2026 Participant Guide for Light-Duty Fleet Owners and Operators

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EVERSOURCE UI An Avangrid company

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Section 1: Background

Welcome to the Connecticut Electric Vehicle (EV) Charging Program

Modern technology like EVs raises questions and **Eversource and Avangrid subsidiary United Illuminating**, your "Utilities," know informed consumers drive great partnerships. In this **Program Guide** (Guide), the Utilities explain the new **Connecticut Light-Duty EV Fleet Managed Charging Program** (Light-Duty Fleet Program or Program) and help you understand just how easy it can be to create or update your light-duty fleet with EVs, how you will save money through EV charging programs, pay less for your usage during designated charging times, get faster charging options to streamline your business, 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 Program offers eligible commercial and industrial fleet owners the opportunity to earn rebates and incentives to install EV chargers and charge their EV fleets smarter, avoid costly peak time energy use, and help the Utilities manage the additional electricity demand from EVs now and into the future. Charging EVs at your business can offer many benefits, from convenience to cost savings and vehicle emission reductions.

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. This includes eligibility criteria, the Fleet Assessment and enrollment process, project planning, and post-enrollment requirements. We'll revise this Guide as the Program and/or the application process evolves. Fleet owners may engage with the Program at various stages of fleet electrification, from initial planning and vehicle screening to infrastructure deployment and ongoing managed charging participation. Eversource currently provides a formal Fleet Assessment Tool, and UI offers other planning support and is working toward launching a similar assessment offering by the end of 2026.

We will post revised versions of this Guide on our websites, so check those sites frequently as you plan your fleet. Overall, interested customers should read this Guide and direct any follow up questions to the relevant Program team mentioned in **Section 8**.

Section 2: Definitions and Key Terms

The definitions in this section will help existing and prospective light-duty fleet owners/operators to understand some of the terms used throughout this Guide. When we refer to customers participating in the Program, we'll call them **participants**.

Demand Response

This term refers to actions taken by the Utilities during times when there is more demand on the electric system. 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** (DR Events), the Utilities act with their customers and through their technology partners to reduce electric usage for short periods of time. When customers respond to a DR Event, it helps maintain a stable electric system. In most cases advanced notification up to 24 hours can be provided.

Demand Response Management System (DRMS)

The platform each Utility uses to coordinate all demand response activities and the system that the fleet's technology will integrate with (if possible).

Demand Response Season

The Demand Response Season is the season in which DR Events may be called. This season runs from June 1st through September 30th.

Direct Load Control

The capability of the Utility to manage the electrical load of the participant's EV or EV charger in collaboration with the Utility's technology partner. This enables the Utilities to reduce demand on the grid system by turning charging on/off when the system is experiencing times of high demand.

Electric Vehicle Supply Equipment (EVSE)

This term refers to devices used to supply EVs with electricity. These devices fall into two categories – Level 1 and Level 2:

- **Level 1 (L1):** The lowest speed charger, these chargers plug into the average 3-prong, 120V plug. These plugs charge a vehicle very slowly, and the time required varies depending on the size of a vehicle's battery. A L1 charging plug was likely included in the EV purchase. These chargers are not eligible for this Program

- **Level 2 (L2):** These chargers are a step up in power from L1 chargers and connect to either a 240v outlet or are hardwired directly. L2 chargers are most often purchased separately from the EV, although more EVs are beginning to come with an L2 charger as standard equipment as an option at purchase. An L2 charger can have "smart" features that can be accessed through a mobile app and/or web portal and are available in several power levels. L2 chargers can fully charge a vehicle from empty between three and seven hours, depending on the size of an EV's battery and power rating of the EV Charger

- **Networked L2 (or "Smart Charger"):** These chargers can connect to the internet (via Wi-Fi or cellular connection) and participants can usually control them 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

- **Direct Current Fast Charger (DCFC):** DCFC chargers, sometimes referred to as a Level 3 DC charger, are a step up in power from L2 chargers. DCFC chargers use a 3-phase 480-volt AC electric circuit but deliver direct current (DC) to the vehicle. DCFC equipment can charge a BEV to 80% in just 20 minutes to one hour. For this Program, 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; however, to qualify as a two-plug charging site, DCFC stations must support simultaneous charging of at least 50 kW

Fleet

Section 14-164b of the Connecticut General Statutes defines “fleet” as “a group of owned or leased motor vehicles owned or leased by one person, firm, corporation, or governmental entity.” These fleets include but are not limited to federal, state, and local fleets, service fleets, and last - mile delivery fleets.

