



EVERSOURCE

2026 Participant Guide for Residential Electric Vehicle Drivers



Revision: May 29, 2026

Table of Contents

2026 Participant Guide for Residential Electric Vehicle Drivers	1
Section 1: Introduction	3
Section 2: Definitions	4
Section 3: Program Descriptions.....	7
Section 4: Rebates and Incentives.....	8
Section 5: Eligibility and Enrollment.....	11
Section 6: Qualified Products List and Eligible Electric Vehicles.....	16
Section 7: Participation in Baseline and Advanced Tiers	18
Section 8: Program Support.....	21
Section 9: Frequently Asked Questions (FAQs).....	22

Section 1: Introduction

Welcome to the Connecticut Electric Vehicle (EV) Charging Program

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 Eversource and Avangrid subsidiary, United Illuminating (UI), together the “Utilities,” manage the additional electricity demand from EVs now and into the future. Charging an EV at your home can offer many benefits, from convenience to cost savings to vehicle emission reductions. Whatever your motivation, we welcome your participation and look forward to supporting you.

So, how does it work? This Program Guide for Residential Customers (Guide) provides all the information you need to participate successfully and receive Program incentives applicable to you. Overall, customers interested in the Program will follow these general steps:

	1. Install an EV charger or confirm your charger is qualified
	2. Create your account
	3. Set your charger location and home address
	4. Connect your EV or EV charger
	5. Choose your participation tier
	6. Download the ev.energy app

Section 2: Definitions

The definitions in this section will help new and existing EV drivers understand some of the terms used throughout this guide. When we refer to customers participating in the Program, we'll call them **participants**.

Direct Load Control

A utility's capability to manage a participant's electrical load through the utility's Technology Partner.

Emergency Demand Response Event

This term refers to actions taken by utilities if they determine action is required to maintain the safety and reliability of the grid. 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 can still opt out during an Emergency Demand Response event.

Electric Vehicle Supply Equipment (EVSE or EV Charger)

This term refers to devices used to supply EVs with electricity. These devices generally fall into two categories. Here are those commonly used in your home:

- **Level 1 Charger (L1):** The lowest speed charger, these chargers plug into the average 3-prong, 120 volt plug in most homes. These plugs charge an EV very slowly, and the time required varies greatly depending on the size of your EV's 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 Charger (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 when charging your EV. L2 chargers are most often purchased separately from your EV, although a majority of EVs also have an L2 charger as standard equipment with your purchase. 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 three and seven 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.
- **Eligible Smart Charger:** To receive Utility rebates or incentives for costs associated with purchasing a smart charger, the L2 must be listed on your Utility’s Qualified Products List. For the Qualified Products List, please see [Section 6](#).

EVSE and Wiring Rebate Eligibility

Beginning January 1, 2026, we provide rebates for the purchase and set up of an EV home charger only if the customer lives in a **High Poverty, Low Opportunity** (HPLO) area and/or are qualified with a household income at or below 300% of the **Federal Poverty Level** (FPL). Use this [link](#) to determine if you live within a HPLO area, and this [link](#) to help determine if you have a household income of 300% or less of the FPL.

Managed Charging

Also called “smart charging,” managed charging is where a utility or other third-party can coordinate with participants enrolled in a managed charging program to start, stop, or slow down charging during times of high stress on the utility system. This can be done either by sending signals to remind them to control their charging themselves, or it can be done by the utility sending direct load control signals to the EV or EV charger during those times of stress. The Program uses both approaches. Managed charging allows the Utilities to adequately integrate the growing new demand on their systems from EVs, and to use the flexibility of EVs to reduce costs.

Managed Charging Platform

This behind-the-scenes software platform allows utilities to coordinate charging among all participants and supports implementation of managed charging programs. Depending on whether you are an Eversource or UI customer, you will have different approaches to interacting with this platform. However, there will be customer-facing elements that allow you to set your preferences and control your charging to participate in the set requirements of the participation you opted in.

Off-Peak

For the purposes of this Program, off-peak charging is charging your EV outside of the hours of 3 p.m. to 9 p.m. on weekdays and is one of the requirements for achieving participation incentives.

Note: Off-Peak is not related to the off-peak Time of Use rates that UI offers (12 p.m. to 8 p.m.).

Qualified Products List

Each utility maintains a list of devices that qualify for their program. This list specifies which devices are eligible, and in which tier, based on your Utility's ability to connect with it for important Managed Charging actions like accessing data or sending load management signals.

Technology Partners

Utilities have Technology Partners that assist in delivering EV programs to customers. In this Guide, we often refer to our "Technology Partner," which is a third-party entity that provides analytics, communication, and reporting to assist us in delivering value-added programs and a great customer experience.

Telematics

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 Descriptions



The Utilities offer rebates to support Rebate-Qualified Customers in purchasing and/or installing a Networked L2 EV charger. These rebates are subject to income or locational eligibility requirements (recipients must either live in a High Poverty, Low Opportunities (HPL0) area or meet certain income-based qualifications). More information can be found in **Section 4**.

The Program also provides ongoing incentives to promote consistent participation in Managed Charging. Participants are rewarded for charging their EVs during Off-Peak periods throughout the year and using their EV and/or EV charger to respond to signals from their Utility as we continuously monitor the electric grid.

Occasionally, we'll initiate or request a reduction in power, or in some cases completely stop power, to a participant's EV during times of high energy cost or electric grid stress. However, participants can always set (or have their Utility's Technology Partner set) their charging schedules to avoid charging during those times. You can always opt out of any charging curtailment.

