





Connecticut Electric Vehicle Charging Program

Revised: May 18, 2026

Paid for by Eversource and United Illuminating customers

EVERSOURCE UI An Avangrid company

Table of Contents

2026 Participant Guide for Residential Electric Vehicle Drivers 3

2026 Participant Guide for Commercial Customers and Vendors 46

2026 Participant Guide for Light-Duty Fleet Owners and Operators 82

2026 Participant Guide for Residential Electric Vehicle Drivers

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Table of Contents

2026 Participant Guide for Residential Electric Vehicle Drivers 3

Section 1: Introduction 5
Section 2: Definitions 6
Section 3: Program Descriptions 9
Section 4: Rebates and Incentives 10
Section 5: Eligibility and Enrollment 13
Section 6: Qualified Products List and Eligible Electric Vehicles 17
Section 7: Participation in Baseline and Advanced Tiers 19
Section 8: Program Support 22
Section 9: Frequently Asked Questions (FAQs) 23
Appendix A: Eversource Terms and Conditions 33
Appendix B: United Illuminating Terms and Conditions 36

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:



*Eligibility requirements apply.

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.
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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 (HPLO) 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 (HPLO) 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.

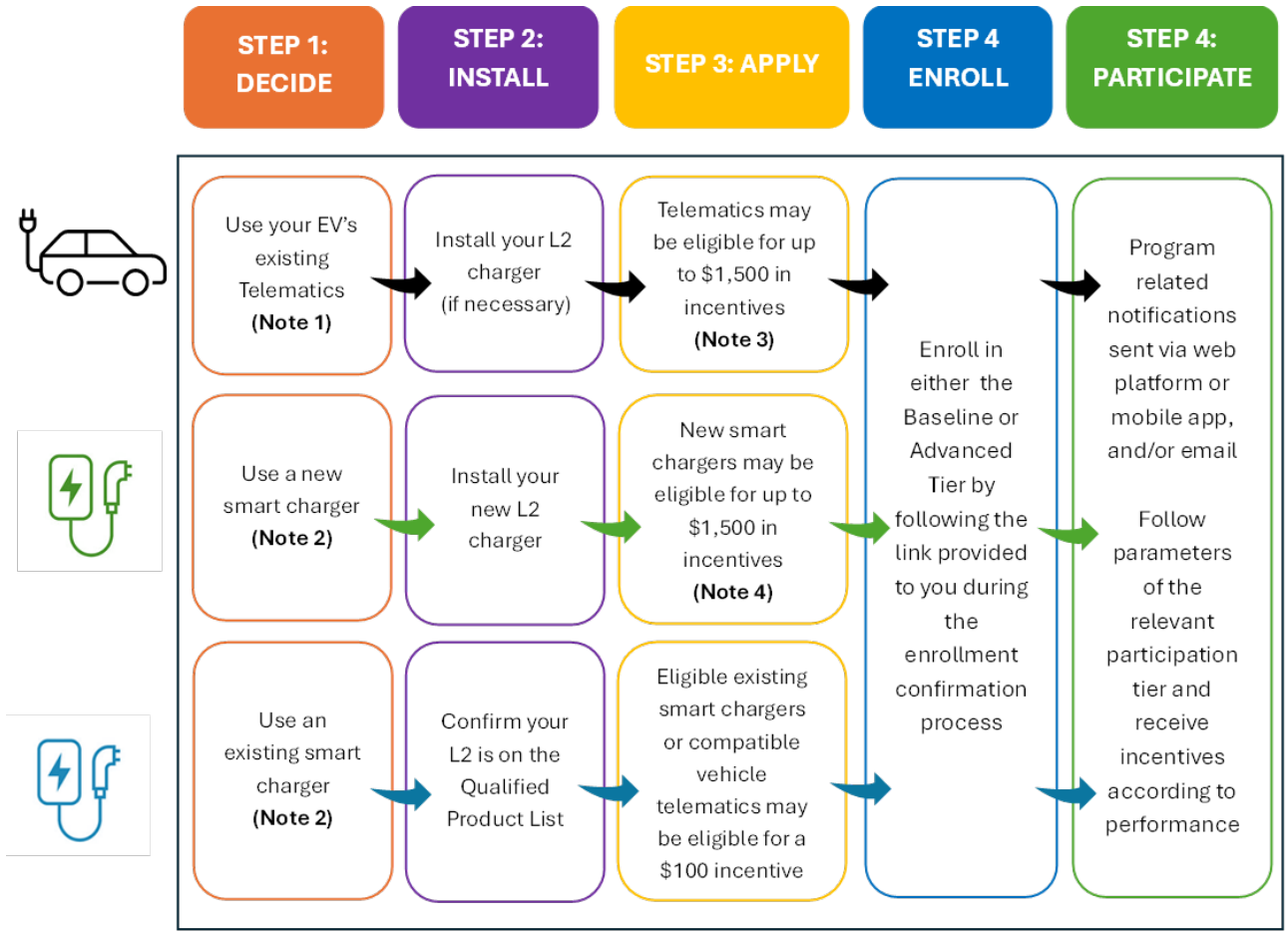
Effective January 1, 2026 only customers who meet income eligibility requirements or live in a High Poverty, Low Opportunity areas are eligible to apply for charger and wiring upgrade rebates up to $1,500.

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.

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.

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.

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

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

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.

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

Appendix A: Eversource Terms and Conditions

EVERSOURCE

TERMS AND CONDITIONS

Eversource Connecticut Residential Electric Vehicle Smart Charger and/or Wiring Upgrades Rebate Program

These Terms and Conditions govern The Connecticut Light and Power Company, doing business as Eversource Energy's ("Eversource") Connecticut Residential Electric Vehicle ("EV") Smart Charger and/or Wiring Upgrade rebate program ("Program"). By submitting a signed application, the customer acknowledges that they have read, understand, and agree to these Terms and Conditions. Funding for this Program is limited to the period indicated or while funds last.

This Program is offered to Eversource residential electric customers who meet income eligibility requirements or live in a High Poverty, Low Opportunity ("HPLO") census tract and purchase and install a qualifying Level 2 EV Smart Charger and/or complete wiring upgrades between January 1, 2026 and December 31, 2026. Installation of upgrades must be completed by December 31, 2026, and a complete and accurate rebate application with all required documentation must be submitted online by February 28, 2027.

GENERAL REQUIREMENTS

To be eligible to participate in the Program, customers must:

- Be an Eversource residential customer with an active electric account ("Customer"). A residential customer is defined as an existing Eversource Connecticut customer living in a single-family home or in a multifamily property with four or fewer units.
- Have a household income at or below 300% of the Federal Poverty Level ("FPL") or live in a HPLO census tract. Income and residency documentation may be required.
- Currently own or lease a plug-in hybrid EV or a battery EV.
- Customers receiving an EV Smart Charger and/or Wiring Upgrade rebate must enroll in Managed Charging and remain enrolled for at least 24 months from the date their device connection is completed. Early termination may require prorated repayment.
- Enrollment may take the form of either one vehicle participating via telematics OR one networked EV Smart Charger.
- Customers receiving an EV Smart Charger and/or Wiring Upgrade rebate are not eligible for a Managed Charging enrollment incentive. Customers may be eligible to receive incentives for participating in Managed Charging. Please review the Managed Charging Terms and Conditions for more information.
- Applications will be accepted until Eversource reaches its portion of the annual statutory cap on EV Smart Charger and/or Wiring Upgrade rebates; applications received after the cap is reached may be placed on a waitlist.
- Applications received after the annual cap is reached will be wait-listed and expire at year-end. Customers must reapply the following year; reapplication from waitlisted customers will be prioritized.

EV SMART CHARGER AND/OR WIRING UPGRADE REBATE REQUIREMENTS FOR INCOME ELIGIBLE CUSTOMERS

- Eversource will pay residential EV Charger and/or Wiring Upgrade rebates up to $1,500 or 100% of total eligible project costs, whichever is less, for Customers who meet the eligibility requirements and complete Managed Charging enrollment.
- Limit of one (1) EV Smart Charger and/or Wiring Upgrade rebate per Customer's electric account.
- The EV Smart Charger must be listed on the Qualified Product List (QPL) available at eversource.com/home-ev-charging and be installed at the Customer's service address listed on the rebate application.

- Eversource must be able to confirm manufacturer-supported network connectivity and data availability.
- Qualifying expenses for the wiring upgrade rebate are the labor, materials, and applicable permitting costs to install a 208 Volt or 240 Volt electrical circuit of 30 Amps or more to a location suitable for electric vehicle charging.
- Customers with telematics and non-networked chargers:
  - Are eligible for a Wiring Upgrade rebate only if they need a 240-volt outlet; and
  - Are not eligible for an EV Smart Charger rebate for a networked charger if they already have a 240-volt outlet.
- Only new Level 2 Smart Chargers purchased and installed within the 2026 calendar year and listed in the Qualified Products List ("QPL") are eligible for incentives.

