

EVERSOURCE



Connecticut Electric Vehicle (EV) Charging Program

2022 Participation Guide for Residential EV Drivers

February 28, 2022

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

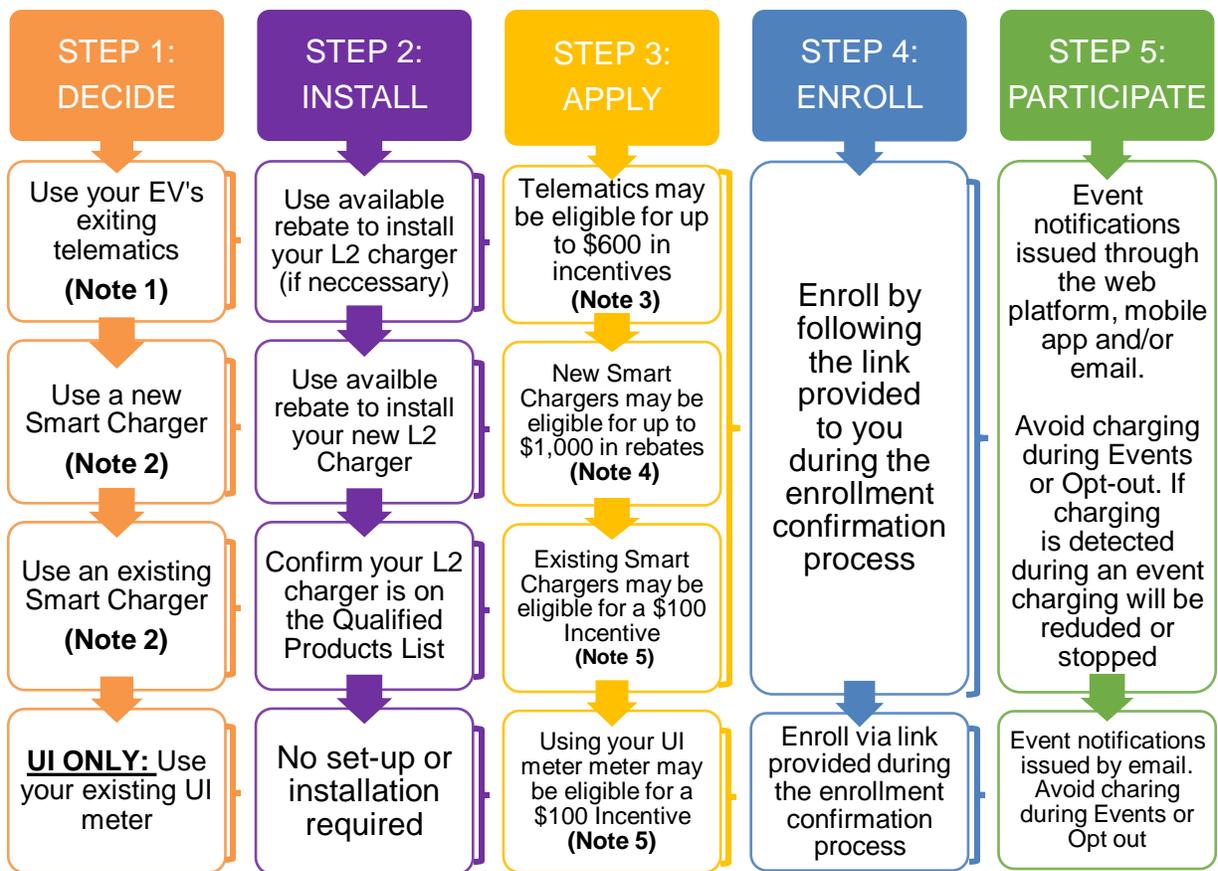
Participation in the Program requires that a participant’s EV charger, EV, and/or combination of technologies meet certain criteria. Below is an outline of setups that can qualify and how each setup must enroll. **Section 6** contains a list of eligible devices called the Qualified Products List (“QPL”).

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.

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 for UI or 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 for UI or 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 for UI and EversourceEVSUPPORT@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@cleareresult.com

UI: UIEVSupport@cleareresult.com

For UI customers seeking device setup and/or Program support, please email UI at 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)*
New Networked L2 Charger	<i>Needs 240v Outlet</i>	\$500	\$500	\$0	\$200/year
	<i>Has 240v Outlet</i>	\$500	\$0	\$0	\$200/year
Telematics with Non-Networked L2 Charger	<i>Needs 240v Outlet</i>	\$0	\$500	\$100	\$200/year
	<i>Has 240v Outlet</i>	\$0	\$0	\$100	\$200/year
All Other L2 Chargers (UI ONLY)	<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.