Managed Charging

The Utilities offer incentives to EV owners who agree to either a Baseline Tier or Advanced Tier of participation, the value of which corresponds to different levels of customer responsibilities. If you're an Eversource participant, the Utility uses the names "**Off-Peak Rewards**" (Baseline) and "**Scheduled Charging**" (Advanced) to give context to the program participation pathways. For this Guide, the Utilities will use 'Baseline' and 'Advanced' to represent both Eversource's and UI's programs.



The **Baseline Tier** is the fundamental Managed Charging option where participants are rewarded for shifting a large majority of their charging to Off-Peak periods. As long as participants can avoid on-peak charging most of the time, they are rewarded.

The **Advanced Tier** is a more sophisticated managed charging option where participants are rewarded for partnering with their Utility to coordinate charging, so EV charging is optimized on the utility system. This optimization helps the Utilities operate a more cost-efficient, flexible grid. The Advanced Tier requires more coordination between the participant and the utility than the Baseline Tier; therefore, more incentives are offered for this level. In this tier, participants create a charging schedule for themselves, and the Utilities will coordinate and optimize the charging schedules for all EVs in the Advanced Tier to drive better outcomes for their grid systems. Participants are required to keep a schedule and do their best to not override this schedule.

In both tiers, participants are rewarded monthly for meeting the relevant requirements. See **Section 7** for details regarding these tiers, their differences, and requirements for full participation in the Program.

Section 4: Rebates and Incentives



Program incentives fall into a few categories that we'll explain in more detail below. There are **upfront incentives**, which include rebates for equipment and electrical work, and **enrollment incentives** used to encourage customers who already have home charging capabilities to sign up for the Program.

Additionally, there are **ongoing incentives** for continued, consistent participation in either the Baseline or Advanced Tiers, awarded twice per year for Eversource participants in the spring and the fall, and quarterly for UI participants after verification that participants have achieved the minimum level of participation. Typically, UI customers receive their earned ongoing incentives within one month following the end of each quarter.

Participants must apply for upfront incentives as part of their application and enrollment process, and these are distributed after the application is approved. Eversource customers may apply [here](#). UI customers may apply to the Program either through the application portal, located on the [Programs for Your Home](#) page, or through the ev.energy mobile app. Participants are required to show documentation of installation and receipts of purchase. Below is more detail on what you can expect from these incentives and how to qualify.

Upfront Rebates and Incentives

The Utilities offer rebates up to \$1,500 to support Rebate-Qualified Customers in purchasing and/or installing a qualified smart charger in single-family homes or multifamily properties (4 units or less). These rebates are subject to income or locational eligibility requirements. Recipients must either live in a [High Poverty, Low Opportunities \(HPLQ\)](#) area or meet the [300% federal poverty level to be eligible](#). Rebates are only available after a customer agrees to participate in the Managed Charging Program for a minimum of 24 months. Please see the links in **Section 2**'s definition of Eligibility to determine if you may meet this criteria.

Rebates for Wiring Upgrades

For eligible customers needing electrical upgrades to participate in the Program, rebates are available for qualifying work including adding a sub panel, increasing main panel amperage, installing conduit runs, and/or wiring a 240-volt plug.

A paid invoice from an electrician is required showing the installation address, the contractor's name, license number and address, the date the work was completed, and the cost of labor and materials (separate from the smart charger cost if it is included on the invoice). This is only available for those purchasing a new Networked L2 charger or if you're participating with qualifying EV with Telematics.

