

Frequently Asked Questions (FAQs) Residential Managed Charging

The following are a list of Frequently Asked Questions for this Residential Managed Charging Program provided by United Illuminating (UI) and Eversource. Please refer to the Program Participant Guide for more information. The Eversource Program Participant Guide can be found [here](#) and the UI Program Participant Guide can be found [here](#).

What are the benefits of this program?

By participating, you can earn upfront rebates and enrollment incentives, as well as ongoing participation incentives. These rebates and incentives help offset the cost of EV charging, including the cost of outfitting your home with a Smart Charger. There are also ongoing incentives available for Managed Charging participation over time. Participation in Managed Charging may help reduce your carbon footprint and can make more efficient use of the electrical grid.

Who is eligible to participate in this program?

Residential UI and Eversource customers living in single-family dwellings (four units or fewer) who meet the technical requirements, specified in the Program Participant Guide, may enroll in the Managed Charging Program. Participation in Managed Charging is required to take advantage of utility rebates for the purchase and installation of a new Smart Charger or enrollment incentives for participation using an EV's onboard telematics system. In addition, residential customers with an existing Level 2 Smart Charger can participate in the program.

What is Managed Charging?

Managed charging programs provide incentives to customers who adjust or permit their utility to adjust the timing of their EV charging. Managed charging helps minimize energy consumption during times of peak demand, or stress, on the utility grid. In doing so, the utilities encourage more efficient use of the electrical grid, which reduces our region's electricity cost. Presently, managed charging functions in two ways: through demand response events and off-peak charging.

Demand Response for EVs is a type of Managed Charging where signals are sent from the utility to the EV owner and their EV or Smart Charger. These are called "Events," and during these Events, the participant allows the utility to curtail, or turn off, charging for the duration of an event, usually 2-3 hours.

Off-peak charging allows participants to manage their own charging schedule and be incentivized for charging at times that are beneficial for their utility. The goal of off-peak charging is to have a high portion of charging take place during off-peak times when there is less demand on the electric grid. Off-peak charging times include any time outside of 3:00 p.m. to 9:00 p.m. on non-holiday weekdays.

What are my responsibilities for participation in this program?

To receive incentives within this program, customers must participate in Managed Charging, which provides rewards for helping UI and Eversource reduce strain on their electric systems. Depending on which level of participation to which you apply, your participation will require different actions from you:

Baseline Tier of Participation:

- 1.) You control your energy usage by scheduling your charging during off-peak hours at least 80% of the time. Off-Peak hours are non-holiday weekdays anytime outside of 3:00 p.m. to 9:00 p.m. This simple action can earn you incentives of up to \$120 per year when you're enrolled in the Baseline Tier of Managed Charging.
- 2.) During specific times of peak energy demand and stress on the system, the utilities adjust the time and speed of charging using what are known as "Demand Response Events." These Events only happen during the summer months between June and September and will only occur at times of high stress on the utility grid. Participating in these Events can help minimize more expensive and more polluting power generation. You can participate either through a vehicle with eligible telematics or a qualified Level 2 Smart Charger. Participating in these Events is optional, but you can earn incentives of \$20 per summer month (\$80 per year) for participating in all events in each summer month when enrolled in the Baseline Tier.

Advanced Tier of Participation:

- 3.) Finally, there is an Advanced Tier of Managed Charging which steps up the responsibilities of the participant, but, in turn, rewards the participant significantly more. Whereas it is possible to earn \$200 annually in the Baseline Tier (\$120 for off-peak charging plus \$80 for participating in all Demand Response Events), participants in the Advanced Tier can earn up to \$300. In this tier, the participant is required to maintain a charging schedule on a daily basis by coordinating with the utility. The participant, using a web portal and/or mobile app, must input the level of charging they need the next day and at what time they need it. The utility does the rest, coordinating charging of all participants at once and ensuring that each participant has the amount of charging they need, when they need it. This does require participants in the Advanced Tier to keep a closer eye on their charging, but this extra effort is rewarded!

Please take some time to learn about the difference between, and the requirements of each participant within, the two tiers of participation. There are more details on participation that are not explained above and the utilities have developed helpful guides and documentation which can be found on either the [UI Managed Charging page](#) or the [Eversource Managed Charging page](#).