Fleet Advisory Service

The entity that provides Fleet Assessments. This entity/entities partner(s) with your Utility to provide this third-party service.

Fleet Assessment

An assessment that identifies fleet vehicles ready for electrification. This assessment provides site feasibility, rate analysis, estimate billing impacts, and related recommendations to assist fleets with making informed decisions when transitioning their fleet to EVs. This assessment will also provide the appropriate method of participation for your fleet regarding Managed Charging.

Fleet Owner/ Operator

The employer/ fleet manager that acts as the decision maker and individual or group of individuals that control the operations of a given fleet.

Light-Duty

Cars and trucks with maximum **Gross Vehicle Weight Rating** (GVWR) < 8,500 lbs.

Managed Charging

Managed Charging refers to coordination between EV owners/operators and the Utilities or Utility third-party partners to shift EV charging to off-peak hours. This can be done by either using behavioral signals to prompt EV owners to adjust their own charging behavior, or by the utility sending direct load control signals to the EV or EV charger during those times of high demand. This Program uses both approaches. Managed Charging allows the Utilities to adequately integrate the growing, new demand on their systems from EVs, and allows the Utilities to use the flexibility of EVs to reduce costs.

Non-Public

Those light-duty fleet chargers are intended solely for the private use of a fleet.

Public Access

Unrestricted site access to the public to charge EVs at any time the EV charger is unoccupied for seven days per week, at least 12 hours per day.

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 DR Events.

Section 3: Program Overview and Customer Eligibility

Overview

The **Light-Duty Fleet Managed Charging Program** (Light-Duty Fleet Program or Program) offers ongoing incentives and load shifting benefits to promote consistent participation in Managed Charging over time. These incentives are given for both public chargers and non-public chargers. Which option you select will determine the requirements for much of this Program.

The Program is designed for light-duty fleets with non-public chargers or light-duty fleets with public access chargers. Non-public chargers receiving upfront incentives through the Program *are required* to participate in one of the Managed Charging program designs described in this section for a minimum of 24 months. Chargers with public access receiving incentives through the Light-Duty Fleet Program *are not required* to participate in Managed Charging, but are able to join, earn incentives (if applicable), and optimize their charging to potentially save energy. Therefore, it is worth considering the business implications of this selection. You can find more information on the upfront incentives in **Section 4**.

The business use of light-duty fleets is broad and varied. As such, there is not a "one-size-fits-all" program design for every business. For example, a program design that requires curtailment of charging at specific times that work for one business might significantly interfere with or interrupt the business use of the fleet at a second business.

Furthermore, as hardware and software in the managed charging space is nascent and evolving, there are certain combinations of technologies that are not compatible, though they may be in the future. This means that certain types of technologies may only be able to participate in the Light-Duty Fleet Program in specific ways, just by virtue of what is technologically feasible at the time of enrollment.

Program Participation and Application

Effective April 1, 2023, the Utilities began offering the Light-Duty Fleet Program which provides customers with two potential methods of participation: (1) **Demand Response** or (2) a **Customized Managed Charging Option** (Customized Option). The method that the light-duty fleet owner/operator chooses will depend on their technical and business capabilities. These capabilities are determined by the participant in the case of Demand Response, or during a Fleet Assessment, through the Fleet Advisory Service in the case of the Customized Option. Interested light-duty fleet owners/ operators may apply for the Program and indicate if they will participate in Demand Response or the Customized Option.

Fleet Assessments

Light-Duty Fleet Assessments are available to any light-duty fleet owner/operator as part of the Program and serve as a foundational planning resource. Assessments support informed

fleet electrification decisions by evaluating vehicle suitability, charging infrastructure needs, site electrical capacity, rate impacts, and managed charging opportunities.

For participants choosing to participate in the Customized Option, the relevant Utility's **Fleet Advisory Service** will perform a complete Fleet Assessment including management of EV charging load. If the participant's EV charging network is capable of load balancing and the participant has the necessary internal resources (staffing and knowledge), the Utilities will collaborate with the participant to determine the load balancing solution that delivers the optimal, year-round benefit (e.g., minimize peak demand while encouraging off-peak charging) to the participant and the distribution system with the least impact to business operations. If the level of sophistication in technology and resources is such that additional building load balancing may be achieved, the Utilities may engage the resources of their **conservation and load management** (C&LM) programs to develop a total site load balancing plan.