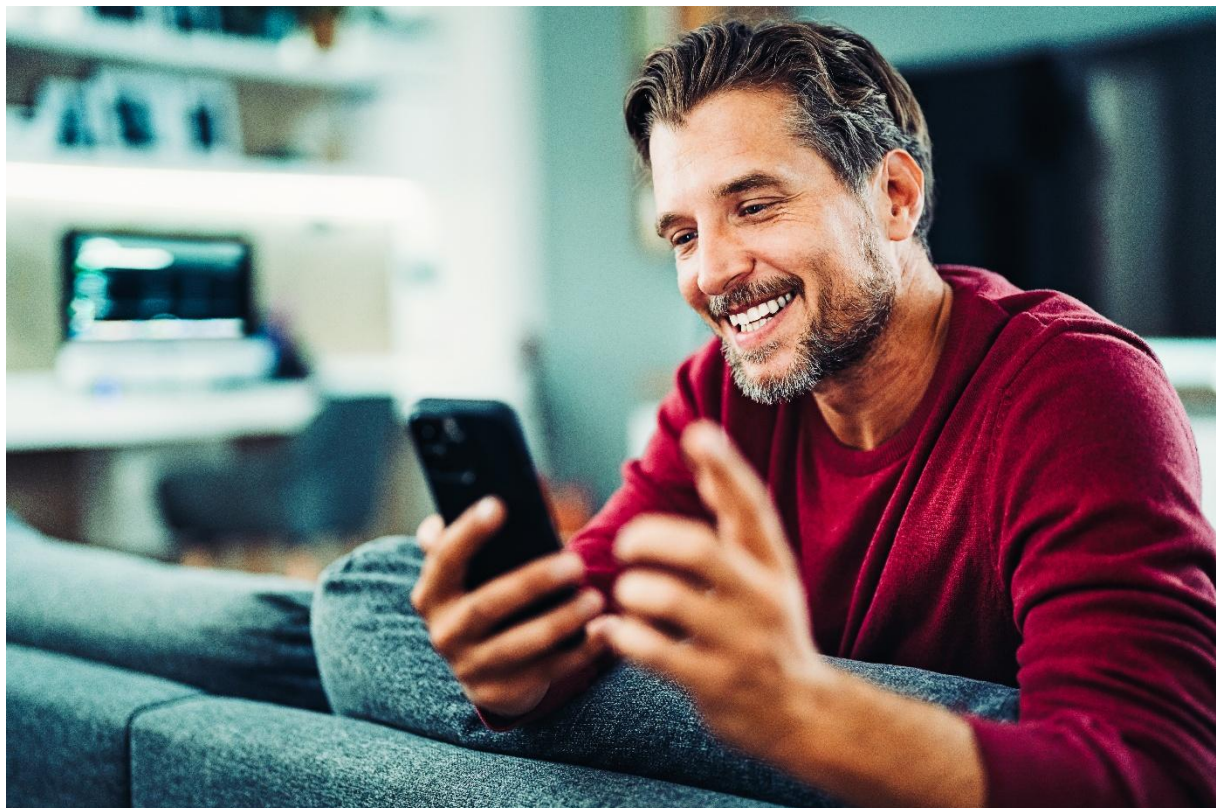
Rebates for Smart Chargers

For eligible customers who purchase and install an eligible L2 smart charger for use in their homes, we offer rebates to offset the associated costs. Proof of purchase and installation is required. A receipt or invoice marked as paid must be provided, showing the smart charger manufacturer, model name/number, and purchase price. Only new smart chargers listed on our Qualified Products Lists are eligible (see **Section 6**) for this incentive.

Enrollment Incentives

For customers who do not qualify for the upfront rebate, but who participate through Telematics or qualifying L2 smart chargers, 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. Customers who receive charger and/or wiring upgrade rebates are not eligible for the \$100 enrollment incentive.

The rebates and incentives described above (and in the table below) will be paid after the application is approved. Eversource customers can expect a mailed check and UI customers may select their preferred payment method of either Venmo or PayPal through the ev.energy app.



Residential EV Charging Program Incentives

Customer Scenario		Upfront Incentives (One Time)			Ongoing Incentives	
		Smart Charger Rebate (up to)	Wiring Upgrade (up to)	Enrollment Incentive	Baseline Managed Charging Program (up to)	Advanced Managed Charging Program (up to)
New Qualifying Level 2 Smart Charger	Needs 240v Outlet*	\$1,500		\$0	\$120/year	\$300/year
	Has 240v Outlet*	\$1,500	\$0	\$0	\$120/year	\$300/year
Existing Qualifying Level 2 Smart Charger	Already Installed*	\$0	\$0	\$100	\$120/year	\$300/year
Telematics with Non-Qualifying Level 2 Smart Charger	Needs 240v Outlet*	\$0	\$1,500	\$0	\$120/year	\$300/year
	Has 240v Outlet*	\$0	\$0	\$100	\$120/year	\$300/year

*240v outlet refers to the electrical circuit and receptacle needed for L2 charging.

Ongoing Incentives

Participants in both managed charging tiers earn **ongoing incentives** for meeting the monthly performance requirements of their respective tier. The Baseline Tier requires less of the participant than the Advanced Tier. Since Advanced Tier participants allow their Utility more potential for optimization and cost-efficiency on the system, participants in this tier are entitled to more incentives as their actions improve the performance of the utility system to a higher degree than Baseline Tier participants. More specific details on how to successfully participate in the Baseline and Advanced Tiers can be found in **Section 7**.

Baseline Tier Ongoing Incentives



These are ongoing monthly incentives capped at \$120 per year for full participation in the Baseline Tier. During a given month, if a participant times their charging so 80% or more of the charging happens during the Off-Peak period (anytime outside of 3-9 p.m. on non-holiday weekdays), they'll earn a \$10 incentive for that month. To receive any incentives in this tier, the participating EV or EV charger must also be used at least once in the given month.

Advanced Tier Ongoing Incentives



There are ongoing monthly incentives capped at \$300 per year for full participation in the Advanced Tier. The participant and their Utility coordinate charging by having the participant set a daily charging schedule and adhere to this schedule as closely as they can on a monthly basis. The participant is responsible for not overriding this schedule and, if successful, will earn a \$25 incentive for a given month. Participants also agree to participate in all Emergency Demand Response Events during times of high stress on the utility system. These are rare and generally occur during the periods where charging will be curtailed anyway, but the Utilities reserve the ability to curtail EV charging when it is most critical to the utility system.

To receive any incentives in the Advanced Tier, the participating EV or EV charger must participate in at least two charging sessions in the given month. Utilities and their Technology Partners will inform customers monthly about their charging performance.

Section 5: Eligibility and Enrollment



The Program is open to all residential Eversource and UI customers in Connecticut with an active account. Residential customers are defined as existing Eversource or UI customers, in Connecticut, living in a single-family home (with four units or less) on the property. To be eligible, each unit of the home must be separately metered with its own Utility account. The EV charger and/or wiring upgrade rebates are only available to eligible customers.

Effective January 1, 2026 only customers who meet [income eligibility requirements](#) or live in a [High Poverty, Low Opportunity areas](#) are eligible to apply for charger and wiring upgrade rebates up to \$1,500.

Note: Enrollment and participation in Managed Charging is required to receive upfront rebates for charger and/or wiring upgrades.