Are there incentives available for participation in Managed Charging?

Yes. UI and Eversource offer monthly incentives to customers for their Managed Charging participation. The specific rewards vary depending on which participation level to which you apply. The Baseline Tier enables participants to earn up to \$200 per year, while the Advanced Tier enables participants to earn up to \$300 per year. The higher incentive levels in the Advanced Tier correspond with higher levels of responsibility.

For more details, visit the [UI Managed Charging page](#) or the [Eversource Managed Charging page](#).

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 an eligible charger at your home you can still be eligible for \$100 to enroll that device in the program and also be eligible for ongoing participation incentives, as long as you are willing and able to fully participate in the responsibilities of your chosen participation tier.

Why are utilities like Eversource and UI administering this program?

Managed Charging programs encourage users to charge off-peak, which helps the utilities handle times of stress on the grid which, if unmanaged, can lead to higher costs for all utility customers. By encouraging off-peak charging, utilities can more efficiently integrate new flexible EV load on to their existing systems, to the financial benefit of all customers. It may also help the utilities avoid using more carbon-intensive electricity, which may reduce our region's carbon footprint. These programs may 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 require me to change my charging habits?

The short answer is "yes" – the utilities provide incentives and tools to encourage this change in habit and may make charging easier and more efficient for you. The Program is intended to assist drivers in meeting their needs for charging while helping the utilities coordinate EV charging such that their systems are not impacted by the growing number of EVs in their service areas. You will always retain control of your charging while participating in the program and you will be able to set your preferences to match your needs.

The Program and associated platform provide tools that help with scheduling your charging in such a way that your charging is beneficial to you and to the utility. There are two tiers of participation which correspond to different level of responsibilities and incentives for shifting your charging. If you typically charge during times in which the utility system is under stress, you will need to change your habits, however the utilities have made this as effortless and as rewarding as possible.

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 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)*	Advanced Managed Charging Program (up to)*
New Networked L2 Charger	<i>Needs 240v Outlet</i>	\$500	\$500	\$0	\$200/year	\$300/year
	<i>Has 240v Outlet</i>	\$500	\$0	\$0	\$200/year	\$300/year
Telematics with Non-Networked L2 Charger	<i>Needs 240v Outlet</i>	\$0	\$500	\$100	\$200/year	\$300/year
	<i>Has 240v Outlet</i>	\$0	\$0	\$100	\$200/year	\$300/year

**These incentives accrue over the first year of participation in either the Baseline or Advanced Managed Charging Tiers. Participating customers are eligible for up to \$200 or \$300 respectively per year.*

When will I receive my incentives?

Upfront rebates and incentives will be distributed via check 10 business days after meeting all eligibility requirements, including proof of purchase and installation, and connecting your charger or vehicle to the utility’s Managed Charging Platform. Participants in Managed Charging will receive ongoing incentives throughout the year. Participation incentive payments will be distributed bi-annually in the spring and the fall by Eversource and quarterly by UI. UI participants will receive their quarterly incentives within one month of the end of each quarter. Participants will be notified of their progress and performance throughout the year.

What charging technologies 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 enter the market. The Program is designed to allow almost all EV owners with any level 2 charger (Networked or non-Networked) to participate, however, specific combinations of EV and EV chargers might not be eligible. Please refer to **Section 6** of the Program Participant Guide for information on eligibility and information on the types of devices and vehicles that can participate. You can find the Program Participant Guide and Qualified Products List (“QPL”) on Eversource’s website [here](#) and on the UI website [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.

Are there additional incentives available if I have more than one EV in my household?

Yes, if you have more than one EV, you can apply for a second set of incentives for a smart charger and participation in Managed Charging, however this is the limit for incentives per residential electric account.

If I already applied and received EV charging incentives, can I apply for incentives again?

Yes, but only if you are applying for a second EV in the house. If you have a second residence that is on a separate electric meter, you can apply for this separately from your current electric account.

Is there a limit to how many incentives will be provided?

Yes, the utilities have been approved for a certain level of funding for incentives. At this time, the funds have not reached their limit and encourage you to apply.