

**EVERSOURCE**



An AVANGRID Company

# **Connecticut Electric Vehicle (EV) Charging Program**

## **2022 Program Manual for Residential and Commercial Customers**

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# Residential Program Manual

## Section 1: Introduction

### Welcome to the Connecticut Electric Vehicle Charging Program

New technology like electric vehicles (“EVs”) raise many questions and we know informed consumers drive great partnerships. In this guide, we will explain a unique new offering from your utility and help you understand just how easy EV charging can be, how you will save money through EV charging programs, pay less for your usage during designated charging times, get faster charging options to simplify your life, and understand how smart choices can protect the future of our environment. EVs produce less lifetime pollution than gas-powered vehicles, and, as sources of electricity become cleaner, these emissions will continue to decline. The EV community and public charging network are quickly growing around you. Let’s find out just how you can become part of this new technology revolution!

The Connecticut EV Charging Program (“the Program”) offers eligible residential EV drivers the opportunity to earn rebates and incentives to charge their EV smarter, avoid costly peak time energy use, and help your utility, either United Illuminating (“UI”) or Eversource, collectively (“utilities”), manage the additional electricity demand from EV’s now and into the future. Charging an EV at your home can offer many benefits, from convenience to cost savings and vehicle emission reductions. Whatever your motivation, we welcome your participation and look forward to supporting you.

So, how does it work? This guide will provide all the information you need to participate successfully and receive the Program incentives that are applicable to you. Overall, customers interested in the Program will follow these general steps to be explained in more detail below.



STEP 1: DECIDE HOW TO PARTICIPATE



STEP 2: INSTALL & SETUP YOUR SOLUTION



STEP 3: APPLY FOR YOUR REBATES\*



STEP 4: ENROLL IN THE PROGRAM



STEP 5: PARTICIPATE & RECEIVE INCENTIVES

**\*Eligibility requirements apply**

## A Note for Eversource Customers: ConnectedSolutions

Within this guide, we refer to the common program for both utilities as “the Program.” For Eversource customers, this Program is part of a larger Eversource demand response program called “ConnectedSolutions.” In Eversource-specific supporting materials and websites, the Program is listed under the ConnectedSolutions banner.

## Section 2: Definitions

The definitions in this section will help new and existing EV drivers understand some of the terms used throughout this guide.

**Advanced Metering Infrastructure (“AMI”) Disaggregation:** AMI Disaggregation is available to UI customers only and refers to the ability of UI’s technology partners to perform sophisticated analysis of electricity usage to determine how and when EV charging is occurring. AMI Disaggregation provides customers with an opportunity to participate in the Program even if they don’t have a Smart Charger or a Connect Vehicle (Telematics).

**Demand Response:** refers to actions taken by utilities during times when the electric system is strained. This system strain typically occurs on the hottest days of the summer but can also happen any time of the year such as in emergency situations or when electricity supply is limited. By initiating Demand Response “Events,” utilities act with their customers and through their Technology Partners to reduce electric usage for short periods of time. When customers respond to an Event it helps maintain a stable electric system.

**Electric Vehicle Supply Equipment (“EVSE”):** refers to devices used to supply EVs with electricity. These devices generally fall into two categories – we’ll cover those that are commonly used in your home:

**Level 1 (“L1”):** The lowest speed charger, these chargers plug into the average 3-prong, 120-volt (“V”) plug in most homes. These plugs charge a vehicle very slowly, and the time required varies greatly depending on the size of your vehicle battery. An L1 charging plug may have been included in your EV purchase. ***These chargers are not eligible to participate in the Program.***

**Level 2 (“L2”):** Generally, the most powerful chargers for the home. These chargers connect to a 240V outlet and usually require an electrician to install a new outlet where you charge your EV. L2 chargers are most often purchased separately from your EV, although more EV’s are beginning to come with an L2 charger as standard equipment as an option when you purchase your EV. An L2 charger can have “smart” features that can be accessed through a mobile app and are available in several power levels. L2 chargers can fully charge a vehicle from empty between 3 and 7 hours, depending on the size of your EV’s battery and power rating of the charger.

**Networked L2 or “Smart Charger”:** These chargers can connect to the internet (via Wi-Fi or cellular connection) and can be controlled, generally, through a mobile app.

**Non-Networked L2:** These chargers don't connect to the internet (via Wi-Fi or cellular connection) but do charge a vehicle as quickly as a Networked L2.

**Technology Partners:** utilities have many technology partners that assist in delivering programs like this one to customers. In this program guide we often refer to our "Technology Partner", which is a third-party contractor that provides analytics, communication, and reporting to assist utilities in delivering value-added programs and a great customer experience.

**Telematics:** Like many of the appliances, communications, and entertainment systems we use today, vehicles have also become "connected devices". Telematics is the capability of a vehicle to wirelessly communicate with other systems like those used to administer the Program. This communication allows important vehicle and charging data to be shared with our technology partners and can be used to enable control signals that can slow the rate of charge or turn the EV charging station on or off as needed by the grid during Demand Response Events.

## Section 3: Program Description

The Program offers rebates to eligible customers to reduce the cost of installing new, qualified Smart Chargers and wiring upgrades. The Program also provides ongoing, event-based incentives to promote consistent participation over time. These incentive dollars are available to EV owners who agree to participate in Demand Response Events ("Events"), which can help EV drivers avoid costly, peak-time energy use and helps the grid respond to changing conditions like electricity cost and congestion.

In this Program, participants use their EV and/or home EV charging station to respond to Events from utilities as we continually monitor the electric grid. Utilities will occasionally initiate a reduction in power, or in some cases completely stop power, to the participant's EV under times of high energy cost or electric grid stress. Participants always have the option to continue to participate or opt out of any Event if it is necessary for them to charge during that time. To receive rebates and incentives, customers must agree to participate in a certain number of Events. So, while it's possible to opt out of Events, doing so too many times may impact eligibility for ongoing incentives.

Events may occur any time during the months of June through September but will usually happen during times of the highest demand on the grid, known as "on-peak" periods. Participants will, in most cases, be notified well in advance of an Event so there is plenty of time to plan ahead. For most EV drivers, charging occurs during periods of low energy demand, or "off-peak" periods, for example in the evening while they sleep. During these times, there is usually no need for Events, so participants experience very little impact if any on their vehicle's availability. Please see **Section 7** for more details around Events and requirements for full participation in the Program.

## Section 4: Rebates & Incentives

Incentives in this Program fall into a few categories that we will explain in more detail below. There are upfront incentives, like rebates for equipment and electrical work, and Enrollment Incentives to encourage customers to sign up for the Program. Then, there are ongoing Event incentives for continued, consistent participation in Events, awarded at the end of the Demand Response season after we verify that participants have achieved the minimum allowable level of participation.

Participants must apply for upfront incentives as part of their application and enrollment process, and these will be distributed after the application is approved. Participants will be required to show documentation of installation and receipts of purchase. For ongoing Event incentives, customers who meet participation requirements will receive these in October, after the Demand Response season. Below is more detail on what you can expect from these incentives and how to qualify.