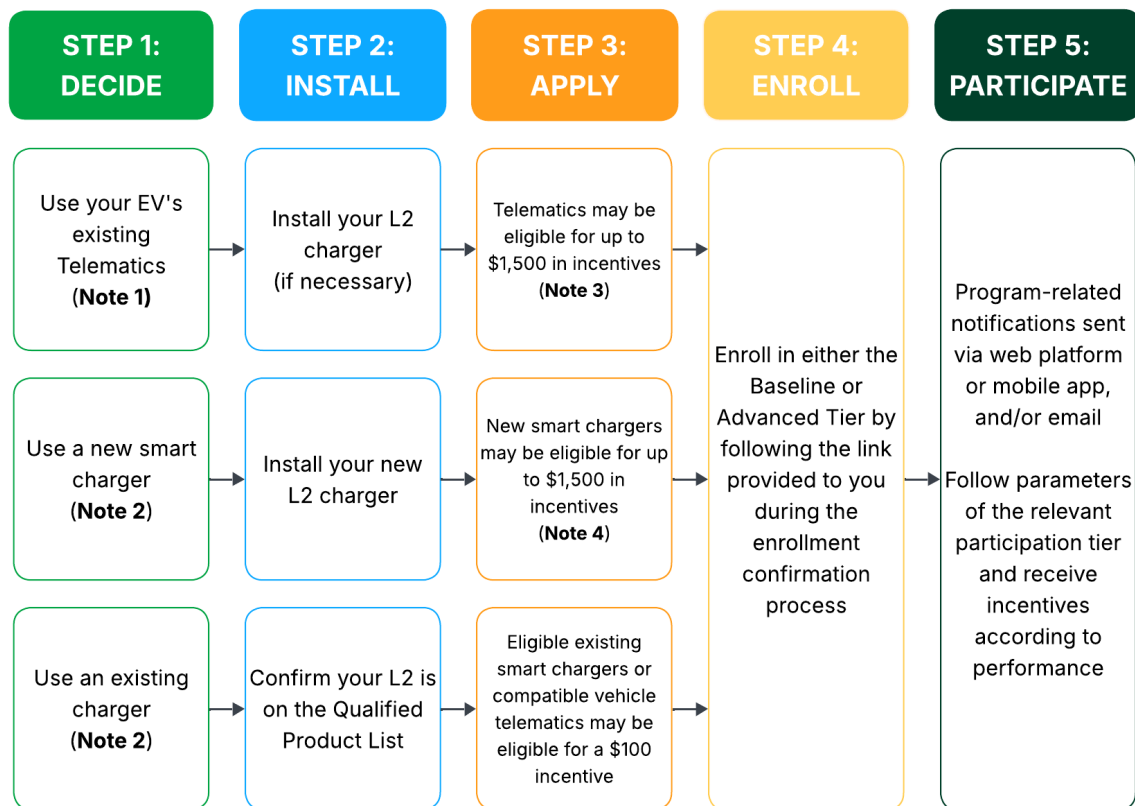
Customers who do not meet income eligibility requirements and/or own an eligible EV or EV charger may enroll in Managed Charging to receive a one-time enrollment and ongoing participation incentives. Participation in the Program requires that a participant's EV charger, EV, and/or combination of technologies meet certain criteria. Below is an outline of setups that

can qualify and how each setup must enroll. The Utilities each have a list of eligible devices located on each of their Program webpages.

Connecting via Telematics can be a convenient option for many participants. Telematics provides a one-time “set it and forget it” experience and, if you prefer connecting with a non-Networked L2 charger or a smart charger not on the Qualified Products List, it’s possible to connect using your vehicle’s Telematics (they’re built into the vehicle). See each Utility’s Program webpage for a list of eligible devices. *Note: this list is constantly growing as our Technology Partners integrate with more vehicle and EV charger manufacturers, so check back regularly.*

The following figure provides an overview of the Program process and the different methods of participation. In Step 3, the first two paths pertain to Rebate-Qualified Customers and participants are only eligible if they are income/location qualified. The final path is not income/location qualified.

Program Process



- **Note 1:** Not all vehicles are eligible for the Program. See **Section 6** for a list of compatible vehicle make and models. If your EV is not compatible, you may be able to participate via a compatible charger.
- **Note 2:** Not all smart chargers are eligible for the Program. See **Section 6** for a Qualified Products List of eligible smart chargers. If your smart charger is not compatible, you may be able to participate via your vehicle.
- **Note 3:** Compatible Telematics are eligible for rebates that assist with new wiring upgrade costs. Existing non-networked L2 chargers are not eligible. See **Section 4** for more information on rebates and incentives.
- **Note 4:** New, eligible smart chargers can receive rebates that assist with smart charger costs and wiring upgrade rebates. See **Section 4** for more information on rebates and incentives.

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 EV Charging [section](#) of eversource.com to access the rebate application portal.
- **UI:** Please visit our [EV Programs for Your Home](#) site to access the enrollment portal and Program material. You may also apply through the [ev.energy](#) mobile app.

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. You will need a few items:

- Customer's utility account number, service address, and billing address.
- Receipts and invoices related to the purchase and/or installation of a networked L2 charger, labeled as paid in full (if applying for an EV charger and/or wiring rebate)
 - Installation information must include date of installation, installer/ contractor name, contractor license number, equipment cost, and total installation cost.
- EV and EVSE information: make, model, year, serial number, EV charger unit number/ MAC ID.

If you're having trouble with your application, please contact your Utility's rebate and incentive processing partner. For Eversource customers, refer to EversourceCTResidentialEV@resource-innovations.com, and United Illuminating customers can either email UnitedIlluminating@ev.energy or use the contact information provided in **Section 8**. A Program associate will support you and/or may provide an alternate application method.

Errors in your application may lead to delay or cancellation. Upon identifying any such issues, the Program team will attempt to contact you using the information supplied in the application. If we're unable to reach you or you don't respond with the information needed to correct the application, we'll have to cancel your application.

Device Connection

A device must be connected to your Utility's platform for you to be considered enrolled in the Program and any delay in activating your device may lead to a delay or cancellation of your incentive payment. The connection process varies by device type and vendor. You will receive connection instructions that are specific to your chosen device in the confirmation email that you receive when you submit your Program application. Follow the instructions carefully and use the contact information in the email for support if you experience any difficulties.