EV SMART CHARGER AND/OR WIRING UPGRADE REBATE REQUIRED DOCUMENTATION

- **EV Smart Charger Rebate**
  - Receipt or invoice marked as paid showing the Smart Charger manufacturer, model name/number, and purchase price.
  - A photo of the Smart Charger installed at the service address.
  - A photo of installed Smart Charger's unit/MAC ID number.
  - Scan or photo of Customer's Connecticut vehicle registration.
- **Wiring Upgrade Rebate**
  - An invoice marked as "paid in full" showing the installation address, the contractor's name, license number and address, the date the work was completed, the cost of labor and materials (separate from the Smart Charger cost if it is included on the invoice).
  - A photo of the location served by the new electrical circuit.
  - Scan or photo of Customer's Connecticut vehicle registration.

PAYMENT

Payments for complete and accurate applications are issued through the U.S. Postal Service and may require several additional days for delivery. Questions may be directed to EversourceCTResidentialEV@resource-innovations.com.

APPROVAL AND VERIFICATION

Eversource reserves the right to verify EV Smart Charger installation and network connectivity before or after issuing a rebate. If the Customer is a tenant, they represent that they have obtained the property owner's permission. The Customer agrees to provide reasonable access for inspection and verification for up to one year after applying.

Eversource reserves the right to verify sales transactions. EVERSOURCE DOES NOT MAKE ANY WARRANTIES OR REPRESENTATIONS OF ANY KIND, WHETHER STATUTORY, EXPRESSED, OR IMPLIED FOR THE PERFORMANCE OR INSTALLATION OF THE EQUIPMENT AS A RESULT OF THE APPROVAL AND VERIFICATION PROCESS. Rebate amounts will be calculated based on the net installed cost of the Smart Charger, after deducting any other applicable rebates, grants, or other incentives the site host may receive. Customer also grants Eversource the right to confidentially share Eversource account number information internally for rebate processing purposes.

TAX LIABILITY

Eversource is not responsible for any tax liability resulting from rebates or incentives received.

ENDORSEMENT

Eversource does not endorse any particular manufacturer, contractor, vendor, product, retailer or system design.

LIMITATION OF LIABILITY

Eversource's liability is limited solely to paying the EV Smart Charger and/or Wiring Upgrade rebates if program requirements are met. Eversource is not liable for any damages arising from participation in the

Program, including but not limited to loss of profits, loss of revenues, failure to realize expected savings, loss of data, loss of business opportunity, or similar losses of any kind, as well as any indirect, incidental, punitive, special, or consequential damages, or for any damages in tort connected with or resulting from participation in this Program.

Customer understands that Program funding is provided by Eversource ratepayers with approval from the Connecticut Public Utilities Regulatory Authority ("PURA"). Eversource does not guarantee ongoing availability of funding and is not responsible for any costs or damages incurred by Customer if funding is reduced or eliminated by the State of Connecticut or PURA action. Funding is subject to change at any time without notice.

CUSTOMER'S CERTIFICATION

Customer certifies that they have purchased the equipment listed on the rebate application and that the Smart Charger was installed by a licensed contractor at the defined location. Customer agrees that all information is true and that Customer has conformed to all Program and equipment requirements listed.

WARRANTIES

EVERSOURCE DOES NOT WARRANT THE PERFORMANCE OF INSTALLED EQUIPMENT, EXPRESSLY OR IMPLICITLY. EVERSOURCE MAKES NO WARRANTIES OR REPRESENTATIONS OF ANY KIND, WHETHER STATUTORY, EXPRESSED, OR IMPLIED, INCLUDING WITHOUT LIMITATIONS, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE REGARDING THE EQUIPMENT OR SERVICES PROVIDED BY A MANUFACTURER, CONTRACTOR OR VENDOR. EVERSOURCE SHALL NOT BE RESPONSIBLE FOR COSTS OR CORRECTIONS OF CONDITIONS ALREADY EXISTING IN THE PROPERTY WHICH FAIL TO COMPLY WITH APPLICABLE LAWS AND REGULATIONS. CONTACT YOUR RETAILER, MANUFACTURER, VENDOR OR CONTRACTOR FOR DETAILS REGARDING EQUIPMENT PERFORMANCE AND WARRANTIES. ELIGIBILITY REQUIREMENTS FOR EV CHARGER AND WIRING UPGRADE AND/OR VEHICLE CONNECTION REBATES.

Appendix B: United Illuminating Terms and Conditions

UI An Avangrid company

CONNECTICUT ELECTRIC VEHICLE CHARGING REBATE - RESIDENTIAL APPLICATION

Terms and Conditions

These Terms & Conditions govern The United Illuminating Company ("UI") Connecticut Residential Electric Vehicle (EV) Charging Program (the "Program"). By submitting the signed application, Participant acknowledges that Participant has read, understands, and agrees to these UI Terms & Conditions. Participant further acknowledges that UI has retained third party contractors to implement the Program and that the Participant may be required to accept additional Terms & Conditions from its contractors when accessing certain Program software applications provided by third party contractors. The parties acknowledge and agree that UI's contractors are third party beneficiaries of this Agreement. This Program is offered to UI residential customers who have a qualifying Smart Charger and/or electric vehicle. Customers can earn upfront rebates and incentives for joining the Program, as well as ongoing incentives for smart charging. Generally, customers are eligible for a $100 enrollment incentive, however income-eligible customers with a household income at or below 300% of the Federal Poverty Level and/or locational- eligible customers that reside within a High Poverty Low Opportunity census tract may apply for an upfront rebate for a new eligible smart charger and/or wiring upgrade and installation costs. To be considered for this rebate, customers must submit a complete application for a rebate within 90 days of purchase and installation. 2026 funding for Program rebates is limited, rebate applicants will be required to go on a waitlist and reapply in 2027 should 2026 rebate funds be exhausted..

Defined Terms

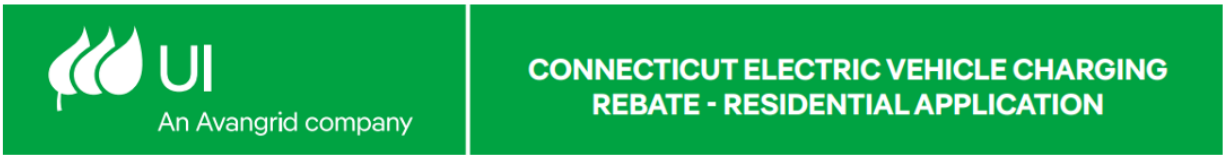
Advanced Tier: a more sophisticated managed charging tier than the Baseline Tier where participants are rewarded for partnering with UI to optimize charging using UI's managed charging platform. This helps UI operate a more cost-efficient and flexible grid and requires more coordination between the participant and UI than Baseline. As such, UI offers more incentives for Advanced customers. Participants create a charging schedule and UI optimizes the charging schedules of all EVs to drive better grid system outcomes. Participants are required to keep a schedule and do their best to not override this schedule. For more specific details, please see the "Eligibility Requirements for Ongoing Incentives" section below.

Baseline Tier: the fundamental managed charging tier that most participants should consider joining. Here, participants are rewarded for shifting a large majority of their charging to off-peak periods. For more specific details, please see the "Eligibility Requirements for Ongoing Incentives" section below.

Holidays: for purposes of this Program, holidays are any of the following federally-recognized holidays: New Year's Day, Martin Luther King, Jr. Day, Washington's Birthday, Memorial Day, Juneteenth Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, and Christmas Day. If the holiday falls on a weekday, the participant will not be expected to curtail their charging on that day.

Income-eligible customer: a customer that has a household income that is 300% or less of the Federal Poverty Level may be eligible to receive an upfront rebate. Please see the linked federal website to help determine if an applicant meets this qualification. Additional requirements described in the "Requirements for Smart Charger Rebates," "Wiring Upgrade Rebate Requirements," and "Required Documentation" must also be met to qualify.

Paid for by UI Customers UEVC003 Rev 01.26



Locational-eligible customer: a customer that lives in a federal census tract in which at least 30% of households have in income at or below the Federal Poverty Level. Please see the linked federal website to help determine if an applicant meets this qualification. Additional requirements described in the "Requirements for Smart Charger Rebates," "Wiring Upgrade Rebate Requirements," and "Required Documentation" must also be met to qualify.

Managed Charging Platform: a software and/or web-based portal that Participants will use to manage their participation in the Program. This Platform will allow Participants to track their performance with regards to earning incentives within their given tier of participation.

Networked Level 2 Charger ("Smart Charger"): a device used to supply an EV with electrical power. A Smart Charger connects to the Internet via wi-fi or cellular signals that enables wireless communication

between the Smart Charger and internet-based systems provided by the Smart Charger manufacturer (i.e. a cell phone application or web-based portal).

