:** Our team will investigate and respond within 10 business days.
 - 3. **Outcome:**
 - **Explanation:** Receive a written response with the decision.
 - **Next Steps:** If unresolved, you can request a secondary review or mediation.
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Join the Movement Towards a Greener Toronto

By participating in the Zero Emissions Grants Program, you're contributing to a sustainable future for our city. HOVR is here to support you with clear procedures and dedicated assistance every step of the way.

Get Started Today

- **Visit Our Website:** ridehovr.com
 - **Contact Us:**
 - **Email:** info@ridehovr.com
 - **Phone:** +1-866-760-5853
 - **Follow Us on Social Media:**
 - **Facebook:** [@ridehovr](https://www.facebook.com/ridehovr)
 - **Twitter:** [@ridehovr](https://twitter.com/ridehovr)
 - **Instagram:** [@ridehovr](https://www.instagram.com/ridehovr)
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Frequently Asked Questions

Q1: What vehicles are eligible for the grants?

- **A:** Any fully electric or hydrogen fuel cell vehicles qualify. Check our website for a detailed list of eligible vehicles.

Q2: Can I receive grants for multiple vehicles?

- **A:** Grants are provided per driver, not per vehicle. Ensure your primary zero-emission vehicle is registered with us.

Q3: What if I forget to notify HOVR about a vehicle change?

- **A:** Delays in notification may result in grant payment interruptions. Notify us within 7 days to avoid issues.
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Stay Informed and Involved

Keep up with the latest updates on the Zero Emissions Grants Program by subscribing to our newsletter and joining community events focused on sustainable transportation.

Together, Let's Drive Towards a Zero-Emission Toronto!

About HOVR

HOVR is dedicated to promoting sustainable transportation solutions in Toronto. We work closely with city officials and communities to reduce carbon emissions and enhance the quality of life for all residents.