- **Upfront Rebates & Incentives:**

- **Wiring Upgrade Rebate:** For participants needing electrical upgrades for their home to participate in the Program, up to \$500 will be available for qualifying work (for example, adding a sub panel, increasing main panel amperage, installing conduit runs, wiring a 240V plug). This incentive is only available for those purchasing a new Networked L2 charger (“Smart Charger”) or those participating with qualifying EV with Telematics.
- **Smart Charger Rebate:** For participants purchasing and installing a Qualifying Networked L2 charger for use in this program, there is up to \$500 available to participants who provide proof of purchase and installation. Only new Smart Chargers purchased on or after January 1, 2022 and listed in the Qualified Products List (“QPL”) are eligible (see **Section 6**) for this incentive.
- **Enrollment Incentive:** For those customers who participate through Telematics, existing Networked L2 chargers, or AMI Disaggregation, a one-time \$100 Enrollment Incentive is available. Participants must enroll using eligible devices and/or methods of connection (see **Section 6** for the list of eligible technologies) and successfully set up their technology.
- *Above incentives to be paid via mailed check after the application is approved.*

**Table 1: Upfront Incentives for Equipment & Enrollment**

Customer Scenario		Smart Charger Rebate <i>(up to)</i>	Wiring Upgrade Rebate <i>(up to)</i>	One-Time Enrollment Incentive
<b>New Networked L2 Charger</b>	<i>Needs 240v Outlet †</i>	\$500	\$500	\$0
	<i>Has 240v Outlet †</i>	\$500	\$0	\$0
<b>Telematics with Non-Networked L2 Charger</b>	<i>Needs 240v Outlet †</i>	\$0	\$500	\$100
	<i>Has 240v Outlet †</i>	\$0	\$0	\$100
<b>All Other L2 Chargers <i>(UI only)</i></b>		<i>No Wiring Rebate</i>	\$0	\$100

† 240v Outlet refers to the electrical circuit and receptacle needed for level 2 charging.

- **Ongoing Event Incentives:**

There is an annual ongoing incentive capped at \$200 for Demand Response Event participation that is paid each year in October at the end of the Demand Response season. Participants will accumulate \$50 for each month of participation ***if they do not opt out of Events more than the allowed two times per month.*** The participating EV charger must also be used at least once in the month. Utilities and their Technology Partners will inform customers monthly about their accumulated credit or any lost incentives due to too many opt-outs. Ongoing Event Incentives are paid via e-gift card emailed directly to the participant. More details on what it means to fully participate in Events can be found in **Section 7** below.

## **Section 5: Eligibility & Enrollment**

The Program is open to all residential UI and Eversource customers in Connecticut with an active account. Residential customers are defined as existing UI or Eversource customers, in Connecticut, living in a single-family home or a multi-unit dwelling (“MUD”), with four or fewer units on the property. To be eligible, each unit of an MUD must be separately metered with its own utility account.

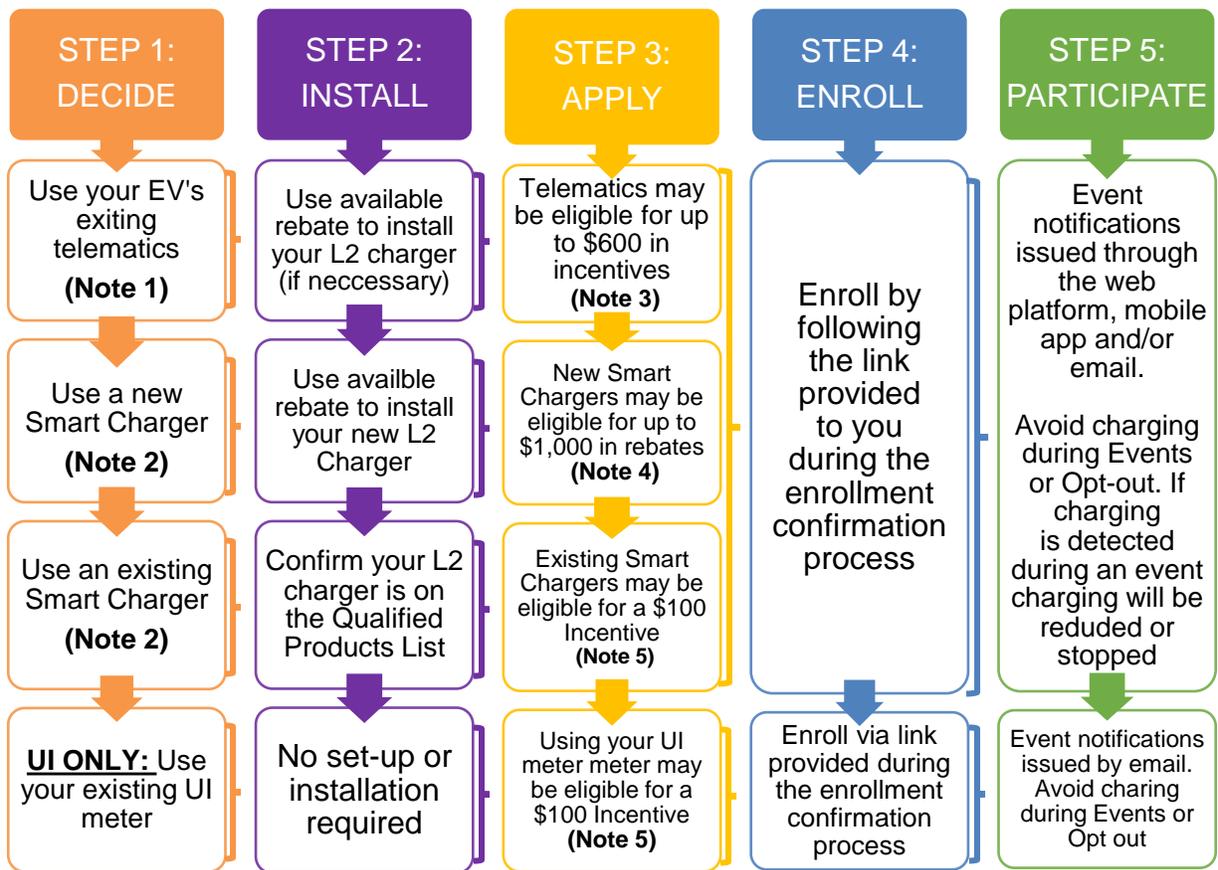
Participation in the Program requires that a participant’s EV charger, EV, and/or combination of technologies meet certain criteria. Below is an outline of setups that can qualify and how each setup must enroll. **Section 6** contains a list of eligible devices called the Qualified Products List (“QPL”).

Connecting via Telematics can be a convenient option for many participants. Telematics provides a one-time “set it and forget it” experience and, if participants prefer connecting with a non-Networked L2 charger or a Smart Charger not on the QPL, it’s possible to connect using the vehicle’s Telematics built into their vehicle. See **Section 6** for the QPL to understand which vehicles and EVSEs can participate. *Note: this list is constantly growing as our Technology Partners integrate with more vehicle and EV charger manufacturers, so check back regularly.*

### **A Note for UI Customers: Participating Through Your AMI Meter**

Due to the AMI metering infrastructure built in UI territory, UI offers another option to participate in the Program for those who don’t have access to other options. If you cannot purchase and/or install a Networked L2 charger on the QPL and your vehicle doesn’t allow Telematics, you can choose to participate using any L2 charger and UI will verify participation in Events using AMI Disaggregation.

The following figure provides an overview of the Program process and the different methods of participation:



**Note 1:** Not all vehicle makes are eligible for the Program. See **Section 6** for a list of compatible vehicle makes. If your EV is not compatible you can participate via another method.

**Note 2:** Not all Smart Chargers are eligible for the Program. See **Section 6** for a QPL of eligible Smart Chargers. If your Smart Charger is not compatible, you can participate via another method.

**Note 3:** Compatible Telematics are eligible for up to a \$500 Wiring Upgrade rebate and a \$100 Enrollment Incentive. See **Section 4** for more information on Rebates and Incentives.

**Note 4:** New, eligible Smart Chargers can receive up to a \$500 Smart Charger rebate and up to a \$500 wiring upgrade rebate. See **Section 4** for more information on rebates and incentives.

**Note 5:** Existing Smart Chargers purchased before 1/1/22 and participation through your existing UI meter are eligible for a \$100 Enrollment Incentive. See **Section 4** for more information on rebates and incentives.

After you choose the technology that makes sense for you, it's time to enroll your system! Customer eligibility will be confirmed during the application process.

## **Program Application**

The Program offers an easy online process to provide secure and reliable processing of applications.

