

## Connecticut Electric Vehicle (EV) Charging Program Frequently Asked Questions (FAQs)<sup>1</sup>

### Residential FAQ:

#### ***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 the Managed Charging Program Participant 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>Networked L2 Charger</b>	<i>Needs 240v</i>	\$500	\$500	\$0	\$200/year
	<i>Has 240v</i>	\$500	\$0	\$0	
<b>Telematics</b>	<i>Needs 240v</i>	\$0	\$500	\$100	
	<i>Has 240v</i>	\$0	\$0	\$100	
<b>Non-Networked L2 Charger</b>	<i>Has 240v</i>	\$0	\$0	\$100	

*\*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.*

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 Residential Program Participant Guide to understand which of the possible eligible technologies is best for you.

#### ***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 \$500-\$700. Depending on your situation, the typical installation can cost between \$500-\$1,200.

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<sup>1</sup> Adapted from [Eversource Energy's](#) (Eversource) and The United Illuminating Company's (UI) respective FAQ EV Charging webpages for [Homes](#) and [Businesses](#).

### ***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 Baseline Managed Charging will receive ongoing incentives through the demand response season (June-Sept). These payments will be distributed via gift card the month 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 is managed charging?***

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.

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

Residential Eversource and UI customers living in a single-family dwelling (four units or fewer) who meet the technical requirements, specified in the Managed Charging Program Participant 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 Networked Level 2 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 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 3-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.

### ***What are the incentives available for participation in the managed charging program?***

Eversource and UI will 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 2 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 networked or non-networked Level 2 charger at your home you can still be eligible for \$100 to enroll those technologies in the program and also be eligible for the \$200 annual participation incentive, as long as you're able to participate fully in the program.

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

Managed Charging programs encourage users to charge off-peak allowing utilities to spend less on electricity, and avoid costs associated with upgrading transmission and distribution assets like substations and powerlines. These programs can also enable utilities to integrate more renewable energy and utilize the flexibility of EV charging to provide ancillary services to their territory. Utilities pass on these benefits to all end users in the form of cheaper electricity and other programs such as this.

***What are the benefits to the EV owner?***

EV owners participating in this program can earn upfront rebates and enrollment incentives, as well as ongoing participation incentives to help offset the cost of their EV charging over time. Participants can also receive incentive dollars to outfit their home with cutting-edge smart charging technology.

***Will participating in this program 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 also have the ability to "opt-out" of a Demand Response Event if they need to charge their vehicle during an event. Participants may opt-out of 2 events per month during the Demand Response Season (June – Sept).

***What are the environmental benefits of managed charging program?***

Managed Charging allows utilities to integrate more renewables by timing the charging of EVs in their territory to align with when the sun is shining, and solar panels are producing. Managed Charging also allows users to schedule vehicles to charge when the grid has a cleaner mix of fuels. For example, charge when more solar and wind are online than when fossil fuels are powering the grid.

***What technologies does a participant have to have to participate?***

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. Please refer to the Managed Charging Program Participant Guide for a complete list and information on eligibility. All EV owners with a level 2 charger (networked or non-networked) should be able to participate in the program.

***Where do I apply?***

Eversource: <https://www.eversource.com/content/ct-c/residential/save-money-energy/explore-alternatives/electric-vehicles/charging-station-rebates>

UI: [uinet.com/EVProgramsForYourHome](http://uinet.com/EVProgramsForYourHome)

## **Commercial FAQ:**

### ***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. Infrastructure upgrades can require significant upfront investment to accommodate EV charging stations. The Program’s rebate reduces upfront costs to make the site ready for charging station installation, and in some cases covers up to 100% of the cost.

### ***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 with incentives if they choose. Please see the Make-Ready 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 utility territory. Customers that 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). The Program includes public parking areas, retail and mall parking, workplaces and fleets, colleges and universities, government properties, and MUDs. Your parking lot must be located at a site where Eversource or UI services the existing distribution infrastructure.

### ***What work will the EDCs manage?***

If you require a new service for your project, Eversource or UI will manage the construction of 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 or 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 EVSE costs (up to specified cap, see the Make-Ready Program Guide for details).

### ***What is my cost? What am I responsible for?***

You are responsible for covering 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 the 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.

***What type of charging stations are right for me?***

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 2 and Direct Current Fast Chargers (DCFC). Level 2 requires 240 volt power and is for charges one to three hours in duration. Level 2 is ideal for workplaces, destination, and multi-unit developments or anywhere in which the user will be at the location for over an hour. DCFC requires 480 volt power and charges for approximately 30 minutes. DCFC is ideal for highway, near-highway, dense urban locations, or 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 EDCs' websites.

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

Yes. The customer 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 that 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 Eversource or UI. Incentive payments will be made approximately one month from install completion and EVSE activation.

***Where do I apply?***

UI: [www.uinet.com/ProgramsForYourBusiness](http://www.uinet.com/ProgramsForYourBusiness)

Eversource: <https://eversource.com/content/ct-c/business/save-money-energy/explore-alternatives/ev-charging>