Enrollment Incentive

Eversource customers will receive payment via check. UI customers provide their preferred payment method of either Venmo or PayPal through the incentives tab in the ev.energy mobile app or web portal to receive their incentives. These incentives are paid to the Utility account holder associated with the application unless the participant designates an alternate payee when submitting the application.

Additional Eligibility Requirements

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

- Participants who receive a charger and/or wiring upgrade rebate must remain in the Program for a period of at least 24 months from the date of application approval. Participants who receive an enrollment incentive and participate in Managed Charging only, are required to remain in the program for a period of at least 12 months.
- Participants who leave the Program before their required participation time period ends will be required to pay back a prorated portion of the upfront incentives they received as part of this Program.
- If a participant fails to shift their EV charging habits in a manner consistent with their tier of participation for six consecutive months, the participant may be required to pay back a prorated portion of any upfront rebates and incentives they may have earned when joining the program.
- Incentives are limited to the stated incentive amount listed above or the documented project cost, whichever is less. For the rebate toward a smart charger, any other applicable grants, rebates, incentives or credits the customer receives from another source will be deducted from the total documented device cost.
- Only new smart chargers listed in your Utility's Qualified Products List are eligible for a rebate.
- 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

We'll 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. We 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 Products List and Eligible Electric Vehicles

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 Qualified Products List will be accepted by the Program. For the Qualified Products List, please visit [UI's QPL landing page](#) or [eversource.com](#). Please note that we'll update these lists regularly as we add new manufacturers 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 each Utility's Qualified Products List. 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 participants are responsible for determining suitability of products and services.

Eversource and UI make no claims or warrants about the availability of any EV or EV charger on this list. The integrations used to support each EV or EV charger on the Qualified Products List are subject to change at any time and without warning. Eversource and UI are not accountable for any integration status change that may occur. The Utilities make every reasonable effort to maintain integrations with each device listed.

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 you apply to the Program and **you must apply to the Program within 90 days of purchase for UI or within one-year for Eversource**. 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 applying to the Program.

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 rebates to assist with eligible costs necessary to support your L2 charger. Please be sure to obtain an itemized invoice showing the contractor's license number 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 installed and operational before you apply to the Program and **you must apply to the Program within 90 days of the invoice date for UI or within one-year for Eversource.**

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.

Customers enrolling with Telematics are eligible to receive a one-time \$100 upfront enrollment incentive. To be eligible customers must connect a qualified vehicle model and participate in the Program for a period of not less than **one year**. Please note: Customers enrolling with Telematics **who also receive** a wiring upgrade rebate are not eligible for the one-time \$100 enrollment incentive and must participate in the managed charging program for a period of no less than **two years**.

You'll receive connection instructions that are specific to your chosen vehicle in the confirmation email that you receive when you submit your Program application.

Section 7: Participation in Baseline and Advanced Tiers

The Program is designed to help customers outfit their homes with the necessary equipment to charge their EVs and to help the Utilities reduce stress on their systems. This Program is intended to be mutually beneficial between the participant and the Utility so that you're aided in your EV journey and we're able to orchestrate the charging of large numbers of EVs on the system which ensures system reliability and lower costs for all Utility customers. Vehicles participating in either tier through their Telematics may occasionally be "pinged" or "pulled" by the Utility to monitor charging progress. The Utilities provide **two tiers** of participation which correspond to different levels of participant responsibility, incentives, and of benefit to the utility system.

The **Baseline** and **Advanced Tiers** both require the participant to adjust their charging to benefit the utility system but differ in their approach. This Section defines and explains the two tiers, specifically how the customer must participate in each tier in order to earn incentives.

Baseline Tier

The Baseline Tier aims to be simple and easy to understand such that the participant can “set and forget” an EV charging schedule and shift their charging from times that cause more stress to the utility system to times that cause less stress. The participant always retains control over their charging, scheduling when they would like to charge or not, and receives incentives based on their performance.

The fundamental structure of the Baseline Tier is as a passive Managed Charging program where the customer sets a simple schedule, and the Utility observes performance. In this way, participants are able to simply set a default schedule and let the Managed Charging platform stop charging as necessary while preserving the participant's ability to charge when needed.

Participants must use their Utility's Managed Charging platform to charge their EV outside of a specific window of time during the week and coordinate their charging such that 80% or more of their charging time occurs outside of this window. The window is 3-9 p.m on non-holiday weekdays.

In each month, if a participant avoids charging between 3-9 p.m. on non-holiday weekdays, then they will earn \$10 for that month's performance. For a full year of successful performance, a participant could earn up to \$120.

The Utilities will observe each participant's charging patterns on an ongoing basis and provide updates on their performance and incentive earnings. UI provides participants with updates within their Managed Charging platform so that the participant can keep track of their progress each month and adjust their habits accordingly.

Participants must also charge at least one time for 15 minutes per month. This is to ensure that the participant is using the charger and that charging is theoretically being avoided, as the value to the utility system is in avoiding charging during stressful times on the system.

Advanced Tier

The Advanced Tier is a step up from the Baseline Tier in a number of ways, particularly in the benefits to the participant and the utility system, as well as in the role that the participant plays in shifting their EV charging. While there still is a lot of automation that can allow a participant to “set and forget” their charging, the participant may find that they need to keep a more active eye on their charging compared to the Baseline Tier.

In this participation tier, participants are required to set a schedule of charging using two inputs: the **State of Charge (SOC)** they need in a given day, and their **Time the Charge is Needed (TCIN)**. The participant must always have these two inputs selected but can change them at any time. In this way, it is possible to “set and forget” these two inputs, but the participant may find that differences in daily routine might require different inputs.