Non-Networked L2: a device used to supply an EV with electrical power that does not connect to or communicate wirelessly with the internet.

Original Equipment Manufacturer ("OEM"): the original manufacturer of an electric vehicle or Smart Charger.

Participant: A Residential Customer of UI that meets the eligibility requirements of the program and participates in either the Baseline Tier or Advanced Tier through a qualified Smart Charger or Vehicle Connection.

Program Notifications: emails, text/SMS, or other notifications related to customer responsibilities for the Baseline or Advanced Tiers of participation.

Qualified: Smart Chargers and Vehicle Connections that conform to UI's Qualified Product List and/or are otherwise determined by UI as compatible for participation in the Program.

Residential Customer: new or existing UI Connecticut customers living in a single-family home or a multifamily home with four or fewer units on the property. Multifamily homes must be separately metered with separate UI accounts.

Vehicle Connection: the capability of a vehicle to connect to the internet via on-board telemetry (telematics) that enables wireless communication between the vehicle and internet-based systems provided by the vehicle manufacturer (i.e. a cell phone application or web-based portal).

Wiring Upgrade: electrical wiring constructed at the Participant's EV charging location that is required for Participant to install and operate a Networked or Non-Networked Level 2 Charger.

UI
An Avangrid company

CONNECTICUT ELECTRIC VEHICLE CHARGING REBATE - RESIDENTIAL APPLICATION

Eligibility Requirements for Upfront Rebates (Smart Charger and/or Wiring Upgrades) or Enrollment Incentives (Vehicle Connection or Existing Smart Charger)
Program incentives and eligibility criteria are authorized by the Public Utilities Regulatory Authority (PURA) and are subject to change. To be eligible to participate in the Program, Participant must adhere to the following conditions:

General Eligibility Requirements

- Be a UI Residential Customer with an active utility electric account.
- Own or lease a plug-in hybrid electric vehicle or a battery electric vehicle.
- Customers must have a Level 2 charger to participate in the CT EV Charging Program
- Each UI electric account may have a maximum of two participating devices (EV or EV charger).
- Each participating EV is eligible for either an upfront enrollment incentive or, if income-eligible and/or locationally-eligible, for an upfront rebate for a new qualified Smart Charger and/or wiring upgrade costs. Upfront enrollment incentives or rebates are subject to their own eligibility requirements specified below. A customer may not receive more than one rebate for a qualified Smart Charger and/or wiring upgrade.
- Customers are only eligible for an upfront rebate for a new qualified Smart Charger and/or Wiring Upgrades if they have a household income of up to 300% of the Federal Poverty Level and/or reside within a High Poverty Low Opportunity census tract. Additional documentation may be required, please see below.
- The Program requires the participant to enroll in the Baseline Tier or Advanced Tier of participation, actively participate in either tier, and fulfill the requirements therein (See Eligibility Requirements for Ongoing Incentive in the Program) in order to receive any Upfront Rebates (Smart Charger and/or wiring upgrades) or Enrollment Incentives (Vehicle Connection or existing smart charger).
- Customers that receive an enrollment incentive must participate in either the Baseline or Advanced Tier for at least 12 months. Customers that receive an upfront rebate for a qualified Smart Charger and/or wiring upgrades must participate in either the Baseline or Advanced Tier for at least 24 months.
- Eligible participants cannot receive both rebates for a Smart Charger and an Enrollment Incentive.
- UI customers enrolling in this Program cannot also be enrolled in another, separate managed charging program or pilot. Customers that transition from another managed charging program or pilot can receive ongoing incentives for participating in this program but cannot earn additional upfront incentives or rebates.

Requirements for Smart Charger Rebates

- UI will pay up to a $1,500 rebate or the total purchase price of the Smart Charger, whichever is less. Rebates will be paid to eligible Participants who meet the General Eligibility Requirements and complete the enrollment process with a Smart Charger.
- Participants receiving rebates for both a Smart Charger and any wiring upgrades may receive an upfront rebate no greater than $1,500.

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CONNECTICUT ELECTRIC VEHICLE CHARGING REBATE - RESIDENTIAL APPLICATION

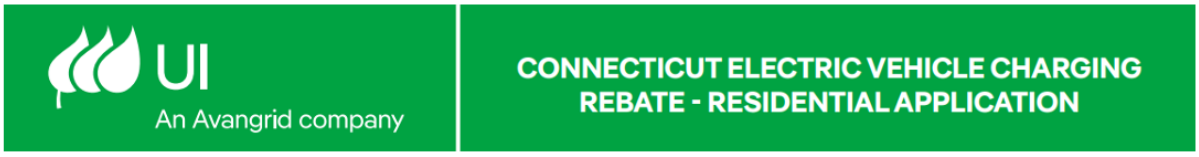
- The rebate amount will be less any grants, credits, rebates, or other incentives received by the Participant to purchase a Smart Charger from sources external to this Program.
- Limit of one rebate per customer electric account.
- The Smart Charger must be listed on the EV Charger Qualified Products List ("QPL") and be installed at the service address listed on the application. The current QPL is available on the Program website: https://www.uinet.com/smartenergy/electric-vehicles/programs-for-your-home/homeowners
- UI must be able to confirm the Smart Charger is connected to the manufacturer-supported communication network and that UI can receive data.
- Participant will receive enrollment and activation instructions that are specific to your chosen Smart Charger in the confirmation email that you receive when you submit your Program application.
- When installed, the Smart Charger must be securely mounted to an immovable structure.
- **A complete application must be submitted within 90 days of the purchase date of the Smart Charger, listed on the receipt.**

Wiring Upgrade Rebate Requirements

- UI will pay up to $1,500 or the total amount paid for qualifying expenses described below, whichever is less, to eligible Participants who meet the General Eligibility Requirements and complete the enrollment process in the Program.
- Participants receiving rebates for both a Smart Charger and any wiring upgrades may receive an upfront rebate no greater than $1,500.
- Limit of one Wiring Upgrade rebate per qualifying customer electric account.
- Qualifying expenses for the Wiring Upgrade are the installation labor, materials, and applicable permitting costs to install a 208 Volt or 240 Volt electrical circuit of 30 Amps or more to a location suitable for electric vehicle charging.
- Electrical work must be completed by a qualified professional, in full compliance with laws and regulations.
- The Participant must supply the required documents listed in the "Required Documentation" section below
- In order to be eligible for rebates for wiring upgrades, the work must be completed before submitting an application. **The application must be submitted within 90-days of the invoice date.**

Vehicle Connection (Telematics) Enrollment Incentive Requirements:

- A vehicle connection, also referred to as "Telematics", activates a network connection directly to your vehicle. Not all EV OEMs offer telematics. Check with your OEM to see if your vehicle is equipped with telematics.
- Please be aware that in order to participate through an EV's telematics, customers may need to subscribe to a service provided by their EV's manufacturer. It is the customer's responsibility to



understand the costs associated with their chosen path of participation, including any costs associated with enabling this method of device integration.

- Your vehicle manufacturer may update their telematics platform resulting in a disconnection from the Program Administrator's system. If this occurs, UI will work with the Program Administrator to resolve these issues in a timely manner.
- If your vehicle supports this type of telematics connection, your enrollment enables you to receive the listed rebate in conjunction with incentives accrued through participation in the Program.

PAYMENT: Payment for complete and accurate applications are typically issued within 20-40 business days. Payments are sent via the participant's preferred payment method (Venmo or PayPal), selected on the managed charging platform. Please contact the Program with questions about your rebates by emailing UnitedIlluminating@ev.energy.

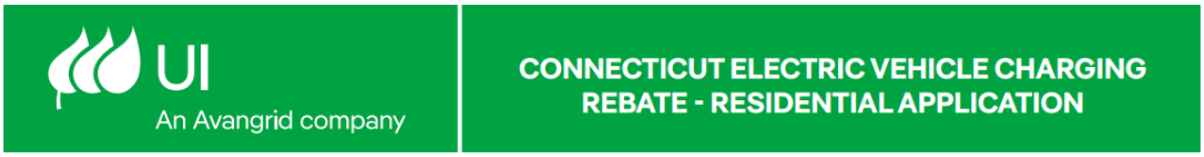
APPROVAL AND VERIFICATION: UI reserves the right to verify Smart Charger equipment installation and network connectivity before or after issuing a rebate. Participant agrees to provide reasonable access to Participant's residence to inspect and verify installation and connectivity for up to two years after the date of the application. UI reserves the right to verify sales transactions. UI and its contractors do not make any warranties or representations of any kind, whether statutory, expressed, or implied for the performance or installation of the equipment as a result of the approval and verification process. Participant also grants UI the right to confidentially share account number information internally for rebate processing procedures.

TAX LIABILITY: UI will not be responsible for any tax liability that may be imposed on the Participant as a result of the payment of rebates.