The two methods of participation for a light-duty fleet owner/operator are described in more detail in the remainder of this section. **Note:** Any light-duty fleet receiving incentives for non-public EVSE installations is required to participate in one or the other method of participation. Light-duty fleets receiving incentives for public EVSE installations are not required to participate in either method of participation, but may find great value in participating, as well as providing the respective Utility a great resource in optimizing the Utility's system.

Demand Response Program

Integrated Demand Response

This method of participation enables those participants with installed EVSE, which the Utility's DRMS provider has existing software integrations, to receive **Demand Response Event** (DR Event) dispatch notifications and automatic load curtailment of EV charging without manual intervention. If customers opt out of integration, they can participate in customized managed charging. Monitoring and evaluation of automated Demand Response performance will be completed through the Utility's DRMS platform.

Non-Integrated Demand Response

For those participants with installed EVSE, which the Utility's DRMS provider does not have software integration capability, DR Event dispatch notifications will be sent to designated fleet operator contacts only. In response to such notifications, fleet operators manually curtail load to EV chargers. Monitoring and evaluation of manual demand response performance will be completed through EV charging data collection verification.

This method of participation includes per plug incentives on an ongoing basis for adequate participation. The incentives and definitions of participation are outlined in the sections below.

A few details to consider:

- Must be able to integrate with the Utility's DRMS provider or be able to meet the requirements of Demand Response manually
- Must commit to ongoing participation in DR Events which can occur during the Demand Response season
- The Demand Response season is from June through September, and DR Events can happen at any time during this season on non-holiday weekends from 3-9 p.m.
- Must participate for a minimum of 24 months
- Participants will earn incentives on a per-plug basis, depending on the performance of that given plug during any given month within the Demand Response season (see **Section 4**)
- Participants can opt out of two events per plug per month of the Demand Response season

Customized Managed Charging Program

Where participation in Demand Response is not feasible, either due to technological or business limitations, an alternative, Customized Option is available to all light-duty fleets. This solution will be defined during a Fleet Assessment, as the unique circumstances of each light-duty fleet will determine the exact design of a customized program. A customized managed charging program can take a few shapes, including:

- Programs designed to manage load around the off-peak and on-peak periods, and/or restrict on-peak charging hours
- Load balancing during peak hours to reduce charges associated with high demand
- Programs containing components of both the above

This method of participation does not include ongoing incentives for participation. However, there are likely many savings to be had by efficient management of energy consumption through the participating EV chargers. The Fleet Assessment will help the business quantify such potential savings. Please see **Section 7** for more information on how to participate in both a Customized Managed Charging Program and a Demand Response Program.

Section 4: Rebates and Incentives

For participants in the Light-Duty Fleet Program, there are both upfront make-ready incentives and ongoing incentives available. The term “make-ready” refers to program or initiative that helps with preparing the infrastructure for the future installation of EV chargers, including the necessary electrical connections, circuit breakers, and other equipment.

Upfront Incentives

Eligible light-duty fleet sites can receive incentives through the Light-Duty Fleet Program for Level 2 and DCFC chargers. Incentives can cover up to 100% of eligible make-ready installation costs plus up to 50% of eligible EVSE charger costs. Incentives cap at a per site maximum rebate (see table below). Incentives rates are subject to change at the sole discretion of Eversource and UI, except where incentive rates have been committed in an incentive reservation letter.

Customer Type	EV Charger Type	Per Site Maximum Rebate	Make-Ready Costs	EVSE Cost	Port Requirement
Baseline Community	Level 2	$20,000	Up To 100%	Up To 50%	Minimum of two ports
	DCFC	$150,000			Minimum of two ports
Underserved Community	Level 2	$40,000	Up To 100%	Up To 50%	Minimum of two ports
	DCFC	$250,000			Minimum of two ports

Note: For more information on the Make-Ready Incentives available, please see the Commercial EV Charging Program Participation Guide found on your Utility’s website

There are no requirements in the Light-Duty Fleet Program for making these chargers available to the public or using them exclusively for private (business) charging, the decision is up to each individual site host and determined on their specific needs. However, it is important to note, private light-duty fleet chargers are required to participate in managed charging for a period of 24 months. Site hosts should consider issues like whether customers will be parked at your location, proximity or accessibility to public access, fleet charging schedules and whether the site host would like to collect charging fees to offset some of their operating and EVSE costs.