**Eversource:** Please visit the Residential Section of the [Eversource website](#) to access the application portal.

**UI:** Please visit our [EV Programs for your Home](#) site to download a fillable PDF application, collect relevant documents listed below, and submit the application and documents to [UIEVApplications@clearesult.com](mailto:UIEVApplications@clearesult.com).

In the application, there are clear steps to follow, terms and conditions for the Program that you must accept, and guidance on how to activate your device. Along the way you will need a few items:

1. *Receipts and invoices related to the purchase and/or installation of a Networked L2 charger, labeled as paid*
  - a. *Installation information must include date of installation, installer/contractor name, equipment cost, total installation cost, and town/ city building permit*
2. *Customer's utility account number, service address, and billing address*
3. *EV and EVSE information: make, model, year, serial number, EV Charger Unit Number/ MAC ID*

If you are having trouble with your application, please contact your utility by emailing [HomeEV@uinet.com](mailto:HomeEV@uinet.com) for UI or [EversourceEVSupport@clearesult.com](mailto:EversourceEVSupport@clearesult.com) for Eversource, or by using the contact information provided in **Section 8** of this guide. A Program associate will support you and/or may provide an alternate application method.

Errors in your application may lead to delay or cancellation of your application. Upon identifying any such issues, the Program team will attempt to contact you using the information supplied in the application. If we are unable to reach you or you do not respond with the information needed to correct the application, your application will be cancelled.

## **Device Activation**

All devices must be activated in the Program and any delay in activating your device may lead to delay or cancellation of your incentive payment. The activation process varies by device type and vendor. You will receive activation instructions that are specific to your chosen device in the confirmation email that you receive when you submit your Program application. Follow instructions carefully and use the contact information in the email for support if you experience any difficulties.

## **Enrollment Incentive**

Customers will receive their Enrollment Incentive in the form of a check mailed to the address listed on the application. These incentives are paid to the utility account holder

associated with the application unless the customer designates an alternate payee when submitting the application. Payments are sent via US Postal Service, which requires several more days for delivery.

- **Additional Eligibility Requirements:**

The following requirements apply to all participants regardless of method of participation they chosen:

- Participants must remain in the Program for a period of not less than 24 months from the date of incentive payment.
- Participants who leave the Program before the 24-month period ends will be required to pay back a prorated portion of the upfront incentives they received as part of this Program.
- Incentives are limited to the stated incentive amount listed above or the documented project cost, whichever is less. For the Smart Charger rebate, any other applicable grants, rebates, incentives or credits the customer may receive from another source will be deducted from the total documented device cost.
- Only new Smart Chargers listed in the Program's QPL are eligible for incentives.
- Electrical work must be completed by a qualified professional, in full compliance with laws and regulations.
- Participants are required to share the EV charging data with their utility. Please refer to the Terms and Conditions included with the Program application.

## **Data Sharing and Privacy**

Utilities will collect information on your EV charging behavior, such as when and how often you charge and how much energy you use each time you charge. Your utility may share this information with third parties for the purposes of evaluating the Program. **All EV charging data will be aggregated, anonymized, or otherwise encrypted if/when disclosed publicly.**

## **Section 6: Qualified Product List (EVSE) & Eligible EVs (Telematics)**

To participate, users must follow requirements for enrollment that may include Networked L2 Smart Chargers, non-Networked L2 chargers, or vehicle Telematics. Only applications including eligible devices that are listed on the Program's QPL will be accepted by the Program. For the QPL, click [here](#) for UI and [here](#) for Eversource. Please note that this list will regularly be updated as new manufacturers will be added on an ongoing basis.

### **Eligible Devices**

It is the customer's responsibility to select an eligible device. The Program attempts to include a range of eligible device options to meet different customer needs. General information about the different device types is provided on the Program website, with additional product-specific information listed in the QPL. The vendors will differ on charger models, software, costs, and manufacturer details. Utilities do not offer

preferences or recommendations for any approved Program vendors, and Program participants are responsible for determining suitability of products and services.

### **New Smart Charger**

If you decide to install an eligible Smart Charger, you may purchase a new charger from any source you prefer. Please save the receipt to include in the Program application. The charger must be installed and operational before submitting your Program application and **the application must be submitted within 90 days of purchase**. Please ensure you schedule your installation when you purchase your Smart Charger so you can complete your application within that timeframe.

Smart Chargers incentivized by the Program must connect to the vendor's online network. Often this connection is enabled locally by connecting the Smart Charger to your Wi-Fi network. Depending on where your router is located relative to the Smart Charger, you may need to install a Wi-Fi signal booster to achieve a reliable connection. Please ensure that your Smart Charger is connected to the network before submitting your Program application. If you do not have access to a reliable internet connection, we recommend enrolling using your existing AMI meter (UI customers only).

### **Wiring Upgrade**

L2 chargers require a 240V outlet. If you need to install a new, dedicated electrical circuit and outlet to support your EV charger, you may use any licensed electrical contractor. The Program offers up to \$500 in a Wiring Upgrade rebate to cover eligible costs necessary to support your L2 charger. Please be sure to obtain an itemized invoice that clearly shows the cost of the EV charging circuit separate from any other electrical work with invoices showing they were paid. The work must be completed before submitting an application and **the application must be submitted within 90-days of the invoice date**.

### **Vehicle Connections (Telematics)**

Telematics is a system embedded in many EVs that enables more control by users over their EV by making smart decisions about energy use, connect to nationwide charger networks, and other innovative actions. If your EV has Telematics, you likely have access to additional insights and functionality that can give you more control of your EV that might save energy. To receive an upfront Enrollment Incentive for participating with Telematics, you must activate a qualified vehicle model with Telematics in the Program for a period of not less than two years. You will receive activation instructions that are specific to your chosen vehicle in the confirmation email that you receive when you submit your Program application.

***Please note that you cannot receive both a Smart Charger rebate and an Enrollment Incentive.*** You can, however, combine a Wiring Upgrade rebate with a Smart Charger rebate or Enrollment Incentive.

### **A Note to EVSE Vendors Interested in Being Added to the QPL**

Eligible devices are selected via a request for qualifications ("RFQ") that is hosted periodically by the utilities. Vendors who wish to qualify devices for the Program should

register their interest by sending an email to [HomeEV@uinet.com](mailto:HomeEV@uinet.com) for UI or [CTEVcharging@eversource.com](mailto:CTEVcharging@eversource.com) for Eversource with the subject line “EV Charging Vendor Qualification” and your firm will be notified of the next qualification cycle.

The RFQ includes evaluation of vendor and device capabilities, including but not limited to product safety, environmental suitability, network communications, and data collection and reporting. Vendors with qualifying devices must accept the Program vendor agreement prior to devices being added to the QPL.

## **Section 7: Participation in Demand Response Events**

The Program is managed with consideration of the operating conditions of the electric power system. Events are called to assist in controlling the system at key times. Events most commonly occur on hot summer afternoons or early evenings and will last a few hours or less. These periods of high energy demand are called “on-peak” periods. For this Program, Events will be set during the peak season which is between June and September during the times of 3pm-9pm.

During Events, participants have the option to participate or opt-out if it is necessary for them to charge during that time. This way, participants always retain control over the use of their vehicle but can earn incentives for being flexible when they charge their vehicle.

**To receive Event incentives, customers must participate in Events. Participants may opt-out of two events per month for the four-month Demand Response season. While it is possible for participants to opt out of events, doing so more than twice per month may impact eligibility for incentives.**

For the average EV owner, most charging happens in the overnight hours. Because Events typically occur during times of high energy demand (afternoons and evenings), owners of L2 chargers will generally have adequate charge in the morning when participating in Events.

### **The Demand Response Cycle**

Demand Response follows a regular pattern of **Notification, Events & Opting Out, and Results:**

- **Notification**

Participants will, in most cases, be notified well in advance of an Event so there is plenty of time to plan ahead. There may be rare occasions where the utility will call an Emergency Event with less than 24 hours of advance notice. Please refer to the Events & Opting Out section below for more information.