ENDORSEMENT: UI does not endorse any particular manufacturer, contractor, vendor, product, retailer or system design in promoting this Program.

LIMITATION OF LIABILITY: Liability of UI and its contractors is limited to paying the rebates specified. UI and its contractors are not liable for any damages arising out of or resulting from participation in this rebate offer, including but not limited to loss of profits, loss of revenues, failure to realize expected savings, loss of data, loss of business opportunity, or similar losses of any kind, as well as any indirect, incidental, punitive, special, or consequential damages, or for any damages in tort connected with or resulting from participation in this Program. Applicant understands that all funding for rebates and incentives under this Program derives from UI ratepayers in part by approval from the Public Utilities Regulatory Authority (PURA). UI does not guarantee the availability of funding for the Program and is not responsible for any costs or damages incurred by applicant if funding for this program is reduced or eliminated by the State of Connecticut or PURA action. Funding is subject to change at any time without notice.

OWNER'S CERTIFICATION: Owner certifies that he/she has purchased the system listed on the application and the charger was installed by a licensed contractor at the defined location. Owner agrees



that all information in the application is true and that he/she has conformed to all Program and equipment requirements listed.

WARRANTIES: UI AND ITS CONTRACTORS DO NOT WARRANT THE PERFORMANCE OF INSTALLED EQUIPMENT, EXPRESSLY OR IMPLICITLY. UI and its contractors make no warranties or representations of any kind, whether statutory, expressed, or implied, including without limitations, warranties of merchantability or fitness for a particular purpose regarding the equipment or services provided by a manufacturer, contractor or vendor. Contact your retailer, manufacturer, vendor or contractor for details regarding equipment performance and warranties.

Eligibility Requirements for Ongoing Incentives: The Ongoing Incentives require a continuous communication link between UI and the Participant's Smart Charger or Vehicle via Telematics Connection. This allows UI to request a reduction in power used for EV charging throughout the year to

reduce demand during times of high stress on the electrical system. By enrolling in the Program, the Participant authorizes UI to automatically adjust or stop the Qualified Smart Charger or Vehicle Connection charging speeds and charging times during these times. Participants in the Program are required to choose one of two participation tiers: Baseline Tier or Advanced Tier. Below are Terms and Conditions of each tier. These Terms and Conditions are exclusive of one another and do not overlap. Participants will join one tier or the other, not both.

It is the Participant's responsibility to educate themselves on the details of the Program and choose the participation tier that best aligns with their needs and ability to meet relevant requirements of the selected tier. This means that Participants must familiarize themselves with the Program Participant Guide before deciding whether and how to join this Program. Please visit our website here for this guide.

REBATE APPLICATION FOR QUALIFYING CUSTOMERS ONLY: The application must be filled out completely, truthfully, and accurately. The Participant must submit the completed application with the required documentation requirements listed below. United Illuminating is required to verify if a customer may be income-eligible to receive an upfront rebate for a qualified Smart Charger and/or wiring upgrade. Income-eligible applicants may need to provide additional documentation to demonstrate a household income up to 300% of the Federal Poverty Level.

REQUIRED DOCUMENTATION: Required documents for:
Income-eligibility :

- Most recent weekly or biweekly pay stub
- Alimony, child support, pension/retirement check stub
- Recent quarterly self-employment tax statement(s)
- Proof of Social Security or Supplemental Security Income (SSI) benefit award letter
- Current unemployment letter
- Zero Income Affidavit for anyone age 18 or older with no income

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Smart Charger Rebates:

- Receipt or invoice marked as paid showing the charger manufacturer, model name/number, and purchase price.
- A photo of the charger installed at the service address. When installed, the Smart Charger must be securely mounted to an immovable structure.
- A photo of the charger's label, clearly showing the serial number.

Wiring Upgrade Rebates:

- An invoice marked as paid showing the installation address, the contractor's name, license number and address, the date the work was completed, the cost of labor and materials (separate from the EV charger cost if it is included on the invoice).
- A photo of the location served by the new electrical circuit (if you are also submitting a smart charger application, the photo of the installed charger meets this requirement)

Baseline Tier Participation Requirements:

In order to be eligible for ongoing incentives in this tier, Participants must agree to and follow the guidelines below:

- For Participants to receive incentives in the Baseline Tier, they must ensure that 80% or more of the time that they charge occurs during the off-peak period.
- The off-peak period is anytime outside of the on-peak period which is 3pm to 9pm on non-holiday weekdays.
- If a Participant charges their EV 80% of the time during the off-peak period in a given month, they will be entitled to a $10 incentive for that month.
- An enrolled Participant in the Baseline Tier could earn up to $120 per year for full participation in off-peak charging in each of the 12 months of the year.
- Participants will use the Managed Charging Platform to set their EV's charging schedule to ensure that charging happens outside of the 3pm to 9pm window on non-holiday weekdays.
- Participants will be able to track their performance and adjust their behavior by creating an account and accessing the Manage Charging Platform Provided by UI.
- Failure to earn an incentive in a given month does not impact incentives in other months.
- The participating EV or EV Charger must be used for a minimum of 15-minutes in a given month to earn an incentive for that month.
- In the event of severe and unexpected grid stress, UI may initiate an Emergency Demand Response Event. While event participation is optional, participation is strongly encouraged to help reduce grid stress.

Advanced Tier Participation Requirements:

In order to be eligible for ongoing incentives in this tier, Participants must agree to and follow the guidelines below.

UI will monitor each Participant's charging behavior and reward Participants for their performance against one set of criteria: the ability to coordinate with UI to set and maintain a charging schedule that avoids on-peak charging.

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CONNECTICUT ELECTRIC VEHICLE CHARGING REBATE - RESIDENTIAL APPLICATION

Setting a Managed Charging Schedule in the Advanced Tier:

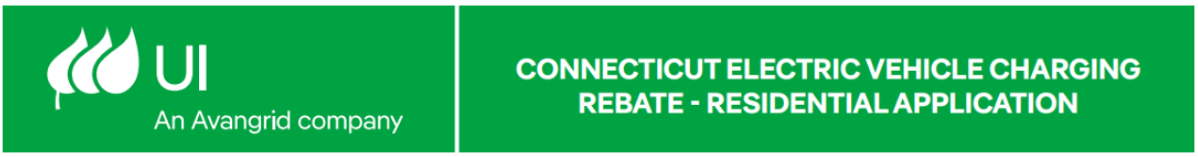
- The Advanced Tier requires Participants to use UI's Managed Charging Platform to set and maintain two inputs: a **State of Charge** (SOC) (in app, called "maximum charge limit") that the Participant needs, and the **Time Charge is Needed** (TCIN) (in app, called "ready by time").The Participant will use the Managed Charging Platform to set these inputs and manually adjust them as their needs change.
- Using these inputs, UI will optimize the charging of all Advanced Tier Participants and avoid charging during on-peak periods while ensuring that each Participant receives the SOC they need at their desired TCIN.
- Participants always retain the right to opt out of their schedule and resume charging.
- Participants who do not charge more than two 15-minute sessions during an on-peak period, defined as 3:00 P.M. through 9:00 P.M. on non-holiday weekdays will be eligible for a $25 in the given month.
- UI retains the right to curtail EV charging at any time of day, however this will be rare outside of the on-peak period and Participants always retain the right to override curtailments.
- The participating EV or EV Charger must be used for a minimum of two 15-minute intervals per month.
- By virtue of requiring Participants to regularly adjust these inputs, the Advanced Tier requires Participants to do more on a daily basis than the Baseline Tier. **As such, it is the Participant's responsibility to understand the requirements associated with this tier before enrolling.**

Emergency Demand Response in the Advanced Tier

- In very rare circumstances throughout the year, there can be moments of very high stress on UI's system. In cases of extreme stress that results in an emergency for the system, UI will initiate an Emergency Demand Response Event during specific high-stress hours. By default, UI will pause charging of all Participants for the duration of the emergency.
- If a customer does not want to participate in an Emergency Demand Response Event, they can simply use the Managed Charging Platform to opt out of that Event. Customers in the Advanced Tier are required to participate in all Emergency Demand Response Events in a given month in order to receive their incentive in that month.

