

## Connecticut Residential Electric Vehicle (EV) Charging Program Frequently Asked Questions

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The following Frequently Asked Questions support the Residential EV Charging Program, which includes Managed Charging and upfront rebates for EV charger and/or wiring upgrades for eligible customers of Eversource and Avangrid Inc., subsidiary The United Illuminating Company (UI).

For complete program details, please refer to the Residential Program Participant Guide available online:

- **Eversource customers:** [eversource.com/home-ev-charging](https://eversource.com/home-ev-charging)
  - **UI customers:** [uinet.com/programs\\_for\\_your\\_home](https://uinet.com/programs_for_your_home).
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### TOP QUESTIONS

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

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#### 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 charger's mobile app or user manual. If you cannot locate it, contact your 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 will need your application number, 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](mailto:bmwiconcierge@bmwusa.com)
  - Other Vehicles/Chargers: Email our program provider, ev.energy, at [eversource-ct@ev.energy](mailto:eversource-ct@ev.energy)
- **UI Customers:** We send 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](mailto: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 the utility's Managed Charging platform.
- **UI 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 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.

### Why is my car not charging?

Common reasons include schedule 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, contractor business names 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 will need proof of purchase, installation documentation, charger model information, and any required eligibility documentation (income or HPLO eligibility):

- Vehicle registration certificate
- Receipt for the charger
- Photo of the charger device MAC ID
- 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.

## PROGRAM OVERVIEW

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### 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 \(HPLO\) areas](#)

**Please 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

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### 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 EV smart charger may enroll in Managed Charging.

### What vehicles/chargers qualify?

Please refer to your utility's Qualified Product List for a full list of eligible devices available online at

- **Eversource Customers:** [eversource.com/home-ev-charging](https://eversource.com/home-ev-charging)
- **UI Customers:** [uinet.com/programs\\_for\\_your\\_home](https://uinet.com/programs_for_your_home).

## What are the Managed Charging participation tiers?

### Baseline Tier:

- Charge off-peak 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 sessions
- Earn up to \$300/year

Additional details can be found online, please visit:

- **Eversource Customers:** [eversource.com/ev-managed-charging](https://eversource.com/ev-managed-charging)
- **UI Customers:** [uinet.com/programs\\_for\\_your\\_home](https://uinet.com/programs_for_your_home).

## 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 \(HPLO\) areas](#)
- Enrollment in Managed Charging is required to receive upfront rebates for charger and/or wiring upgrades. Please note that if receiving rebates, the Managed Charging enrollment incentive does not apply.

## INCENTIVES AND REBATES

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### Managed Charging Enrollment Incentive:

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

### Managed Charging Annual Incentive Amounts

- 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](mailto:bmwiconcierge@bmwusa.com)
  - Other Vehicles/Chargers: Email our program provider, ev.energy, at [eversource-ct@ev.energy](mailto:eversource-ct@ev.energy)
- **UI Customers:** Please contact [UnitedIlluminating@ev.energy](mailto:UnitedIlluminating@ev.energy) to change your participation tier. *Please 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.

**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

Please refer to the table below to find the scenario that best matches your situation.

Customer Scenario		Upfront Incentives (One-Time)			Ongoing Incentives	
		Smart Charger Rebate (up to)	Wiring Upgrade Rebate (up to)	Enrollment Incentive	Baseline Managed Charging Program (up to)	Advanced Managed Charging Program (up to)
New Qualifying 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

**ENROLLMENT AND APPLICATION PROCESS**

### How can I enroll in Managed Charging?

- **Eversource Customers**

Step-by-step enrollment:

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.

- **UI Customers**

Step by step enrollment:

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 the prompts in your FordPass, BMW or ev.energy app to link your device
- **UI Customers:** Follow the 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
- **UI Customers:** Visit the portal at [uinet.com/programs\\_for\\_your\\_home](http://uinet.com/programs_for_your_home) or check the ev.energy app.

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

- **Eversource Customers:** Get started by visiting [eversource.com/home-ev-charging](http://eversource.com/home-ev-charging)
- **UI Customers:** Apply either through the enrollment portal found [uinet.com/programs\\_for\\_your\\_home](http://uinet.com/programs_for_your_home) or through the ev.energy mobile app

### What information/documents do I need to apply?

Also see list under "Top Questions."

- Account number
- Charger model
- Installation details
- Income/HPLO documentation (if applicable)

### How can I submit my application?

- **Eversource Customers:** Start and application on the [EV Rebate Portal](#)

- **UI Customers:** Visit the [uinet.com/programs\\_for\\_your\\_home](https://uinet.com/programs_for_your_home) 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 Customer:** Please visit the [EV Rebate Portal](#)
- **UI Customers:** Please visit the portal at [uinet.com/programs\\_for\\_your\\_home](https://uinet.com/programs_for_your_home)

### **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**

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### **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

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### 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. ev.energy's Customer Support team 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