These inputs are then aggregated with all other participants in the Advanced Tier by the Utility’s Technology Partner who uses their advanced managed charging algorithms to coordinate charging to lessen the load on the utility system while delivering the participant’s required charging by the time they need it.

The Utilities will observe each participant’s charging patterns on an ongoing basis and provide updates within their relevant utility Managed Charging platform so that the participant can keep track of their progress each month and adjust their habits accordingly.

Participants must also charge at least twice for 15 minutes per month. This is to ensure that the participant is actually using the charger and that charging is theoretically being avoided, as the value to the utility system is in avoiding charging during stressful times on the system.

Illustrative Example

Participant A generally starts work at 9 a.m. but leaves home at 8:30 a.m. She sets the default inputs to make sure she always has a full battery in time for her commute. Therefore, she sets the default SOC to 100% and the TCIN to 8:30 a.m. These default inputs will resume every day until she needs to adjust them.

For example, the same Participant A now has an appointment at 9 a.m. on Wednesday, an hour and a half away from her home. She knows she needs almost a full battery for the round trip, and she needs it ready by the time she leaves at 7 a.m. to give herself a bit of extra time so she’s not rushing. On Tuesday night, when she’s planning for the next day, she sets the SOC to 100% and the TCIN to 7 a.m. to be sure there is a full charge by the time she needs to leave for her appointment. After the appointment, she then resets her inputs back to the default and resumes as normal until she must adjust her SOC and/or TCIN to accommodate the next variation in her routine.

Customers in the Advanced Tier must participate in all Emergency Demand Response Events, as described above. Failure to participate in Emergency Demand Response Events in a given month may result in a loss of incentives for that month. These types of events are rare but can happen throughout the year and are critical to maintaining a safe and reliable utility system.

Emergency Demand Response Events

If required to maintain the safety and reliability of the grid, the 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 we consider emergencies may require override of a customer's EV charger. While such conditions are rare, we'll attempt to provide advance notification whenever possible, dependent on the nature of the event. For the Advanced Tier, participants still retain the right to opt out of these types of Events, but the above rules on opting out of no more than two Demand Response Events per month still apply.

Participation Results and Distribution of Incentives

The Utilities are able to observe the performance of all participants in order to evaluate each participant's adherence to the requirements of the relevant tier and to determine the amount of incentives to which each participant is entitled. Eversource and UI provide participants with their individual results on their dashboard in the online application portal or through their respective Utility's Managed Charging platform throughout their participation in the Program, so they may track their progress each month. Participants receive monthly emails that include their personal charging performance results for the previous month. Participants are distributed incentives based on their performance in this Program.

If you have questions about your participation results, please reach out to eversource-ct@ev.energy (for all except Ford and BMW) or support@evchargingrewards.com (for Ford and BMW) Eversource participants or to UnitedIlluminating@ev.energy for UI participants.

All incentives earned by a participant in either the Baseline or Advanced Tier are paid on either a semi-annual basis (Eversource participants) or a quarterly basis (UI participants), based on that participant's performance during each month of the preceding time period.

Moving or Ending Participation

Enrolled participants who enroll in Managed Charging and receive an upfront enrollment incentive are required to remain in the Program for at least 12 months from the date their application is approved. Enrolled participants who receive a charger and/or wiring upgrade rebate are required to remain in the Program for at least 24 months. After this time, participation continues until the participant submits a request to disenroll or until the Program is discontinued.

In the event a participant moves within their respective 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 unenroll by logging into the application portal, opening a Request Support Form, and submitting the required information. A participant moving outside of their respective Utility's territory shall be an approved reason for ending participation before completing 24 months. Participants who leave the Program before their minimum period of commitment ends may be required to pay back a prorated portion of the upfront Program incentives they received.

Section 8: Program Support



For application or rebate support, customers can contact Program staff for questions using the contact information below.

Eversource Program Support

- **Ford drivers:** Refer to these [FAQs](#), call 800-392-3673 or sign up for [24/7 live support via text](#)
- **BMW drivers:** Refer to these [FAQs](#) or email bmwiconcierge@bmwusa.com
- **Other vehicles and/or EV chargers:** Email ev.energy, our program provider, at eversource-ct@ev.energy
- **New charger and/or wiring update rebates and applications:** Email EversourceCTResidentialEV@resource-innovations.com
- **Contact for general program inquiries:** Email ManagedCharging@eversource.com

United Illuminating Program Support

- **Application support (email):** UnitedIlluminating@ev.energy
- **Application support (voicemail):** Call 860-356-3148
- **Device setup and/or Program support (email):** HomeEV@uinet.com

Section 9: Frequently Asked Questions (FAQs)

The following FAQs support the Program, which includes Managed Charging and upfront rebates for EV chargers and/or wiring upgrades for eligible customers of the Utilities.

Top Questions

These are the questions customers ask most often when applying for upfront rebates for EV Chargers and/or wiring upgrades and enrolling in Managed Charging.

Where can I find my MAC ID?

Your MAC ID is typically found on the label of your Smart Charger. It may also appear in the EV charger's mobile app or user manual. If you can't locate it, contact your EV charger manufacturer.

I thought I enrolled in Managed Charging. Why isn't my application moving forward?

Your application may be delayed if your EV or EV charger is not connected to the Managed Charging platform or if required documents are missing.