Key Details & Participation Requirements Applicable to BOTH Baseline & Advanced Tiers:

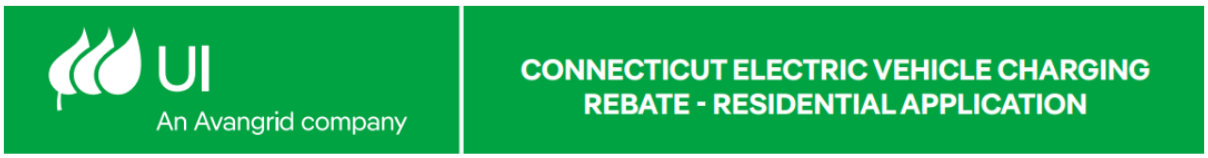
- Participants that receive an upfront enrollment incentive of $100 must agree to actively participate in the Program for a 12-month period from the date of vehicle or EV charger connection to the Managed Charging Platform. Participants that receive an upfront rebate for a qualified Smart Charger and/or wiring upgrade must participate in the Program for a 24-month period from the date of vehicle or EV charger connection to the Managed Charging Platform.
- Participant is required to remain in their tier of choice for a 12 month period from the date of vehicle or EV charger connection to the Managed Charging Platform. After that 12 month period, the participant can decide to change their tier of participation.
- Vehicles participating in either tier through their telematics may occasionally be "pinged" or "pulled" by the program administrator to monitor charging progress.



- When resuming the charge delivered to the Participant's EV or EV charger after curtailing or throttling charging in either Baseline or Advanced Tiers, United Illuminating may use a "staggered start" for the participating EVs and EV chargers. This would mean that the Participant's charging may be staggered 15 or 30 minutes to avoid creating a new peak when all EVs and EV chargers resume charging at once.
- If the Participant disagrees with the monthly charging results, the Participant can dispute their results by submitting an appeal via email to UnitedIlluminating@ev.energy, UI will review your charging history and confirm the accuracy of the results of the monthly charging report. UI reserves the right to uphold results in the monthly report and deny appeals.
- Participants joining the program will be able to participate in Managed Charging from the date of vehicle or EV charger connection to the Managed Charging Platform. If a Participant enrolls after the 15th day of a given month, the Participant can participate, but will not receive incentives for that month, and will begin receiving incentives for months following the end of that month.
- Participants joining before the 15th of a given month will be entitled to the relevant incentives of their participation tier for that month, subject to the requirements listed above and assuming the Participant meets those relevant requirements.
- Participants can expect to receive the payment for incentives earned in a given quarter in the form of a deposit to their PayPal or Venmo account quarterly, the month following the end of each quarter. PayPal and Venmo are subject to additional terms and conditions of the issuer.
- Rebates for eligible participants will be issued to the UI account holder's name listed on the Rebate application unless otherwise directed by the Participant.
- UI and its contractors may offer alternative rebate or reward structures in lieu of the rebates or rewards described above.
- If a participant fails to shift their EV charging habits in a manner consistent with their tier of participation for 6 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.

Program Participation Timelines and Withdrawal:

- Participants may unenroll from the Program without penalty after participating in the Program after the minimum term of their participation (12 months for customers receiving an enrollment incentive and 24 months for customers receiving an upfront rebate), based on the date of vehicle or EVSE connection to the UI's Managed Charging Platform. After the initial minimum period, the Participant will continue in the Program until they unenroll by emailing HomeEV@uinet.com.
- Participants unenrolling prior to completing the minimum term of participation or that continually fail to meet the performance requirements of their chosen participation tier (Baseline Tier or Advanced Tier), may be required to pay back a prorated portion of the Smart Charger Rebate, Wiring Upgrade Rebate, or Vehicle Connection Incentive. Exceptions may be granted at UI's sole discretion.
- If Participant moves to a different residence within the UI service area, Participant may continue to participate in the Program if the new residence meets the eligibility requirements in these Terms and Conditions. Participant must communicate any change of address to the Program. A



Participant moving outside of UI territory shall be an approved reason for ending participation before completing the minimum term.

- Rebates available under the Program may be changed, modified, substituted, replaced, ceased, or terminated at any time at UI's sole discretion with or without notice to Participant. Participant's continued participation in the Program constitutes Participant's acceptance of any and all such changes, replacements, assignments or terminations.

Program Information Sharing:

Participant agrees and authorizes that:

- UI may send Participant emails, text/SMS, and other notifications related to the Program, including notifications about enrollment status and Program-related adjustments to the Vehicle Connections or Smart Charger settings. The Participant may select their preferred method of communication on the account management section of UI's Managed Charging Platform.
- UI may send Participant emails related to the fulfillment of seasonal incentives.
- The OEM will share certain information with UI regarding Participant required for Participant's enrollment and participation in the Program. This may include Personally Identifiable Information ("PII"). PII may include the Participant's first and last name, work and/or personal emails, home address, and phone number. The information shared may also include Participant's EV charging electricity usage information, including but not limited to charging patterns (start date and time, duration of charging), managed charging opt-out and communication network connectivity (collectively "Participant Information"). Participant releases OEM from any and all claims against it, its employees, officers and directors, arising out of or in connection with this sharing of Participant Information.
- UI may use Participant Information in order (a) to operate, administer, market, evaluate, analyze, change or improve the Program, (b) to prepare and present general, aggregated or anonymized results and information about the Program to third parties, including governmental entities such as the electricity system regulatory bodies and (c) for UI to understand and evaluate Participant habits and to inform the development and creation of utility programs and load planning. UI may also use and publish information regarding your participation in the Program and your use of the Smart Charger or Vehicle Connection so long as the information is presented in an anonymized, aggregated format (i.e., in a manner that does not identify you).

2026 Participant Guide for Commercial Customers and Vendors

Revision: May 18, 2026



Table of Contents

2026 Participant Guide for Commercial Customers and Vendors 46

Section 1: Introduction 48
Section 2: Definitions 49
Section 3: Program Overview and Customer Eligibility 52
Section 4: EVSE Charger Eligibility 56
Section 5: Incentive Amounts 60
Section 6: Program Process 62
Section 7: Frequently Asked Questions 70
Appendix A: Eversource Terms and Conditions 74
Appendix B: United Illuminating Terms and Conditions 77

Section 1: Introduction

Welcome to the Connecticut Electric Vehicle (EV) Charging Program

Eversource and Avangrid subsidiary, United Illuminating (UI), together the "Utilities," offer the **CT Commercial Electric Vehicle Charging Program** (Program) to incentivize the installation of **electric vehicle supply equipment** (EVSE) charging stations, including:

- **Level 2** charging stations to charge light-duty EVs
- **Direct current fast chargers** (DCFCs) to charge light-duty EVs

The Program is available for all commercial and industrial Eversource and UI electric service customers who purchase and install qualified EVSE charging stations at facilities throughout the state to support charging for workplaces, light-duty fleets, the public, and multifamily properties with 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.

The goal of the Program is to support the development of electric infrastructure and equipment necessary to accommodate an increased deployment of EVs within Connecticut by reducing the upfront costs of building charging stations for light-duty EVs. Through the Program, business entities seeking to install or participate in the installation of Level 2 and/or DCFC chargers can earn incentives that will offset a large portion of the electrical infrastructure and equipment costs associated with EVSE charging stations.

This **Program Guide for Commercial Customers and Vendors** (Guide) outlines important details of the Program, such as eligibility criteria, enrollment process, project planning, and post-enrollment requirements. Definitions of terms used herein are provided in Section 2 of this Guide. The Guide will be revised as the Program and/or the application process evolves. Revised versions of this Guide on eversource.com and UI's website.

Having EV charging at Connecticut businesses can offer many benefits, from convenience to cost savings and emission reductions. Whatever the motivation, the Program Team welcomes participation and looks forward to supporting Connecticut businesses.

Section 2: Definitions

The following definitions apply to this Program:

Baseline Location
All locations that do not meet the definition of Distressed or Underserved Communities.

Corrective Action Plan (CAP)
A structured remediation process initiated by the Program when an EVSE provider or Network Service Provider fails to meet applicable Program requirements, including but not limited to data reporting, uptime performance, or operational compliance. A CAP is intended to identify deficiencies, establish corrective actions, and restore compliance with Program requirements. Failure to successfully complete a CAP may result in additional actions, including transitioning network providers, removal from the Qualified Vendor List and disqualification from Program participation.

Customer
An entity taking service from the Utility.

Developer
An entity responsible for designing, constructing, and commissioning an EV charger site installation. This entity may also be responsible for owning, managing, and operating the chargers.

Distressed and Underserved Communities

Distressed communities

A city, town, or other local government that is considered to be in a state of significant economic and fiscal hardship, often characterized by high unemployment, low income levels, declining property values, and a limited ability to generate revenue, which can lead to a need for targeted state assistance programs to address these issues; in Connecticut, a distressed municipality is officially designated by the Department of Economic and Community Development based on specific criteria like tax base, resident income, and need for public service.

