

From: "Donald Martel" <donald.martel@sympatico.ca>
To: <KOMARYM@tc.gc.ca>
Sent: Friday, February 01, 2008 2:34 PM
Subject: ECOAUTO REBATE APPLICATION

2/1/2008

RE: ECOAUTO REBATE APPLICATION

File no.:XXXXX

Dear Mrs. Mary Komarynsky, Assistant Deputy Minister

I am writing to you as a very concerned Canadian citizen. I purchased a new Canadian Model 2007 Honda Civic Hybrid on October 24, 2007 in Ottawa Ontario and I am having lots of problems receiving my ecoAUTO rebate. The Government of Canada encourages Canadians to purchase hybrid vehicles through an incentive program but it is practically impossible to get reimbursement in a timely manner. I sent an application for the ecoAUTO Rebate Program on October 25, 2007 at the ecoAUTO Processing Centre in Calgary, Alberta as per the ECOAUTO Rebate Program Application Form.

For your information, I have also sent a Vehicles Powered by Alternative Fuel Application form to the Ontario Government on October 25, 2007 (same date that I sent my Federal Application) and received the Ontario Government's rebate check on January 10, 2008. On January 3, 2008, a representative from Service Canada contacted me to confirm that my application was approved and validated through the Canadian Council of Motor Transport Administrators (CCMTA) database. She was sending the application to Transport Canada who had only to produce the ecoAUTO rebate check.

Today on February 1, 2008, I contacted the information line (1-866-506-6804) for a status update on my application, and I spoke to JoJo and Sandra (supervisor), who both confirmed that they cannot give me a specific date on when I could expect to receive the ecoAUTO Rebate. The minimum waiting time that was given to me is three months by both these employees. The maximum waiting time is unavailable. It's been more than three months since I have sent my application.

Why does it take more than two months to get it an ecoAUTO Rebate Application Form approved by Service Canada? What is your standard waiting time for the ecoAUTO Rebate? If Canada Revenue Agency can send income tax reimbursements within a few weeks to millions of Canadians, why is reimbursement for this program so lengthy and complicated?

Why are Canadians not able to get answers directly when calling the information line at Transport Canada, when these questions have nothing to do with policy regulations, law but everything to do with good clientele relations and service?

Why not provide the truth to Canadians under the Questions and Answers on the web site (*<http://www.tc.gc.ca/programs/environment/ecotransport/ecoauto-QandAs.htm>) about the expected waiting period? Why is it taking so long to get the rebate when the process was approved on January 3, 2008? When can I expect to receive my rebate?

I expect a written answer to the questions in this email within ten business days. Again I am very disappointed in Transport Canada/Service Canada handling of this program. I would have expected a better service from Service Canada and Transport Canada with the ecoAUTO Rebate. Canadians deserve a better and faster process.

Should you require additional information, please do not hesitate to contact me at xxx-xxx-xxxx.

Sincerely,
Donald Martel
Ottawa Ontario