- **Eversource customers:** To check the status of your rebate application for charger and/or wiring upgrades, please login to the [EV Rebate Portal](#). You'll need your application number, the email address used for the application, and your ZIP code

To check your Managed Charging enrollment status, please contact the support team for your EV or EV charger:

- Ford Drivers: Call 800-392-3673 or [sign up for 24/7 live support via text](#)
- BMW Drivers: Email bmwiconcierge@bmwusa.com
- Other Vehicles/Chargers: Email our program provider, ev.energy, at eversource-ct@ev.energy
- **United Illuminating customers:** We'll send you regular email updates on the status of your application. Please be sure to check your email spam folder in case status updates end up there and ensure we have your correct email address. You can also check the status of your application on your ev.energy app or reach out to UnitedIlluminating@ev.energy for an update

How do I connect my EV or EV Charger to a Managed Charging provider?

- **Eversource customers:** Use your manufacturer's (FordPass, BMW) or the ev.energy app. Follow the prompts to link your device and authorize data sharing with our Managed Charging platform

- **United Illuminating customers:** Use the ev.energy app to connect your device to the Managed Charging platform. This may be done through the settings (the gear icon in the top left corner of the dashboard)

How much rebate/incentive can I qualify for?

Rebates and incentives vary:

- **Managed Charging:**
 - EV or EV Charger Enrollment incentive \$100
 - Baseline Tier up to \$120/year
 - Advanced Tier up to \$300/year
- **Upfront Rebates for EV Charger and/or Wiring Upgrades:**
 - Customers meeting [income eligibility requirements](#) or living in a [High Poverty, Low Opportunity census tract](#) may qualify for rebates up to \$1,500 toward a qualifying smart charger and/or wiring upgrades

How do I know if my home is considered single-family or multifamily?

Single-family homes are buildings with four units or fewer. Multifamily properties have five or more units. Multifamily properties consisting of two to four residential housing units, have the option to participate in either the residential single-family or MUD program offerings.

Why is my car not charging?

Common reasons include scheduled controls in Managed Charging, peak-hour restrictions, charger connectivity issues, or power supply problems. Check your app for errors or schedule override options.

Does my invoice need to show it is paid in full?

Yes. Your invoice must show proof of payment and include the cost of installation for your charger and/or wiring upgrades. Make sure your invoice includes the charger cost, installation date, installation cost, and the contractor's business name and address. You can find a [sample invoice online](#).

What information or documents do I need for the rebate application for charger and/or wiring upgrades?

You'll need proof of purchase, installation documentation, charger model information, and any required eligibility documentation (income or High Poverty, Low Opportunity eligibility):

- Vehicle registration certificate

- Receipt for the charger
- Photo of the charger device MAC ID or serial number
- Electrician's invoice ([sample available online](#)). Make sure your invoice includes the charger cost, installation date, installation cost, contractor business names and address, and who should receive the rebate (you or the contractor)
- Contractor W-9 (if they provided an upfront discount)
- Your Eversource or UI account number, which is found in the upper left corner of your bill

When can I expect to receive my rebate?

- **Eversource customers:** Upfront rebates for charger and/or wiring upgrades are typically issued within 6-8 weeks, after eligibility is confirmed and your EV or EV charger is enrolled in Managed Charging. Ongoing Managed Charging incentives are paid twice annually
- **UI customers:** Upfront rebates for charger and/or wiring upgrades are typically issued within 40 business days, after eligibility is confirmed and your EV or EV charger is enrolled in Managed Charging. Ongoing Managed Charging incentives are paid quarterly

Who can participate?

Effective January 1, 2026, upfront rebates of \$1,500 for charger and/or wiring upgrades will only be available to customers who:

- **Have** a household income at or below [300% of the Federal Poverty Level](#); and/or
- Live in [High Poverty, Low Opportunity areas](#)

Note: Enrollment in Managed Charging is required to receive upfront rebates for charger and/or wiring upgrades.

If you already 1) have an eligible EV or EV charger, 2) are a residential electric customer of Eversource or UI, and 3) live in a single-family dwelling (1-4 units), you may enroll in Managed Charging to receive enrollment and ongoing participation incentives.

What are the benefits of participating?

- Managed Charging enrollment and ongoing participation incentives
- Upfront rebates for charger and/or wiring upgrades to help eligible customers to set up EV home charging
- Support for a more efficient, clean, and reliable electric grid

Eligibility

Who can enroll in Managed Charging?

Residential electric customers of Eversource or UI who live in single-family dwellings (1-4 units) and have a qualifying EV with telematics or a qualified smart charger may enroll in Managed Charging.

What vehicles/chargers qualify?

Please refer to your Utility's Qualified Products List ([Eversource](#) or [United Illuminating](#)) for a full list of eligible devices.

What are the Managed Charging participation tiers?

Baseline Tier:

- Charge Off-Peak hours at least 80% of the time
- Complete one 15-minute charging session per month
- Earn up to \$120/year

Advanced Tier:

- Maintain a charging schedule (coordinated with the utility)
- Limit overrides to no more than two per month
- Complete two 15-minute charging sessions per month
- Earn up to \$300/year

Additional details can be found online:

- Eversource [customers](#)
- United Illuminating [customers](#)

Am I eligible for upfront rebates for charger and/or wiring upgrades?

Upfront rebates for qualified smart chargers and/or associated wiring upgrades of up to \$1,500 are available only to customers who:

- Have a household income at or below [300% of Federal Poverty Level](#), or
- Live in [High Poverty, Low Opportunity areas](#)

Enrollment in Managed Charging is required to receive upfront rebates for charger and/or wiring upgrades. If receiving rebates, the Managed Charging enrollment incentive does not apply.

Incentives and Rebates

What is the Managed Charging enrollment incentive amount?

\$100 if enrolling in Managed Charging only. **Note:** The enrollment incentive does not apply to customers receiving upfront rebates for charger and/or wiring upgrades.

What is the Managed Charging annual incentive amount?