Notifications providing a schedule for an upcoming Event are issued to participants through the participant’s preferred means of contact, determined during the application process (e.g. email and/or via the Program’s mobile app provided by utility’s respective Technology Partner.)

After an Event ends, the participant will receive a notification alerting them that the Event has ended.

- **Events & Opting Out**

Demand Response Events may occur in June, July, August, and/or September, on weekdays and/or weekends (not including holidays). A typical Event may be up to 3 hours in duration and occur between the hours of 3pm—9pm. During Events, EV charging will be curtailed. Utilities will call a maximum of 15 Events per month.

Once a notification has been received, participants have the option of:

1. Participating in the Event (Default), or
2. Opting out of the Event, meaning their charging device will be unaffected by the Event.

During the Event, the power delivered to any device that has not opted out will be reduced or suspended. Opting out can be completed on the Program application portal or, if applicable, via the Program's mobile app, and customers may opt out of any Event at any time.

At the end of the Event, power delivery should resume at its normal level. In some cases, devices fail to return to their normal operating mode at the end of an Event. We therefore recommend that participants check the status of their device after receiving the end of Event notification.

Customers are considered as participating in the Event if they do not opt out through the platform or are not charging during the Event. For example, if a customer is not home during the Event or not plugged in, but did not opt out, they will be considered as participating in the Event.

- **Emergency Demand Response Events**

If required to maintain the safety and reliability of the grid, utilities may issue Emergency Demand Response Events without prior notice. Critical system events that impact system voltage levels, system stability and safety, or distribution system events that are considered emergencies by utilities may require override of a customer's EV charger. While such conditions are rare, utilities will attempt to provide advance notification whenever possible, dependent on the nature of the event. Participants do retain the right to opt out of these types of Events, but the above rules on opting out of no more than two Events per month still apply.

- **Results**

The Program tracks the status of all participant devices during each Event in order to evaluate benefits to the electric grid and to determine Event incentives. Participants can view their individual results on their dashboard in the online application portal. Participants are distributed incentives based on their performance in this Program. If you have questions about your participation results, please reach out to [HomeEv@uinet.com](mailto:HomeEv@uinet.com) for UI and [EversourceEVSsupport@clearResult.com](mailto:EversourceEVSsupport@clearResult.com) for Eversource.

## Ongoing Demand Response Event Incentives

Event incentives are paid in October of each year, based on participants' results for the preceding Demand Response season. The payment will be distributed via prepaid electronic gift card.

## Moving or Ending Participation

All enrolled participants are required to remain in the Program for a period of not less than two years from the date the participant's application is approved. After two years, participation continues until the participant submits a request to disenroll or until the Program is discontinued.

In the event a participant moves within the utility's territory, they are required to continue their participation at the new service address. Customers can move the location of their participation by logging into the application portal, opening a Request Support form, and submitting the required information.

Customers can request to disenroll by logging into the application portal, opening a Request Support form, and submitting with the required information. A participant moving outside of the utility's territory shall be an approved reason for ending participation before completing two years.

***Participants who leave the Program before the 24-month period ends will be required to pay back a prorated portion of the upfront incentives they received as part of this Program.***

## Section 8: Program Support

For application or rebate support, customers can contact Program staff for questions using the contact information below. Please allow two business days for a response to your email or voicemail.

**Phone:** (888) 978-1440

Hours of availability: 8:30am–5:00pm, Monday–Friday excluding holidays

**Emails:**

**Eversource:** [EversourceEVSupport@clearesult.com](mailto:EversourceEVSupport@clearesult.com)

**UI:** [UIEVSupport@clearesult.com](mailto:UIEVSupport@clearesult.com)

For UI customers seeking device setup and/or Program support, please email UI at [HomeEV@uinet.com](mailto:HomeEV@uinet.com). An Energy Specialist will contact you within two business days.

## Section 9: Frequently Asked Questions (FAQs)

The following are a list of Frequently Asked Questions for this Residential Managed Charging Program provided by United Illuminating (UI) and Eversource.

### **What is managed charging and Demand Response?**

Managed charging programs provide incentives to participants who adjust their charging behavior to align with an optimal schedule as defined by the participant's utility to avoid higher energy and infrastructure costs or avoid more carbon-intensive electricity. These programs allow utilities the ability to reduce costs for all ratepayers and reward program participants for adjusting their behavior. Managed Charging Programs allow for varying levels of commitment that correspond to different levels of expectations and incentives.

Demand Response for EVs is a brand of Managed Charging where signals are sent from the utility to the EV owner and their EV. These are called "Events," and during these Events, the user is expected to allow the utility to curtail or turn off their charging for the duration of an event, usually 2-3 hours. This program provides customers with incentives for allowing the utility to adjust the energy use on these devices during times of peak demand on the grid. This helps avoid higher energy and infrastructure costs and more less environmentally friendly electricity. These programs allow utilities the ability to reduce costs for all ratepayers and reward customers enrolled in the program for participating.

### **Who is eligible to participate in this program?**

Residential UI and Eversource customers living in a single-family dwelling (four units or fewer) who meet the technical requirements, specified in **Sections 5 and 6** of this guide, may enroll in a Managed Charging Program. Participation in Managed Charging events is required to take advantage of utility rebates for the purchase and installation of a new Smart EV Charger or enrollment incentives for other technology such as connected vehicle telematics. In addition, residential customers with an existing Level 2 "Smart Charger" can participate in the program.

### **What are the benefits of this program?**

By participating, you can earn upfront rebates and enrollment incentives, as well as ongoing participation incentives, which helps offset the cost of your EV over time. This includes incentive dollars to outfit your home with a Smart Charger.

### **What are my responsibilities for participation in this program?**

To receive incentives within this program, customers must participate in Demand Response "events" between June and September and not miss more than two events per month. If they achieve this, they will receive the \$50/month in incentive dollars, totaling \$200 for the year, and can keep their upfront rebates and enrollment incentive. An event will typically be a three-hour period during the hours of 3pm-9pm, Monday through Friday, where the utility will request that you do not charge your EV. There will be approximately 13-15 events a month. Customers will have the opportunity to opt-out of an event but must participate in a minimum number of events per month to receive monthly incentives.

### **Are there incentives available for participation?**

Yes. UI and Eversource offer monthly incentives to customers for their participation in Demand Response Events during the Demand Response season (June – September).

If the customer does not opt out of more than two events per month and uses their EV charger at least once in that month, they will receive a \$50 incentive for each month of successful participation up to \$200 total for the Demand Response Season.

**If I already have a home charger, can I still receive incentives through this program?**

Yes, if you've already taken the step to install a charger at your home you can still be eligible for \$100 to enroll eligible technologies in the program and also be eligible for the \$200 annual participation incentive, as long as you're able to fully participate in the program.

**Why are utilities like Eversource and UI administering this program?**

Managed Charging programs encourage users to charge off-peak, which helps reduce the cost of electric generation, and avoids costs associated with upgrading transmission and distribution equipment like substations and powerlines. These programs can also enable utilities to integrate more renewable energy and utilize the flexibility of EV charging to provide additional services to their territory. Utilities pass on these benefits to all customers in the form of cheaper electricity and other programs such as this.

**Will participating in managed charging force me to change my charging habits?**

Participants will always have adequate charge while participating in the program, so their contribution to the program is effortless and not impactful on the actual usage of the vehicle. Participants can also "opt-out" of a Demand Response Event if they need to charge their vehicle during an event. Participants may opt-out of two events per month during the Demand Response Season (June – Sept).

**What are the incentives and rebates available through this program?**

Below is a table outlining incentives available for different technological setups for this program.