Ongoing Incentives

There are also ongoing incentives available for participation in Managed Charging. **Note: All light-duty fleets using upfront incentives for non-public EV chargers will be required to participate in Managed Charging for a minimum of 24 months.**

The base maximum monthly incentives in Demand Response vary by type of charger, from $5/plug per month to $25/plug per month. The Utilities provide additional incentives for public sites ($10/plug per month) and for those sites requiring a non-integrated/manual solution ($5/plug per month). For participants in a Customized Option, there is no direct, ongoing incentive. The benefits of the Fleet Assessment, as well as any savings from more cost-effective load management and/or load balancing, could be substantial due to rate savings and/or demand charge avoidance.

Please see the table below to understand the different available incentives between the different types of Light-Duty Fleet Managed Charging programs.

Light-Duty Fleet Managed Charging Incentives

Program Type	Monthly Incentives per EVSE Plug			
	Level 2 Charger (up to 10 kW)	Level 2 Charger (up to 20 kW)	DCFC (up to 50 kW)	DCFC (> 50 kW)
Demand Response: Base Incentives (non-public, integrated site)	$5	$10	$20	$25
DR Adder: Public EVSE	$10			
DR Adder: Non-integrated	$5			
Customized Solution	Cost of Fleet Services plus yearly demand savings			

Section 5: Eligibility and Enrollment

Prior to formal enrollment or a Fleet Assessment, fleet owners are encouraged to utilize available fleet planning tools (UI's Fleet Assessment Tool launches in late 2026) to preliminarily evaluate vehicle electrification potential, charging needs, and operational fit. These tools help fleets prepare for enrollment discussions and maximize the value of subsequent Fleet Advisory Services.

The Light-Duty Fleet Program is open to all Utility commercial and industrial customers in Connecticut with an active account with a planned or existing fleet of EVs and/or **Plug-In Hybrid Electric Vehicles** (PHEVs).

Site hosts who receive an EVSE infrastructure charger rebate for non-public EV chargers serving light-duty fleets through the CT EV Charging Program are required to enroll in the Light-Duty Fleet Program. The minimum period of participation is 24 months. Depending on the type of Managed Charging program the site host opts for, there may be both incentives and ongoing energy savings from load balancing and/or off-peak charging.

Site hosts who receive an EVSE infrastructure charger rebate for public EV chargers serving light-duty fleets through the Program are not required to enroll but are encouraged to participate to potentially earn incentives and save on energy costs.

Additional Eligibility Requirements

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

- 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 the Light-Duty Fleet Program
- Incentives are limited to the stated incentive amount listed above or the documented project cost, whichever is less
- Only new EV chargers 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 EV charging data with their Utility
- Please refer to the Terms and Conditions included with the Program application

Data Sharing and Privacy

The 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.**

Enrollment Process

The process of enrollment differs slightly between the two methods of participation. In both cases, the light-duty fleet owner/ operator will fill out and submit an application that can be found on their relevant Utility's website. Within this application, the light-duty fleet owner/operator will indicate their method of participation.

If Demand Response is feasible, a participant will work with the Program team to execute a Managed Charging Agreement with Terms and Conditions regarding their ongoing participation, particularly regarding how incentives are earned. On an ongoing basis, the Utilities will conduct quarterly check-ins with each participating fleet owner/operator to ensure Demand Response participation is in line with the Terms and Conditions of the Demand Response Program.

If Demand Response is not a feasible option, the participant works with their Utility through a Fleet Assessment to determine which type of Customized Managed Charging Plan to pursue. They can opt to participate by managing their load based on the on-/off-peak periods exclusively, by balancing their load by reducing on-peak usage as much as possible, or by combining both load management and load balancing. With the Fleet Assessment vendor, they will determine how much peak load can be avoided and create a Peak Load Avoidance Plan to achieve this goal. The Utilities will conduct semi-annual check-ins with each participating fleet owner/operator to assess performance and discuss strategies for improvement if necessary.

The specifics of participating within the Customized Option will be determined during the Fleet Assessment provided by the relevant utility's Fleet Advisory Service. Please see **Section 6** for more information.

Section 6: Fleet Planning Tools

As an initial step in the fleet electrification journey, Eversource offers a web-based Fleet Planning Tool designed to help commercial and municipal fleets evaluate electrification potential prior to a formal Fleet Assessment. UI will launch its Fleet Planning Tool in late 2026 and we'll update this Guide accordingly.