- **Baseline Tier:** Up to \$120/year
- **Advanced Tier:** Up to \$300/year

How do you switch between Baseline and Advanced Tiers?

Eversource customers, to switch participation tier, please contact:

- **Ford Drivers:** Call 800-392-3673 or [sign up for 24/7 live support via text](#)
- **BMW Drivers:** Email: bmwiconcierge@bmwusa.com
- **Other Vehicles/Chargers:** Email our program provider, ev.energy, at eversource-ct@ev.energy

United Illuminating customers, to switch participation tier, please contact:

- Please contact UnitedIlluminating@ev.energy to change your participation tier. **Note:** Participants must remain in their initial participation tier for at least 12 months before switching

How many upfront incentives can we receive per household?

- Up to two Managed Charging enrollment incentives
- Or **one** upfront rebate for charger and/or wiring upgrades. If your household has a second qualifying device, it may be eligible for **one** Managed Charging enrollment incentive

What are the requirements to earn ongoing Managed Charging participation incentives?

To earn Managed Charging incentives, you must meet the required number of charging sessions, charge at least 80% of the time during Off-Peak hours if you're in the Baseline Tier and maintain a charging schedule if you're in the Advanced Tier. Advanced Tier participants

must also participate in any Emergency Demand Response Events that may be called, which are rare but critical.

What are the upfront rebates for charger and/or wiring upgrades?

Eligible customers can receive up to a \$1,500 rebate to help cover the cost of a qualifying smart charger and/or the electrical work required for installation. Households may only receive one upfront rebate for charger and/or wiring upgrades.

What's eligible for upfront rebates for charger and/or wiring upgrades?

- Charger cost
- Electrical work required for installation

Enrollment and Application Process

How can I enroll in Managed Charging?

Step-by-step Enrollment for Eversource Customers:

1. Download your provider's app (FordPass, BMW, ev.energy)
2. Create an account and link your EV or charger
3. Authorize data sharing
4. Confirm that your device is online and communicating

Step-by-step Enrollment for United Illuminating Customers:

1. Download the ev.energy app
2. Create an account and link your EV or charger
3. Authorize data sharing
4. Confirm that your device is online and communicating

How can I connect to a provider?

- **Eversource customers:** Follow prompts in your FordPass, BMW or ev.energy app to link your device
- **United Illuminating customers:** Follow prompts in your ev.energy app to link your device

Where can I find my MAC ID?

On the charger label, in the app, or in the user manual.

Why is my Managed Charging enrollment not progressing?

- Device not connected
- Incorrect MAC ID or VIN
 - Missing documents

How can I check my rebate status?

- **Eversource customers:** Visit the [EV Rebate portal](#) to check your application status or contact your provider
- **United Illuminating customers:** Visit the [EV portal](#) or check the ev.energy app

How to apply for upfront rebates for charger and/or wiring upgrades?

- **Eversource customers:** Get started by visiting the Eversource [portal](#)
- **United Illuminating customers:** Apply either through the [Enrollment portal](#) or through the ev.energy mobile app

What information/documents do I need to apply?

Also see list under “Top Questions.”

- Account number
- EV charger model
- Installation details
- Income/High Poverty, Low Opportunity documentation (if applicable)

How can I submit my application?

- **Eversource Customers:** Start and application on the [EV Rebate Center](#)
- **United Illuminating Customers:** Visit the EV [page](#) or download the ev.energy app

Are there specific requirements for the invoice I need to submit?

The invoice must include charger cost, installation date, installation cost, contractor name/address, and proof of payment.

Why is my application delayed?

- Missing documents
- Device not connected to Managed Charging
- Incorrect information

How can I check my application status?

- **Eversource customers:** Please visit the [EV Rebate portal](#)
- **United Illuminating customers:** Please visit the [EV Rebate portal](#)

What if I move?

If you move to a new location within the Eversource or UI territory, please contact your utility to update your service address and device information. You may need to reconnect your EV or charger to the Managed Charging platform at your new home.

Charging and Troubleshooting

Why is my car not charging?

See “Top Questions.”

How can I override schedules?

Eversource customers:

- **BMW:** Use “Skip Smart Charging”
- **FordPass:** Tap “Start” when plugged in
- **ev.energy:** Use “Boost”

UI Customers:

- Baseline tier participants may change their charging schedule in their vehicle or charger app. Advanced tier participants may use the “boost” button on the ev.energy app.

How can I view my participation or performance?

You'll receive a monthly participation email about three weeks after each month's charging data is collected. Participating UI customers may also use the ev.energy app to view performance.

What do I do if my charger isn't communicating?

- Check Wi-Fi or cellular connection
- Restart the charger
- Reopen the app
- Confirm MAC ID is correct

MAC ID issues

- Ensure the MAC ID matches the device label

Connectivity requirements

- Your charger or vehicle must remain online for Managed Charging

Payment Timing

When will I receive my upfront rebate for charger and/or wiring upgrades?

- **Eversource customers:** Rebates are typically distributed within 6–8 weeks, after eligibility is confirmed. This includes submitting proof of purchase and installation and connecting your EV or EV charger to the Managed Charging platform. The Customer Support team will contact you if additional information is needed
- **UI customers:** Rebates are typically distributed within a 40-business-day timeline, after eligibility is confirmed. This includes submitting proof of purchase and installation and connecting your EV or EV charger to the Managed Charging platform. The Customer Support team for ev.energy will reach out if more information is required before your application can be approved

When will I receive my Managed Charging Incentives?

Participants receive ongoing incentives throughout the year.

- **Eversource customers:** Incentives are issued twice annually (June and December)
- **UI customers:** Incentives are issued quarterly and paid within one month at the end of each quarter.