

Connecticut Electric Vehicle Charging Program Residential Frequently Asked Questions

The following are a list of Frequently Asked Questions for this Residential EV 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 electric customers living in single-family dwellings (fewer than four units) with a qualifying electric vehicle or charger may enroll in the Managed Charging 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 (the on-peak period), or stress, on the electric grid. In doing so, the utilities encourage more efficient use of the electrical grid, which reduces our region's electricity cost.

Charging during the Off-peak period allows participants to 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 lower demand 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:

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.

Advanced Tier of Participation:

The Advanced Tier of Managed Charging steps up the responsibilities of the participant, but, in turn, rewards the participant significantly more. Whereas it is possible to earn \$120 annually in the Baseline Tier, 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. Additional details can be found on either the [Eversource Managed Charging page](#) or the [UI 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 \$120 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 [Eversource Managed Charging page](#) or the [UI 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.

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 of incentives available for different technology setups in this program.

Customer Scenario		Upfront Incentives (One-Time)			Ongoing Incentives*	
		Smart Charger Rebate (up to)	Wiring Upgrade Rebate (up to)	Enrollment Incentive	Baseline Managed Charging Program (up to)	Advanced Managed Charging Program (up to)
New Qualifying L2 Charger	Needs 240v Outlet	\$1,000		\$0	\$120/year	\$300/year
	Has 240v Outlet	\$1,000	\$0	\$0	\$120/year	\$300/year
Existing Qualifying L2 Charger (installed before 01/01/2024)	Already Installed	\$0	\$0	\$100	\$120/year	\$300/year
Telematics with Non-Qualifying L2 Charger	Needs 240v Outlet	\$1,000		\$0	\$120/year	\$300/year
	Has 240v Outlet	\$0	\$0	\$100	\$120/year	\$300/year

How do I apply for these rebates and/or incentives?

Rebates and incentives provided through this program require you to join the CT EV Charging Program and participate in Managed Charging for a minimum of 24 months.
To get started, you must apply to the program.



Eversource customers should [visit our website](#) to apply.

Eligible UI customers may apply either through the enrollment portal found on the [Programs for your Home](#) page or through the ev.energy mobile app.

When will I receive my incentives?

Upfront rebates and incentives will be distributed within 40 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. For Eversource, the Customer Support team will reach out if any additional information is needed. For the UI Program, ev.energy's Customer Support Team will reach out to you if more information is needed before your application may be approved.

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. Customers must have either a qualified Smart Charger or a qualifying vehicle with the required telematics capabilities available to participate in the Program. A Qualified Product List may be found on both Eversource and UI's websites. 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 \$400-700. Installation costs vary greatly depending on your situation. The Utilities have experienced an average cost of \$1,400 per installation, though there is a wide cost range extending in both directions.

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

Yes, if you have more than one EV, you may apply for a second set of qualified charger and wiring incentive rebates for a qualified 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 participating EV in the house. If you have a second residence that is on a separate electric meter, you cannot apply for additional incentives unless you have a second EV enrolling in the Program.

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. Currently, the funds have not reached their limit and you are encouraged to apply.