***Note:** the amount of incentive dollars available per solution does not imply one setup is inherently better than another. Depending on the particulars of your EV and technology setup, the cheapest and best option might receive the fewest incentive dollars. Please see **Section 5 and 6** of this guide to understand which of the possible eligible technologies is best for you.*

Customer Scenario		Networked Level 2 Charger Rebate (up to)	Wiring Upgrade to 240v Rebate (up to)	One-Time Enrollment Incentive	Baseline Managed Charging Program (up to)*
<b>New Networked L2 Charger</b>	<i>Needs 240v Outlet</i>	\$500	\$500	\$0	\$200/year
	<i>Has 240v Outlet</i>	\$500	\$0	\$0	\$200/year
<b>Telematics with Non-Networked L2 Charger</b>	<i>Needs 240v Outlet</i>	\$0	\$500	\$100	\$200/year
	<i>Has 240v Outlet</i>	\$0	\$0	\$100	\$200/year
<b>All Other L2 Chargers (UI ONLY)</b>	<i>No Wiring Rebate</i>	\$0	\$0	\$100	\$200/year

*\*These incentives accrue over the first year of participation in the Baseline Managed Charging program. Participating customers are eligible for up to an additional \$200 per year in years 2 and 3 of the Baseline program.*

### **When will I receive my incentives?**

Enrollment incentives and relevant rebates will be distributed via check 10 business days after meeting all eligibility requirements, including proof of purchase and installation. Participants in the Managed Charging will receive ongoing incentives through the demand response season (June-Sept). These payments will be distributed via gift card in October following the end of the demand response season. Each month in this season, the participant is eligible for \$50 if they do not miss more than two events in that month. Participants will be notified of their progress and performance throughout the season.

### **What charging technologies are required to qualify?**

There are many technologies that can participate in this program, and this list is always expanding as EV manufacturers expand their capabilities and more smart chargers come into existence. All EV owners with a level 2 charger (Networked or non-Networked) should be able to participate in the program. Please refer to **Section 6** of this guide for information on eligibility and information on the types of devices and vehicles that can participate.

Please also refer to the Qualified Products List (“QPL”). For the UI QPL click [here](#). For the Eversource QPL click [here](#).

### **What does it typically cost to install a Level 2 EV charging station at my home?**

Costs to install a Level 2 charging station vary depending on which charger you choose and how much electrical work must be done to put the station where you need it.

Typically, a Networked Level 2 charger will cost \$600-700. Depending on your situation, the typical installation can cost between \$500-1200.

## **Section 10: Applications**

Please visit the Residential Section of the [Eversource website](#) to access the Eversource application portal. UI customers can visit our [EV Programs for your Home](#) site to download a fillable PDF application, collect relevant documents listed below, and submit the application and documents to [UIEVApplications@clearResult.com](mailto:UIEVApplications@clearResult.com).

## **Section 11: Residential Qualified Product List**

For the UI QPL click [here](#). For the Eversource QPL click [here](#).

## 1.1 Background

Eversource and United Illuminating (UI) are offering the CT Electric Vehicle (EV) Charging Program to incentivize the installation of EV supply equipment (EVSE) charging stations, including:

- Level 2 charging stations to charge light-duty EVs, and
- Direct current fast chargers (DCFCs) to charge light-duty EVs.

The CT EV Charging Program (Program) is available for all commercial and industrial Eversource and UI electric service customers who purchase and install qualified EVSE charging stations at facilities including workplace, light-duty fleets, public charging, and multifamily properties with five or more units.

The goal of the Program is to support the development of electric infrastructure and equipment necessary to accommodate an increased deployment of EVs within Connecticut by reducing the upfront costs of building charging stations for light-duty EVs. Through the Program, business entities seeking to install or participate in the installation of Level 2 and/or DCFC chargers can earn incentives that will offset a large portion of the electrical infrastructure and equipment costs associated with EVSE charging stations.

This Program Guide for Customers and Vendors (Guide) outlines important details of the Program, such as eligibility criteria, enrollment process, project planning, and post-enrollment requirements. Definitions of terms used herein are provided in the final section of this Guide. The Guide will be revised as the Program and/or the application process evolve. Revised versions of this Guide will be posted on [eversource.com](https://eversource.com) and [uinet.com/EVProgramsForYourBusiness](https://uinet.com/EVProgramsForYourBusiness).

*Due to global climate and local air pollution concerns, as well as advancing technology and rapidly declining costs, the transportation sector is accelerating its transition towards zero emission vehicles. In support of this transition, Connecticut has committed to deploying approximately 150,000 EVs by 2025, as part of a broader ten-state agreement aiming to achieve the deployment of 3.3 million EVs among the participating states. The Governor's Council on Climate Change has also estimated that electrifying at least 20 percent of light-duty vehicles in the state (approximately 500,000 vehicles) is necessary for the state to achieve its 2030 greenhouse gas emissions target. The Connecticut Public Utilities Regulatory Authority recently concluded a proceeding focused on supporting the EV goal through the development and implementation of this EV Charging Program. The EV Charging Program Order in Docket 17-12-03RE04, and subsequently in Docket No. 21-08-06, incentivizes site hosts and developers to expand the number of public destination, workplace, and multi-unit dwelling charging locations.*

Having EV charging at Connecticut businesses can offer many benefits, from convenience to cost savings and emission reductions. Whatever the motivation, the Program team welcomes participation and looks forward to supporting Connecticut businesses.

## 2.1 Program Overview and Customer Eligibility

The Program is open to all Eversource and UI Commercial customers in Connecticut. Commercial customers (also referred to as non-residential or business customers) must be new or existing Eversource and UI customers who do not meet the Residential customer definition (i.e., single family homes or multifamily dwellings with four or fewer units on the property). The service address for the customer's electric account must be for a physical address located in Eversource or UI territory. A Commercial customer may also apply for new electric service at a location within Eversource's and UI's service territory in Connecticut, as long as the planned use of the property does not fall under the Residential customer definition.

Project eligibility and procedures differ for Residential and Commercial customers; **this Guide is for Commercial customers.**

The charging stations must be installed at facilities including workplace, light-duty fleets, public charging, and multifamily properties with five or more units. The charging station will be owned, operated, and maintained by the Site Host (see Definitions).

The Program includes incentives for EVSE charging stations and the electrical infrastructure from the distribution system to the charging station, known as “make-ready infrastructure”. The Program also allows the ability to install make-ready infrastructure in anticipation of additional EVSE charging stations being installed in the future. Three categories of equipment or infrastructure are eligible for incentives under the Program.

- **Utility-Side Make-Ready Infrastructure (New or Upgraded Service):** Utility electric infrastructure needed to connect and serve a new EVSE charging station. This may include traditional distribution infrastructure such as step-down transformers, overhead or underground service lines, and utility meters that will continue to be owned and operated by the utility.
- **Customer-Side Make-Ready Infrastructure (Existing Service):** EV equipment or infrastructure necessary to make a site ready to accept a new EV charger that is owned by the charging station Developer, Equipment Owner, or Site Host. This electric infrastructure may include permitting and design costs, conductors, trenching, and/or panels needed for the EV charging station.
- **EVSE Charging Station:** In addition to the make-ready infrastructure investment, the Program provides an incentive, via a rebate, to Site Hosts to partially offset the costs of purchasing a Level 2 or DCFC EVSE charging station.