Underserved communities

A location that meets one or more of the following criteria:

- Within a United States census block group, as determined in accordance with the most recent United States census, for which 30 percent or more of the population consists of low-income persons who are not institutionalized and have an income below 200 percent of the federal poverty level
- Includes “distressed municipalities,” as defined by General Statutes § 32-9p, “environmental justice communities,” as defined by General Statutes § 22a-20a, and multifamily properties under the jurisdiction of a public “housing authority” as defined by General Statutes § 8-39.
- Within a distressed municipality included on the list published by the Department of Economic and Community Development
- **Eversource customers:** Please refer to capacity map here to determine if your location is in an underserved community
- **UI customers:** Please refer to capacity map here to determine if your location is in an underserved community

Electric Vehicle Commercial Infrastructure Program

A Program that provides incentives for the installation of electric infrastructure and EVSE to support the deployment of Level 2 and DCFC light-duty EV chargers for multifamily properties, public destination locations, workplaces, and light-duty fleets in Connecticut.

Electric Vehicle Supply Equipment (EVSE)

Level 2 or DCFC charger. Level 2 requires 208/240-Volt input with J1772 connection. DCFC requires 208 or 480-volt, 3-phase input, with CCS and/or CHAdeMO connections. EVSE includes the charger, EV charge cords and plugs, and charge stands.

Equipment Owner

The entity that purchases and owns the EV charging equipment once it is installed.

Futureproofing

Make-ready infrastructure upgrades included in site design that would allow for future charging infrastructure upgrades. Futureproofing costs could include the following: oversized or additional conduit; oversized panels; additional conduit, trenching, connection points to

additional parking spaces; service for the station; and larger or additional transformers and pads. Futureproofing detail provided by the applicant is for informational purposes only. It will inform the Program of potential future incentives that may be considered for the applicant's future expansion plans.

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

Network Service Provider
An entity that provides network connectivity, monitoring, data management, and operational services for EVSE charging stations in accordance with Program requirements.

Port
A J1772, CCS, or CHAdeMO connector that can provide power to charge a connected EV regardless of whether other ports at the same site are simultaneously in use.

Public Site
A site where the general public is permitted by the owner and operator to access and use the EV charger 24 hours per day, 365 days per year.

Site
Prewiring electrical infrastructure at a set of parking spaces to facilitate cost-efficient installation of a bank of EVSE, either Level 2 or DCFC, on a property within the Eversource or UI electric service territory owned or controlled by the site host. A site may include a service panel, junction boxes, conduit, wiring and other components necessary to make a particular location able to accommodate a bank of EVSE. The maximum incentives shall apply to each site. A site host may have more than one site at a single property to the extent that each site meets the specific electrical infrastructure criteria as defined.

Site Host
The fee owner or long-term (10 years or longer remaining term) lessee of the site.

Section 3: Program Overview and Customer Eligibility

The Program is open to all Eversource and UI commercial customers in Connecticut. **Commercial customers** (also referred to as non-residential or business customers) must be new or existing Utility customers who do not meet the residential customer definition (i.e., single-family homes. 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). The service address for the customer's electric account must be for a physical address located in Eversource or UI territory. A commercial customer may also apply for new electric service at a location within the Eversource or UI service territory in Connecticut, as long as the planned use of the property does not fall under the residential customer definition. Project eligibility and procedures differ for residential and commercial customers; this Guide is for commercial customers.

The charging stations must be installed at facilities including workplaces, locations supporting light-duty fleets, public charging, and multifamily properties with five or more units, or at a site host with 2-4 units electing to participate in the program. The charging station will be owned, operated, and maintained by the **site host** (see **Section 2** for Definitions).

The Program includes incentives for EVSE charging stations and the electrical infrastructure from the distribution system to the charging station, known as "**make-ready infrastructure**." The Program also allows the ability to install make-ready infrastructure in anticipation of additional EVSE charging stations in the future. Three categories of equipment or infrastructure are eligible for incentives under the Program.

- **Utility-Side Make-Ready Infrastructure (New or Upgraded Service).** Utility electric infrastructure needed to connect and serve a new EVSE charging station. This may include traditional distribution infrastructure such as step-down transformers, overhead or underground service lines, and utility meters that will continue to be owned and operated by the utility

- **Customer-Side Make-Ready Infrastructure (Existing Service).** EV equipment or infrastructure necessary to make a site ready to accept a new EV charger that is owned by the charging station developer, equipment owner, or site host. Refer to **Section 5** for eligible infrastructure costs

- **EVSE Charging Station.** In addition to the make-ready infrastructure investment, the Program provides an incentive, via a rebate, to Site Hosts to partially offset the costs of purchasing a Level 2 or DCFC EVSE charging station

Program Capacity and Application Volume

Each program year, the number of projects that can be approved is based on designated port allotments and available funding. Public Act 25-173, *An Act Concerning Energy Affordability*,

Access and Accountability, was signed into law on July 1, 2025, resulting in a reduced annual budget for incentives in 2026. If a Level 2 application is submitted after available ports and/or funding for the program year have been fully reserved, the project may be placed on a waitlist. All waitlisted applications will expire and be canceled at the end of each calendar year. Interested Level 2 applicants may re-apply with accurate and complete information in the new calendar year as budgets allow and will be prioritized as long as funds are available.

The DCFC application differs from the L2 application process by utilizing a scoring-based criteria framework to prioritize funding of applications that have high-ranking scores and can be completed within two years. Applications may be waitlisted after available ports for that year are reserved. All waitlisted applications will expire and be canceled at the end of each calendar year. DCFC applicants can re-apply with updated information in the new calendar year but will not retain their prior position or receive priority based on the order of resubmission.

Application Criteria

To receive incentives through the Program, a project must satisfy the following criteria (see Program Process below for more details):

Application Submitted

Customer must apply to be accepted into the Program. Eversource or UI will review, evaluate, and, if appropriate, approve applications.

Eversource or UI Commercial Customer

Eligible customers must be a Commercial electric customer of either Eversource or UI. The service address for the customer's electric account must be a physical address located in Utility territory. Customer eligibility will be confirmed during the application process based on the utility account number or eligible location for a new, non-residential service.

Site Hosts

Site hosts must sign their application, attesting to at least one of the following:

- Ownership of the land for the EVSE installation
- Possession of a site lease for 10 years or longer
- Written consent from landowner for the EVSE installation
- Agree to operate, maintain, and ensure transmission of charging data of the EVSEs installed through this Program for a minimum of five years

EVSE Charging Station

Only new EV chargers listed in the Program's Qualified Vendor List (QVL) are eligible for incentives.

Multifamily Locations (Apartments, Condominium, Cooperatives)

Site must have a minimum of five residential units or be a site host with 2-4 units electing to participate in the program. Multifamily located EV charging stations participating in the Program cannot be assigned to an individual tenant or deeded parking spaces. Individual tenant or deeded parking spaces can participate in the Residential EV Charging program.

Ports per Site

EV charging stations must conform to per-site port requirements. Individual EV charging sites must have a minimum of two ports.

Direct Current Fast Chargers

DCFC charging stations can include both SAE J1772 Combined Connector System (CCS) and IEEE 2030.1.1 (CHAdeMO) charging ports. Having both port types is not a requirement. Simultaneous charging on both ports is not a requirement. However, a station capable of simultaneous charging on each port may qualify as two ports if each port can charge at 50kW or greater.

Proprietary Plugs

Proprietary plugs are eligible for Program incentives if any EVSEs installed with proprietary plugs are co-located with standardized plugs (i.e., CCS and/or CHAdeMO) and meet all other Program requirements. The incentives will not be applied to offset EVSE costs for proprietary plugs, although make-ready incentives can be applied to sites with co-located standardized and proprietary plugs.

Dedicated Parking

Site hosts must provide dedicated parking spaces for the number of charging ports installed.

Charger Data

All customers who receive incentives must allow Eversource and UI access to charger data. Although the Program requires networked chargers to share data, any fees associated with software and monitoring costs will be the responsibility of the site host and are not a cost that the Program incentives are eligible for.

Electrical Work

Electrical work must be completed by a qualified professional, in full compliance with laws and regulations. Customers must also abide by the requirements and procedures discussed in this Guide, as well as Program Terms and Conditions listed in the application to maintain eligibility.

Section 4: EVSE Charger Eligibility

EV Charging Equipment and Network Terminology

To support clarity and consistency across Program materials, the following terminology applies:

- **Qualified Vendors List (QVL):** The Program's consolidated list of approved EVSE hardware and qualified Network Service Providers. The QVL serves as the single published reference for Program eligibility
    - **Qualified Products List (QPL):** The hardware-only component of the QVL, EVSE models that complete EPRI's VPL evaluation and meet applicable Program requirements may be reflected on the QPL
    - **Qualified Networks List (QNL):** The network-only component of the QVL, Network Service Providers are evaluated and monitored by Energetics for compliance with Program data reporting and performance standards
- **Vetted Products List (VPL):** A national EVSE hardware evaluation framework administered by the Electric Power Research Institute (EPRI), vendors seeking hardware eligibility must submit products through EPRI's VPL process for technical evaluation

References throughout this Guide reflect this terminology structure.