The Eversource Fleet Planning Tool allows fleet owners to:

- Screen existing vehicles for EV replacement suitability
- Estimate charging demand and infrastructure needs
- Explore phased electrification scenarios
- Identify candidates for deeper Fleet Advisory Services

Use of the Fleet Planning Tool is optional but strongly encouraged, particularly for fleets in the early planning stages.

Section 7: Fleet Advisory Services and Fleet Assessment

Depending on the Light-Duty Fleet Program method of participation chosen by the fleet owner/operator, the Utilities' Fleet Advisory Service will perform a Fleet Assessment. This Fleet Assessment will help determine the site host's internal capabilities to meet various Managed Charging prompts to curtail charging, establish Peak Avoidance Potential, and set a baseline for the Managed Charging activities going forward. The Fleet Assessment will be an opportunity for the fleet owner/operator to determine how they are able to participate in Managed Charging with a Customized Option. For light-duty fleet owners/operators participating in the Demand Response Option, Fleet Assessments are an optional service.

A Fleet Assessment is required for all light-duty fleets owner/operators participating in the Customized Option. This Assessment will provide the participant with a deeper understanding of their fleet's electric usage and provide ways for the fleet to reduce costs and save energy. Through this Fleet Assessment, the participant determines several factors of their participation. The first step is determining what their maximum charging load could be at their site and whether the load is manageable. The participant then determines if their technology is capable of, and their business model supports, participating in a Customized Solution.

The Fleet Assessment will establish a comprehensive, decision-ready foundation for fleet electrification and managed charging participation, including but not limited to:

- Preliminary vehicle-by-vehicle electrification suitability analysis
- Fuel costs and carbon emissions saved on a vehicle-to-vehicle basis
- An estimate of the total cost to purchase your new electric fleet
- An acquisition plan based on your existing vehicles' retirement schedule
- Phased fleet transition roadmap aligned with vehicle replacement cycles
- Capabilities of the fleet (EVs and EV chargers)
- Preliminary charging infrastructure phasing strategy
- Charging station infrastructure recommendations and incentives
- Maximum charging load of the fleet
- Fleet's peak avoidance potential
- Identification of operational risks and mitigation strategies related to charging availability
- A Peak Avoidance Plan

To find more information on how to apply for a Fleet Assessment, please visit your Utility's website (Eversource or UI).

Section 8: Participation in Managed Charging

Participation in Managed Charging is required for any light-duty fleets receiving incentives for non-public EVSE installations and is encouraged for light-duty fleets receiving incentives for public EVSE installations. As discussed above, a light-duty fleet owner/operator will work with the Fleet Advisory Service to determine their method of participation. Below is a description of participation in either Demand Response or the Customized Option. **Note:** the exact dynamics of participation will be fully defined in the Terms and Conditions relevant to each business, so please consider this as a helpful guide but not a finalized list of requirements.

Demand Response Participation

DR Events are managed by considering the operating conditions of the electric power system. Events are called to assist in controlling the system at key times. DR 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 the Light-Duty Fleet Program, DR Events will be set during the peak season which is June 1 to September 30 during the times of 3-9 p.m. on non-holiday weekdays.

During DR Events, participants have the option to participate or opt-out if it’s 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 DR Event incentives, participants must participate. 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.

Demand Response Cycle

Demand Response follows a regular pattern of notification, event and opting out, results, and, if applicable, distribution of incentives.

Notification

Participants will, in most cases, be notified well in advance of a DR Event, so there is plenty of time to plan. 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 and Opting Out section below for more information. Notifications providing a schedule for an upcoming DR 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 the Utility’s respective technology partners.) After a DR Event ends, the participant will receive a notification alerting them that the DR Event has ended.

Events and Opting Out

DR Events may occur in June, July, August, and/or September, on non-holiday weekdays. A typical Event may be up to three hours in duration and occur between the hours of 3-9 p.m. During Events, EV charging will be curtailed. The 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)

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 hasn't been opted out will be reduced or suspended. Opting out can be completed through the fleet owner/operator's network provider, and participants 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.

Individual charging ports managed by a site host are considered participating in the event if the ports are not opted out of the event (i.e., not charging during an event). For example, if no car is plugged into the EV charger at the time of the event, but the charger did not opt out, the EV charger will be considered participating.

Emergency Demand Response Events

If required to maintain the safety and reliability of the electric grid, the Utilities may issue Emergency DR 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 the Utilities may require override of a customer's EV charger. While such conditions are rare, the 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. Unlike normal DR Events, these can happen on weekends and holidays.

Emergency DR Events will receive no incentives for participation and no penalties for not participating.