To receive incentives through the Program, a project must satisfy the following criteria (see Program Process below for more details):

- **Approved Application:** Customer must apply to be accepted into the Program. Eversource or UI will review, evaluate, and, if appropriate, approve applications.
- **Eversource or UI Customer:** Eligible customers must be a Commercial electric customer of either Eversource or UI. Service address for customer’s electric account must be a physical address located in utility territory. Customer eligibility will be confirmed during the application process based on the utility account number or eligible location for a new, non-residential service.
- **Site Hosts** must sign application attesting to the following:
  - Ownership of the land for the EVSE installation;
  - Possession of a site lease for 10 years or longer, or;
  - Written consent from landowner for the EVSE installation.
- **Station Maturity:** Purchase of the EVSE and construction of the EV charging station must have commenced no sooner than January 1, 2022. Site Hosts must agree to operate and maintain EVSE’s installed through this Program for a minimum of 5 years.
- **EVSE Charging Station:** Only new EV chargers listed in the Program’s EV Charger Qualified Product List are eligible for incentives. For a complete list of qualifying EV chargers, check [eversource.com](https://www.eversource.com) or [uinet.com/EVProgramsForYourBusiness](https://www.uinet.com/EVProgramsForYourBusiness).
- **Multifamily Locations:** Site must have a minimum of five residential units.
- **Ports per Site:** EV charging stations must conform to per-site port requirements:

- Individual EV charging sites must have a minimum of two ports.
- Workplace Level 2 chargers require a minimum of four ports.
- **DCFC Chargers:** DCFC charging stations must be dual port with both SAE J1772 Combined Connector System (CCS) and IEEE 2030.1.1 (CHAdeMO) charging ports. Support of simultaneous charging on both ports is not a requirement. To qualify as a two-plug charging site, DCFC stations must support simultaneous charging of at least 50 kW.
- **Proprietary Plugs:** Proprietary plugs are eligible for Program incentives as long as any EVSEs installed with proprietary plugs are co-located with standardized plugs (i.e., CCS and/or CHAdeMO) and meet all other Program requirements. The incentives will not be applied to offset EVSE costs for proprietary plugs, although make-ready incentives can be applied to sites with co-located standardized and proprietary plugs.
- **Dedicated Parking:** Site Hosts must provide dedicated parking spaces for the number of charging ports installed.
- **Charger Data:** All customers who receive incentives must allow Eversource and UI access to charger data in order to implement Program, analyze usage patterns, and track Program metrics in aggregate. Although the Program requires networked chargers to share data, any fees associated with software and monitoring costs will be the responsibility of the Site Host and are not a cost that the Program incentives are eligible for.
- **Electrical Work:** Electrical work must be completed by a qualified professional, in full compliance with laws and regulations.

Customers must also abide by the requirements and procedures discussed in this Guide as well as Program terms and conditions listed in the application to maintain eligibility.

### 3.1 EVSE Charger Eligibility

Only applications including eligible devices that are listed on the Program's EV Charger Qualified Products List will be accepted by the Program.

- **Qualified Product List:** For a complete list of qualifying EV chargers, check [eversource.com](https://eversource.com) or [uinet.com/EVProgramsForYourBusiness](https://uinet.com/EVProgramsForYourBusiness).

Eligible devices are selected via a request for qualifications (RFQ) that is opened periodically. Vendors who wish to qualify devices for the Program should register their interest by sending an email to [CTEVCharging@eversource.com](mailto:CTEVCharging@eversource.com) with the subject line "EV Charging Vendor Qualification" and firms will be notified of the next qualification cycle. Evaluation of the vendor and device capabilities include, but are not limited to:

- Product safety
- Suitability for environmental conditions
- Network communications
- Data collection and reporting

Vendors with qualifying devices must accept the Program vendor agreement before those devices will be added to the Qualified Product List.

The vendors will differ on charger models, software, costs, and manufacturer details. Eversource and UI do not offer preferences or recommendations for any of the approved Program vendors, and customers are responsible for determining the suitability of these products and services.

**4.1 Incentive Amounts**

Incentives will be either 50% of eligible EVSE charger costs plus 100% eligible make-ready installation costs or the Per Site Maximum Rebate, whichever is less (see Table 1 below). Incentives rates are subject to change at Eversource’s and UI’s sole discretion, except where incentive rates have been committed in an incentive reservation (see Incentive Reservation section below). Maximum rebates for EV charger installation vary by customer type, location, and equipment installed. For projects in Underserved Communities, the maximum incentive levels are increased.

**Table 1. Commercial Incentives**

Customer Type	EV Charger Type	Per-Site Maximum Rebate	Property Type	Port Requirements
Baseline	Level 2	\$20,000	Multifamily	Must install at least 2 ports
			Public	Must install at least 2 ports
			Workplace	Must install at least 4 ports
	DCFC	\$150,000	Any	Must install at least 2 ports
Underserved	Level 2	\$40,000	Multifamily	Must install at least 2 ports
			Public	Must install at least 2 ports
			Workplace	Must install at least 4 ports
	DCFC	\$250,000	Any	Must install at least 2 ports

To receive the incentive, customers must submit itemized project-cost documentation to substantiate project costs. Each of the following will be considered as eligible costs when evaluating this project cost cap:

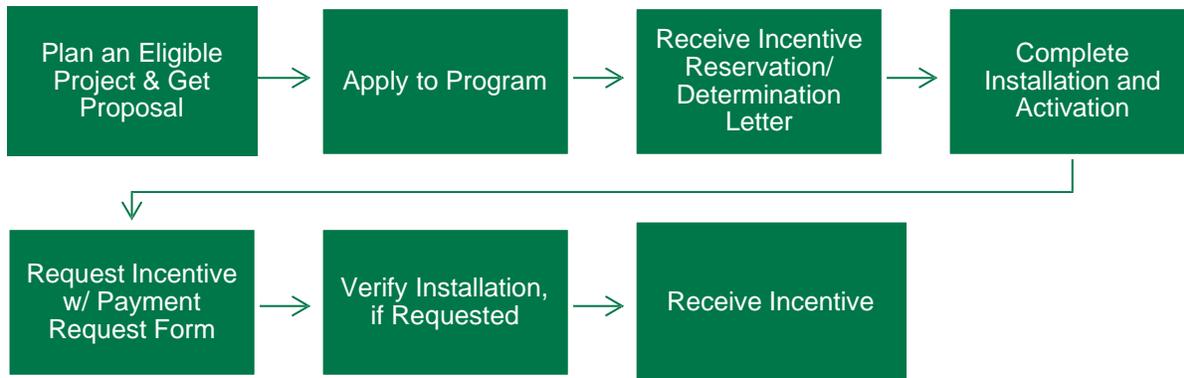
- **EVSE Charging Station:** The total purchase price of the EV charger, mounting hardware, charging cable, and a cable management device, plus sales tax, shipping, and handling.
- **Make-Ready Infrastructure:**
  - Any fees owed to Eversource or UI for new or upgraded electrical service,
  - Design and engineering services, and

- Construction and installation (materials and labor).

Ancillary equipment associated with EVSE installation, such as bollards, stripping, and/or signage, is not eligible for incentives. In addition, co-located distributed generation or energy-storage material do not qualify for incentives.

### 5.1 Program Process

The following figure summarizes the key steps for a Commercial customer to participate in the Program. Each step is described below.



#### Project Planning

Customers are responsible for defining an eligible project scope that is appropriate for their site and vehicles. The Program does not offer any customer-side site design assistance. Eversource and UI do provide utility service interconnection design. Customers should carefully review the sections in this Guide on customer eligibility, incentives, and device eligibility when defining the project. EVSE vendors identified within this Program may also be a useful source of information when planning the project.

Hosting capacity maps may help to encourage EVSE deployment in underutilized circuits. The state encourages all EVSE vendors and other potential Site Hosts to utilize the hosting capacity maps as an integral tool. Capacity maps can be found for [Eversource HERE](#) and [UI HERE](#).

When planning for any futureproofing (i.e., site design to allow for future charging infrastructure expansion), customers should consider what futureproofing is prudent given the eligible per-site incentive cap. Any futureproofing costs will be included in the determination of total project incentives. Eversource or UI will consult with the customer and evaluate futureproofing requests to determine the feasibility and appropriateness of the plans and eligibility for incentives. Futureproofing costs may include: oversized or additional conduit; oversized panels; additional conduit; trenching; connection points to additional parking spaces; service for the station; and/or larger or additional transformers and pads.