Providers Hardware and Network Requirements

Only applications for eligible devices listed in the Program's QPL will be accepted. All networked EVSE must be supported by a Network Service Provider, reflected on the Program's QNL. Both the QPL and QNL are components of the consolidated QVL.

Qualified Vendor List

The Program maintains a consolidated QVL, which includes both the QPL for EVSE hardware and the QNL for Network Service Providers. The most current QVL, including eligible hardware and network providers, is available at: https://epri.co/vpl-eversrc-excel

Hardware and Network Responsibilities

The Program maintains a clear separation between hardware eligibility, software network capabilities, and performance oversight to ensure transparency, neutrality, and accountability across the EV charging ecosystem.

- EVSE hardware products are technically vetted and published by EPRI

- Software Network Service Providers are evaluated, monitored, and supported through ongoing data aggregation and performance oversight administered by Energetics, the Program's designated data aggregator

- Network Service Providers reviewed by Energetics and determined eligible are reflected on the **QNL**, which forms the network component of the consolidated **QVL**

Hardware Requirements

Devices that successfully meet applicable criteria through EPRI's VPL evaluation and satisfy applicable Program requirements may be considered for inclusion on the Program's **QPL**, which forms the hardware component of the consolidated QVL, subject to acceptance of the applicable Program vendor agreement and satisfaction of all Program requirements. Evaluation of devices includes, but is not limited to, assessment of the following criteria:

- Product safety and hardware performance

- Suitability for environmental conditions and intended use cases

- Network communications, interoperability, and operational reliability

- Supports data collection, reporting, and continued compliance capabilities

These evaluation categories are intended to support reliable operation, standardized data availability, and long-term performance over the minimum five-year operating period required under the Program.

Devices that successfully meet applicable criteria through the EPRI vetting process may be considered for inclusion on the Program's QPL, subject to acceptance of the applicable Program vendor agreement and satisfaction of all Program requirements.

Vendors will differ with respect to charger models, software, costs, and manufacturer features. The Utilities do not endorse or recommend any specific vendor or product. Customers are responsible for determining the suitability of approved products and services for their specific site and operational needs.

Submitting Equipment to EPRI's Vetted Products List

Vendors seeking to have EVSE hardware evaluated for potential inclusion in the Program's QPL should apply directly through EPRI's VPL portal. Publication on EPRI's VPL doesn't automatically guarantee inclusion on the Program's **QPL**. Inclusion is subject to alignment with Program requirements.:

1. Visit EPRI.com/VPL

2. Select the "Vendor Application" tab located midway down the page

3. Click the "Application Form" link and follow the instructions provided for each product submission

Vendors are encouraged to review Connecticut-specific EPRI evaluation criteria and engage with the EPRI vetting process as early as possible to support timely consideration.

Network Service Provider Evaluation and Ongoing Performance Monitoring

In addition to hardware eligibility, all networked EVSE participating in the Program must be supported by a Network Service Provider reflected on the QNL and capable of meeting the Program's data, uptime, and operational performance expectations. Sustained non-compliance may affect continued inclusion on the QNL and the consolidated QVL.

Energetics is responsible for evaluating NSP eligibility, aggregating EVSE utilization and performance data, and monitoring ongoing compliance with Program data standards and performance requirements. This includes assessing an NSP's ability to:

- Provide complete, accurate, and timely data submissions
- Support reliable charger uptime and operational availability
- Maintain interoperability and system functionality over time
- Respond to identified performance or data quality issues

Network Service Provider performance is monitored on an ongoing basis to support transparency, accountability, and informed decision-making by the Program, Eversource, UI, and the **Connecticut Public Utilities Regulatory Authority** (PURA).

Energetics Contact Information (Network Service Provider and Data-Related Inquiries)

NSPs and vendors with questions related to Network Service Provider eligibility, data aggregation requirements, or performance expectations should initiate contact directly with Energetics:

- Email: eversourceuievsedata@energetics.com
- Interest/Capability Intake Form
- Phone: 315-214-1995

Corrective Action Plan – High-Level Overview

When sustained performance deficiencies or non-compliance are identified—such as persistent data gaps, uptime issues, or failure to meet Program requirements—the Program may initiate a **Corrective Action Plan** (CAP). At a high level, the CAP process is intended to:

1. Identify and document deficiencies based on observed performance or data issues
2. Establish corrective actions and timelines to restore compliance
3. Monitor progress and improvement during the CAP period

CAPs are designed to be corrective in nature. However, failure to successfully complete a CAP may result in further action, including removal from the QVL, which may include removal from the QPL for hardware providers and the QNL for Network Service Providers. Transition may also be initiated to ensure continuity of charging services and data availability for affected customers.

Section 5: Incentive Amounts

Incentives will be either 50% of eligible EVSE charger costs plus 100% eligible make-ready installation costs or the **per site maximum rebate**, whichever is less (see Table 1 below). Incentives rates are subject to change at Eversource's and UI's sole discretion, except where incentive rates have been committed in an incentive reservation (see **Section 6**, "Incentive Reservation"). Maximum rebates for EV charger installation vary by customer type, location, and equipment installed. For projects in **underserved communities**, the maximum incentive levels are increased.

Commercial EV Charging Program Incentives

Customer Type	EV Charger Type	Per-Site Maximum Rebate	Property Type	Port Requirements
Baseline	Level 2	$20,000	Multifamily	Must install at least two ports
			Public	
			Workplace	
	DCFC	$150,000	Public	
Underserved	Level 2	$40,000	Multifamily	
			Public	
			Workplace	
	DCFC	$250,000	Public	

To receive the incentive, customers must submit itemized project cost documentation to substantiate project costs. Each of the following will be considered as eligible costs when evaluating this project cost cap:

- **EVSE Charging Station:** The total purchase price of the equipment, mounting hardware, charging cable, and cable management device, plus sales tax, shipping, and handling
- **Make-Ready Infrastructure:**
    - Design and engineering services
    - Permitting fees

- Contribution in aid of construction paid to Eversource or UI for new or upgraded electrical service

- Labor, material, and equipment costs to construct the site electrical system, and trenching, backfill, restoration and concrete work necessary for the electrical system or EVSE installation

Distressed Municipalities

The State of Connecticut updates the Distressed Municipality List every year in late August or early September. Respectively, the Environmental Justice Communities map is updated to reflect these changes and thereby the Underserved Community category of incentives. Applications received within 60 days of changes to this map will be considered for review and approval under the previous map version. The applicant is required to submit a copy of the contractor's proposal dated prior to this 60-day grace period. If an approved baseline application becomes listed as an environmental justice community during an annual map update, it will not be eligible for the Underserved Community incentive amounts.

Ancillary equipment associated with EVSE installation, such as bollards, striping, and/or signage, is not eligible for incentives. In addition, co-located distributed generation or energy-storage material does not qualify for incentives.

Section 6: Program Process

The following figure summarizes the key steps for a commercial customer to participate in the Program. Each step is described below.

Project Planning

Customers are responsible for defining an eligible project scope that is appropriate for their site and vehicles. The Program does not offer any customer-side site design assistance. Eversource and UI do provide utility service interconnection design. Customers should carefully review the sections in this Guide on customer eligibility, incentives, and device eligibility when defining the project. Referencing the QVL and working with EVSE vendors participating in this Program may also be a useful source of information when planning the project.

Hosting capacity maps may help to encourage EVSE deployment in underutilized circuits. The state encourages all EVSE vendors and other potential site hosts to use the hosting capacity maps as an integral tool. Capacity maps can be found for Eversource here and UI here.

When planning for any future proofing (i.e., site design to allow for future charging infrastructure expansion), customers should consider what future proofing is prudent given the eligible per-site incentive cap. Any futureproofing costs will be included in the determination of total project incentives. Eversource or UI will consult with the customer and evaluate futureproofing requests to determine the feasibility and appropriateness of the plans and eligibility for incentives. Futureproofing costs may include oversized or additional conduit; oversized panels; additional conduit; trenching; connection points to additional parking spaces; service for the station; and/or larger or additional transformers and pads.

Program Application

A Program application should be submitted when a customer has completed planning and before any equipment purchase or installation. Customers who purchase equipment or installation services before submitting the Program application will not be eligible for installation incentives.

If a project is determined to require a new or upgraded electrical service from Eversource or UI, it is highly recommended to submit the new/upgraded service request to the respective Utility before submitting your Program application. This will allow you to determine the full scope of work and any costs associated with running a new/upgraded service.

If an application is submitted after available ports have been fully reserved, the project will be waitlisted. All waitlisted applications will expire and be canceled at the end of each calendar year. Interested applicants may re-apply in the new calendar year as budgets allow and will be prioritized as long as funds are available.

DCFC Electric Vehicle Infrastructure Training Program Certification Requirement

Effective June 30, 2024, any contractor installing DCFC chargers participating in the Program must be **Electric Vehicle Infrastructure Training Program** (EVITP) certified and provide proof of certification at time of application to receive incentive payments. All **EVITP Certified Electricians** must pass a certification exam for proof of certification. More information on EVITP certification can be found on the EVTIP website.