Site hosts will be notified through the Utility's DRMS platform (i.e., phone application, web portal, email, and/or text message). Typically, site hosts receive day-ahead notification except for emergency events. Site hosts may opt out of any event at any time.

Results

The Light-Duty Fleet Program tracks the status of all participant devices during each event 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 EversourceCTCommercialEV@resource-innovations.com for Eversource and BusinessEV@uinet.com for UI.

Distribution of Incentives (if applicable)

Participants will be paid for their relevant monthly incentive (June-September) if they opt out of no more than two events per month per plug. Incentives are paid annually at the end of the summer season, using an off-bill method. The Utilities will inform customers monthly about their accumulated credit or any lost incentives due to opt-outs.

Participants will receive the participation incentive sent within four to six weeks of the completion of the Demand Response season on September 30. Participants will receive the payment in the form of a check at the end of the Demand Response season.

Please see the above **Section 4** for more information on incentives.

Customized Option Participation

If the Demand Response program described above is infeasible for technological or business reasons, the light-duty fleet owner/ operator will determine a Customized Option. In this case, the light-duty fleet owner/ operator and the Fleet Advisory Service will together determine the Customized Option best suited for the unique circumstances of the fleet. Exact requirements for participation in a Customized Managed Charging program will differ depending on the parameters agreed upon. The Customized Option will emphasize off-peak charging as a primary goal of any light-duty fleet, but if not possible, the Customized Option will emphasize reducing demand charges during on-peak periods.

The specific plan will be agreed upon during the Fleet Assessment, and relevant Terms and Conditions will be established. Below is outlined the general possibilities for such a program.

Load Management Program

Manage EV load to coincide with the off-peak period and/or restrict on-peak charging hours. The requirement will be to shift charging to the off-peak period to the greatest extent possible on an on-going basis. The load management schedule may vary daily according to the fleet owner/operator's business operations.

- Maximize savings with a time-of-use rate (if applicable)
- Avoid adding load to the distribution system during hours of peak demand

Load Balancing Program

- Manage EV load to reduce demand during the on-peak period, whether through complete curtailment of EV charging or power sharing between chargers
- Help the business avoid demand charges
- Balance load during on-peak hours to reduce stress during peak moments on the utility system

Hybrid Program—Components of the Load Management and Load Balancing Programs

Programs containing components of both options listed above that meet the goals of the light-duty fleet within the context of the business while also aiding the Utility in reducing load on the utility system at moments of high demand.

In any of the above Customized Managed Charging programs, light-duty fleet owners/operators must participate in ongoing, quarterly check-ins. These check-ins will serve as an opportunity for the light-duty fleet owner/ operator and the Fleet Advisory Service (on behalf of the relevant utility) to establish performance against the baseline determined in the Fleet Assessment and identify areas of improvement.

Additional Notes on Participation

Continued Non-Participation

Although all enrolled participants will continue to provide valuable charging data to the Program, the Utilities want to avoid cases where customers receive upfront incentives and do not participate in Managed Charging. Therefore, where participants continue to demonstrate an inability to achieve their incentives during their first 12 months of Program participation, the Utilities will conduct outreach and education to help customers learn and understand how to effectively charge off peak. The Utilities will also consult with individual site hosts to understand how, or if the Light-Duty Fleet Program negatively impacts their business operations.

During each annual review period, the Utilities will report to PURA regarding participants with continued non-participation and any additional Program requirements placed upon those customers.

The Utilities reserve the right to claw back a prorated portion of make-ready incentives for continued non-participation.

Moving or Ending Participation

All enrolled participants are required to remain in the Light-Duty Fleet Program for a period of not less than 24 months from the date the participant’s application is approved. After 24 months,

participation continues until the participant submits a request to unenroll or until the Program is discontinued.

- Requests for early termination will be considered on a case-by-case basis and are subject to the relevant Utility's sole discretion regarding approval

- 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 or request to unenroll by reaching out to the relevant Utility's Program support phone or email outlined in **Section 8**

- A participant moving outside of the Utility's territory shall be an approved reason for ending participation before completing 24 months

Participants who leave the Light-Duty Fleet 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 9: Program Support

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

- **Eversource:**
    - **Phone:** 203-350-3555, Hours of availability: 8:30 a.m.–5:00 p.m., Monday–Friday, excluding holidays
    - EversourceCTCommercialEV@resource-innovations.com
- **UI:**
    - BusinessEV@uinet.com