#### Program Application

A Program application should be submitted when a customer has completed planning and before contracting for any equipment purchase or installation. Customers who purchase equipment or installation services before submitting the Program application will not be eligible for installation incentives.

For Eversource, the application can be found at: <https://www.eversource.com/content/ct-c/business/save-money-energy/clean-energy-options/business-ev-charging>. Applications should be submitted as a PDF to: [EversourceEVApplications@clearesult.com](mailto:EversourceEVApplications@clearesult.com).

For UI, the application can be found at: [uinet.com/EVProgramsForYourBusiness](http://uinet.com/EVProgramsForYourBusiness). Applications should be submitted as a PDF to: [UIEVApplications@clearesult.com](mailto:UIEVApplications@clearesult.com).

Customers should carefully review the instructions on the form, complete all required inputs, and attach all required documentation when submitting to avoid processing delays. The following supporting documentation will be required:

- Contractor proposal (including EVSE charging station and make-ready infrastructure cost)
- Site plan showing proposed circuits including but not limited to:
  - Conduit path
  - Wire size
  - Wall/floor penetrations
  - Disconnecting means
  - Location of charging stations
  - Any future proofing measures

Errors or omissions in customers' application may lead to delay or cancellation of the application. Upon identifying any such issues, the Program team will attempt to contact the customer using the information supplied in the application. If Eversource or UI are unable to reach the customer or the customer does not respond with the information needed to correct the application within 10 business days, the application will be cancelled.

### **Incentive Reservation**

Upon approval of an application, the Program team will issue the customer an email notification indicating the approval, the reserved incentive amount, a reservation number, and an incentive payment request form to be submitted after installation and activation. The Program Team typically provides an incentive reservation letter to customers within 15 business days of receipt of an application in good order. The incentive reservation is valid only until December 31, 2022. This is to allow the customer time to complete equipment purchase and installation.

For new construction projects that span over multiple calendar years, customers should specify on the application the estimated start and completion date of the new construction project. Then the Program Team will review and determine if the incentive reservation can extend across multiple calendar years.

### **Installation and Activation**

Customers, with their chosen vendor(s) and contractor(s), are responsible for completing installation of the project within the incentive reservation period and in a manner consistent with the application's approved project scope. Eversource or UI's Program team can provide support; however, it is the customer's responsibility to initiate any required new electric service or electric service upgrades. Electrical work must be completed by a qualified professional, in full compliance with local laws and regulations.

## **Incentive Payment Request**

Upon completion of installation and activation, customers must submit final project documentation with their completed payment request form. Customers should carefully review the instructions on the form, complete all required inputs, and attach all required documentation to avoid processing delays. Please refer to application “Post Application Checklist” for complete list of documentation.

## **Installation Verification**

Projects may be selected for installation verification which is a post inspection of the final installed scope of work. If the project is selected for installation verification, the Program team will contact the customer to schedule the time. An inspector will visit the customer site to confirm project details and complete visual inspection. These brief visits are used to ensure and help maintain the overall quality and integrity of the Program. If the inspector identifies any material differences in the installed scope from what the Program has approved, two scenarios can occur. Either the customers will be required to make corrections before the incentive payment is released or the incentive amount will be revised based on changes in the final scope of work

## **Installation Incentive**

The installation incentive is the financial incentive that a qualified customer receives for installing and activating eligible EV chargers in the Program. The installation incentive is paid by check to the account holder associated with the application unless the customer designates an alternate payee when submitting the Program application. Payment for complete and accurate applications are typically issued within 10-20 business days. Payments are sent via US Postal Service, which requires several more days for delivery. Customers may check the status of their payment on their dashboard in the online application portal.

## **Extensions**

The Program acknowledges that circumstances beyond the customer’s control may sometimes delay projects and in such cases, exceptions may be made to the Program’s required timeframes. Extension requests will be reviewed, but there is no guarantee that an extension will be granted. Customers should submit extension requests to [EversourceEVApplications@clearesult.com](mailto:EversourceEVApplications@clearesult.com) for Eversource or to [UIEVApplications@clearesult.com](mailto:UIEVApplications@clearesult.com) for UI. Be sure to include the subject “Extension Request”, the number of days’ extension requested, and a summary of the reason the extension is needed. Customers will receive an email response confirming if reservation extension has been granted. This should be completed at least 5 days prior to a deadline.

## **IRS 1099 Reporting**

Program rebates are taxable to the entity that receives the benefits of the Program, which is the customer. If the customer releases the rebate to the contractor, the contractor must show a reduction in the invoice. Rebates greater than \$600 (including annual cumulative incentives for different projects) will be reported to the IRS unless proof of tax-exempt status is provided.

## **Limited Funding**

Incentives under the Program are available on a first-come, first-served basis until allocated funds are depleted and only for measures performed during the term of the Program. The Program may be modified or terminated without notice.

## Program Help Desk

Customers can contact Program staff for questions using the contact information below. Please allow two businesses days for a response to your email or voicemail.

### Eversource

Phone: (888) 978-1440

Hours of availability: 8:30am – 5:00pm, Monday – Friday excluding holidays.

Email: [EversourceEVSupport@clearesult.com](mailto:EversourceEVSupport@clearesult.com)

### UI

Phone: (888) 978-1440

Hours of availability: 8:30am – 5:00pm, Monday – Friday excluding holidays.

Email: [UIEVSupport@clearesult.com](mailto:UIEVSupport@clearesult.com).

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## 6.1 Definitions

The following definitions apply to this Program:

- **Site:** Prewiring of electrical infrastructure at a set of parking spaces to facilitate cost-efficient installation of a bank of EVSE, either Level 2 or DCFC, on a property within Eversource's or UI's electric service territory owned or controlled by the Site Host. A site may include a service panel, junction boxes, conduit, wiring and other components necessary to make a particular location able to accommodate a bank of EVSE. The maximum incentives shall apply to each site. A Site Host may have more than one site at a single property to the extent that each site meets the specific electrical infrastructure criteria as defined.
- **Public Site:** A site where the general public is permitted by the owner and operator to access and use the EV charger 24 hours per day, 365 days per year.
- **Port:** A J1772, CCS, or ChaDeMo connector that can provide power to charge a connected EV regardless of whether other ports at the same site are simultaneously in use.
- **Electric Vehicle Supply Equipment (EVSE):** Level 2 or DCFC charger. Level 2 requires 208/240-Volt input with J1772 connection. DCFC requires 208 or 480-volt, 3-phase input, with CCS/CHAdEMO connections. EVSE includes the charger, EV charge cords and plugs, and charge stands.
- **EV Commercial Infrastructure Program:** A Program that provides incentives for the installation of electric infrastructure and EVSE to support the deployment of Level 2 and DCFC light-duty EV chargers for multifamily properties, public destination locations, workplace, and light-duty fleets in Connecticut.
- **Site Host:** The fee owner or long-term (10 years or longer remaining term) lessee of the Site.
- **Developer:** An entity responsible for designing, constructing, and commissioning an EV charger site installation. This entity may also be responsible for owning, managing, and operating the chargers.
- **Equipment Owner:** The entity that purchases and owns the EV charging equipment once it is installed.
- **Customer:** An entity taking service from the utility.

- **Underserved Communities:** A location that meets one or more of the following criteria:
  - Within a United States census block group, as determined in accordance with the most recent United States census, for which thirty percent or more of the population consists of low-income persons who are not institutionalized and have an income below two hundred percent of the federal poverty level.
  - Includes “distressed municipalities,” “environmental justice communities,” and “public housing authorities” as defined in the Connecticut General Statutes.
  - Within a distressed municipality included on the list published by the Department of Economic and Community Development at <https://portal.ct.gov/DEEP/Environmental-Justice/Environmental-Justice-Communities#Map>.
  - A multifamily property under the jurisdiction of the public housing authorities.
  - UI customers: Please refer to [capacity map HERE](#) to determine if your location is in an underserved community.
  - Eversource customers: Please refer to [capacity map HERE](#) to determine if your location is in an underserved community.
- **Baseline:** All locations that do not meet the definition of “Underserved”.
- **Futureproofing:** Make-ready infrastructure upgrades included in site design that would allow for future charging infrastructure upgrades. Futureproofing costs could include the following: oversized or additional conduit; oversized panels; additional conduit, trenching, connection points to additional parking spaces; service for the station; and larger or additional transformers and pads. Futureproofing detail provided by applicant is for informational purposes only. It will inform the Program of potential future incentives that may be considered for the applicant’s future expansion plans.
- **Light Duty:** Cars and trucks with maximum Gross Vehicle Weight Rating (GVWR) < 8,500 lbs.

## 7.0 Commercial EV Charging FAQs

### What is “Make-Ready” Infrastructure?

“Make-Ready” infrastructure includes the electrical infrastructure that supports an EV charging station. This includes service connection upgrades between the local substation and transformer and electric vehicle (EV) supply infrastructure between the meter and service panel. The Program’s rebate helps reduce some of the upfront costs to making the site ready for charging station installation, and in some cases covers up to 100% of the cost.

### What are the incentives and rebates available through this program?

Please refer to the [eversource.com](https://eversource.com) for Eversource or [uinet.com/EVProgramsForYourBusiness](https://uinet.com/EVProgramsForYourBusiness) for UI to view available incentives.

Note: the amount of incentive dollars available per solution does not imply one setup is inherently better than another. Depending on the particulars of your EV and technology setup, the cheapest and best option might receive the fewest incentive dollars. Please see the Program Participant Guide to understand which of the possible eligible technologies is best for you.

### **Can I use these incentives for my existing charging stations?**

Existing equipment is not eligible for these incentives. Existing charger owners might be eligible to participate in the Managed Charging program which offers incentives for enrollment and ongoing participation in Managed Charging if they choose. Please see our Commercial Participation Program Guide for more information.

### **How do I qualify for the “Make-Ready” program?**

You must be a non-residential customer or be the owner/manager of a multi-unit dwelling (MUD) in Eversource or UI territory. Customers who lease the property where EV chargers will be installed can still participate in the program, however, the landowner will be required to execute a land rights document (easement). Program includes EV charging incentives for public parking areas, retail and mall parking, workplaces and fleets, colleges and universities, government properties, and MUDs.

### **Who is eligible to participate in this program?**

Commercial and industrial or multifamily property owners/managers who are electric customers of Eversource or UI are eligible. Qualifying equipment must be installed and activated to qualify for the incentives available through this program. Customers who lease the property where the EV chargers will be installed can still participate in the program, however, the landowner must sign application acknowledging their approval.

### **What work will Eversource and UI manage?**

If you require a new service for your project, Eversource and UI will manage the new utility service and make the final connection to your service point after it has been inspected by the Authority Having Jurisdiction (AHJ). Eversource and UI will provide rebates for eligible infrastructure (up to specified cap, see the Make-Ready Program Guide for details) that will connect to your chargers. This includes, but is not limited to trenching, a transformer, dedicated service meter, panel(s) if deemed necessary, and all conduits and necessary wiring to support the approved number of charging stations. Eversource and UI will also provide rebates for up to 50% of electric vehicle supply equipment (EVSE) costs (up to specified cap, see the Make-Ready Program Guide for details).

### **What costs am I responsible for?**

You are responsible for the cost of purchasing and installing the charging station(s) over and above the specified cap for eligible rebates. You own the charger and are responsible for maintaining and servicing the charger for a minimum of five years.

### **Are there any additional requirements for participating in program?**

Yes. All chargers will be required to be networked to gather usage data. This will require an ongoing networking fee, determined by the vendor you select, that would be paid by you. In some cases (i.e. Fleets and MUDs) there is a requirement to participate in a Managed Charging Program like Demand Response or other custom program. Please see our Make-Ready Program Guide for more information.

### **Can I charge drivers to recoup costs of charging station operations?**

Yes, your organization can bill drivers for charging station services subject to any applicable laws or regulations. Business and property owners have the final say on how their EV charging

equipment is utilized. Before selecting a charging vendor for your project, see their supported billing methodologies to ensure your intended billing strategy is possible on their platform.

### **What type of charging stations are right for me/my property?**

This will depend on how long your customers will be parked at your location. There are two types of chargers included in this program, Level II and Direct Current Fast Chargers (DCFC). Level II requires 240-volt power and is ideal for workplaces, destination, and multi-unit developments or anywhere in which the user will be at the location for at least an hour in duration. DCFC requires 480-volt power and charges for 30 minutes or less than 1 hour. DCFC is ideal for highway, near-highway, dense urban locations, as well as for Workplace/Fleets where vehicle volume will be high and frequent.

### **Where do I purchase my charging station?**

Customers must install approved charging stations to be eligible for incentives. Qualified charging station vendors can be found on the Business section of our website at [eversource.com](https://eversource.com) or [uinet.com/ProgramsForYourBusiness](https://uinet.com/ProgramsForYourBusiness) under EV Charger Qualified Product List.

### **Do I hire my own contractor to install the charger?**

Yes. You must hire a qualified, state-licensed, and insured contractor. The design and construction must comply with all local, state, and federal electrical standards to be eligible for the program.

### **How long does the Make-Ready program process take?**

The total estimated timeline for electrification is 3–6 months from the initial step of application submission to the activation of the site (assuming permitting, inspections and the installation of the charging stations are done in a timely manner). This timeline also varies depending upon your requirements for new service from the utility. Incentive payment will be approximately one month from install completion and EVSE activation. Note: any errors or omissions, or any clarifications and/or corrections on the application necessary to confirm eligibility can delay your project beyond this rough timeline.

### **How can I get in touch with a program representative if I have a question(s)?**

**Eversource customers:** You can contact a program specialist by emailing [EversourceEVSupport@clearesult.com](mailto:EversourceEVSupport@clearesult.com).

**UI customers:** You can speak to a Program representative by emailing [UIEVSupport@clearesult.com](mailto:UIEVSupport@clearesult.com).

A representative will get back to you within 1-2 business days.

### **Where do I apply?**

You can find the Make-Ready Application on the Business section of [eversource.com](https://eversource.com) or UI's website [uinet.com/ProgramsForYourBusiness](https://uinet.com/ProgramsForYourBusiness). Be sure to fully complete the application and provide all necessary documentation outlined in the application.

## How can I understand Connecticut's existing electrical hosting capacity?

Hosting Capacity refers to an estimated maximum amount of power that can be accommodated on the distribution system at a given location under existing grid conditions and operations, without adversely impacting safety, power quality, reliability or other operational criteria, and without requiring significant infrastructure upgrades.

Customers can [view this map](#) for Eversource territory or [view this map](#) for UI territory to get a general understanding of where there is currently more electrical load capacity in Eversource's or UI's grid in Connecticut. This map provides approximate values of Hosting Capacity measured in Megawatts (MW) by particular circuits in the distribution system. Note that circuits colored in gray (red for UI) have limited capacity or the information on the circuit capacity is not available. This does not mean that an EV charging station cannot be located on those circuits. Please request a verification for projects to be considered on those circuits.

Please note that this map is being provided for informational purposes and is not intended as a substitute for filing an application with the utility. It is intended to guide developers to three phase circuits which may have underutilized capacity for large scale EVSE projects, particularly DC fast charger projects. The map will be updated regularly; however, the information provided is non-binding. Proposed projects will need further analysis and may need detailed engineering studies to determine whether such EVSE projects can be accommodated on the system.

## 8.0 Commercial EV Charging Application

### [UI Application](#)

### [Eversource Application](#)