DCFC Selection Criteria

DCFC applications will no longer be on a first come first serve review and approval cycle. Applications will be accepted from March 15, 2026, through June 1, 2026, at which time all applications will be scored using prioritization criteria. Those projects with the highest scores (up to 100 points maximum) will be selected until funds are exhausted. DCFC projects on a waitlist that do not get a reservation within the year will need to submit a new application in the next application/review cycle.

Criteria for requirements and prioritization are as follows:

1. **Minimum Requirements Criteria:** To move forward in consideration of Program funding:

    a. **Sites must be publicly available and not located at a workplace**. To qualify for funding, the participant must allow the general public practical access to, and use of, the parking space and charging station(s) for seven days per week, at least 12 hours per day. Workplace sites are excluded from consideration; those charging spaces are dedicated for the use of employees and not intended for general public use

    b. **Sites must not be eligible for Phase 1 of ConnDOT's NEVI Plan.** If a site is eligible for **National Electric Vehicle Infrastructure** (NEVI) funding based on the site's proposed location, it must instead seek funding through ConnDOT and are ineligible for DCFC funding through this Program

2. **Prioritization Criteria:** For those sites that pass the minimum requirements above, the Program will score each application on the following prioritization criteria.

DCFC Selection Criteria

Criteria	Prioritization Factor	Metric	Point
2a	Application includes futureproofing measures while the total project cost plus futureproofing remains at or below the current maximum site incentives	All Points: Total project cost with Future proofing triggers less than the maximum site incentive Half Points: Total project cost with futureproofing triggers the maximum site incentive No Points: No futureproofing measures are included in the project	10
2b	Number of ports at site	**All Points:** ≥ 5 **Half Points:** 3-4 **No Points:** 2	30
2c	Avg kW per port	**All Points:** ≥150 **Half Points:** 100 -149 kW **No Points:** <100 kW	40
2d	Geographically distributed DCFC ports ranked by town based on population and number of existing and program funded publicly accessible DCFC Ports	**All Points:** Andover, Ansonia, Ashford, Barkhamsted, Beacon Falls, Berlin, Bethany, Bethel, Bethlehem, Bloomfield, Bolton, Bozrah, Bridgewater, Brookfield, Burlington, Canaan, Canterbury, Chaplin, Cheshire, Chester, Clinton, Colchester, Colebrook, Cornwall, Coventry, Deep River, Derby, Durham, East Granby, East Haddam, East Hampton, Eastford, Easton, Essex, Franklin, Goshen, Granby, Griswold, Groton, Guilford, Haddam, Hampton, Hartland, Harwinton, Hebron, Hampton, Hartland, Harwinton, Hebron, Kent, Killingly, Killingworth, Lebanon, Ledyard, Lyme, Mansfield, Marlborough, Middlebury, Middlefield, Monroe, Montville, Morris, Naugatuck, New Fairfield, New Hartford, Newington, Newtown, Norfolk, North Branford, North Stonington, Old Lyme, Oxford, Plainville, Plymouth, Portland, Preston, Prospect, Redding, Roxbury, Salem, Salisbury, Scotland, Seymour, Sharon, Shelton, Sherman, Somers, Southbury, Sprague, Stafford, Sterling, Suffield, Thomaston, Thompson, Tolland, Union, Voluntown, Warren, Washington, West Haven, Westbrook, Weston, Westport, Wethersfield, Winchester, Windsor Locks, Wolcott, Woodbridge, Woodbury, Woodstock	20

Criteria	Prioritization Factor	Metric	Point
		Half Points: Avon, Bridgeport, Brooklyn, Canton, Danbury, East Hartford, East Windsor, Ellington, Farmington, Glastonbury, Greenwich, Hamden, Hartford, Meriden, New Britain, New Canaan, New Haven, Norwalk, Norwich, Old Saybrook, Orange, Plainfield, Ridgefield, Simsbury, Southington, Wallingford, Waterbury, Watertown, West Hartford, Wilton, Windham, Windsor **No Points:** Branford, Bristol, Columbia, Cromwell, Darien, East Haven, East Lyme, Enfield, Fairfield, Lisbon, Litchfield, Madison, Manchester, Middletown, Milford, New London, New Milford, North Canaan, North Haven, Pomfret, Putnam, Rocky Hill, South Windsor, Stamford, Stonington, Stratford, Torrington, Trumbull, Vernon, Waterford, Willington	

Requesting New Electrical Service

Below are links to each of the Utility's new service information:

- **Eversource:** New service
- **UI:** New service

Application Location

- For Eversource, the application can be found here. First time users will need to register for a new account in the Enhanced PowerClerk platform
- For UI, the application can be found here. First time users of the portal need to contact BusinessEV@uinet.com for a username and temporary password

Customers should carefully review the instructions on the form, complete all required inputs, and attach all required documentation when submitting to avoid processing delays. The following supporting documentation will be required:

- Contractor proposal (including EVSE charging station and make-ready infrastructure cost)
- Site plan showing proposed circuits including but not limited to:
    - Conduit path
    - Wire size
    - Wall/floor penetrations
    - Disconnecting means
    - Location of charging stations
    - Any future proofing measures

Errors or omissions in a customer's application may lead to delay or cancellation of the application. Upon identifying any such issues, the Program team will attempt to contact the customer using the information supplied in the application. If Eversource or UI are unable to reach the customer or the customer does not respond with the information needed to correct the application within 10 business days, the application will be cancelled.

Incentive Reservation

Upon approval of an application, the Program team will issue the customer an email notification indicating the approval, the reserved incentive amount, a reservation number, and an incentive payment request form to be submitted after installation and activation. Applications are reviewed as quickly as possible. Processing times may vary based on application volume, application completeness, and program updates. Incomplete applications may cause significant delays in processing. Applicants may reach out to program staff at any time to inquire about the status of their application and/or approval.

For Eversource projects, customers/contractors will be required to sign a **Letter of Agreement** (LOA) and return it to Eversource within 30 days of receiving notice of the projects approved funding. If the LOA is not returned within 30 days, the project will be invalid, and the funding won't be reserved.

For approved projects, the incentive reservation is valid for one year from the date of the incentive reservation letter.

Installation and Activation

Customers, with their chosen vendor(s) and contractor(s), are responsible for completing installation of the project within the incentive reservation period and in a manner consistent with the application's approved project scope. The Eversource or UI Program team can provide support; however, it is the customer's responsibility to initiate any required new electric service

or electric service upgrades. Electrical work must be completed by a qualified professional, in full compliance with local laws and regulations.

Incentive Payment Request

Upon completion of installation and activation, customers must submit final project documentation with their completed payment request form. Customers should carefully review the instructions on the form, complete all required inputs, and attach all required documentation to avoid processing delays. Please refer to the application's "**Post Installation Checklist**" for the complete list of documentation required.

Installation and Data Transmission Verification

Projects may be selected for installation verification, which is a post inspection of the final installed scope of work. If the project is selected for installation verification, the Program Team will contact the customer to schedule the time. An inspector will visit the customer's site to confirm project details and complete visual inspection. These brief visits are used to ensure and help maintain the overall quality and integrity of the Program. If the inspector identifies any material differences in the installed scope from what the Program has approved, two scenarios can occur. Either the customers will be required to make corrections before the incentive payment is released, or the incentive amount will be revised based on changes in the final scope of work.

All EVSE projects must be fully commissioned and actively transmitting the station charging data to the Utility before any payment request is issued to the customer. Customers will have three months from commissioning to ensure that their Utility is receiving EVSE data or may risk incentive payment being delayed.

Installation, Commissioning, and Data Transmission

All EVSE projects receiving incentives under the Program must be fully installed, commissioned, and capable of transmitting charging station data in accordance with Program requirements prior to incentive payment and throughout the required compliance period.

Charging station utilization and performance data are essential to evaluating Program effectiveness, supporting system planning, and informing regulatory oversight. Standardized data collection and reporting enable the Program to assess charger usage, reliability, and operational performance over time.

Consistent with PURA direction, the Program places emphasis on network uptime and data quality to improve visibility into charger availability and utilization. Reliable uptime reporting supports the Program's ability to distinguish between reduced utilization attributable to site-specific demand and reduced utilization resulting from charger downtime, network interruptions, or other operational limitations.

All EVSE projects must be fully commissioned and actively transmitting the station charging data to the Utility before any payment request is issued to the customer. **Customers will have three months from commissioning to ensure that the Utility is receiving EVSE data or may risk incentive payment being delayed.** All networked chargers must transmit standardized utilization, uptime, and operational data in accordance with the Program's EVSE data collection and reporting standards and must be supported by a Network Service Provider reflected on the QNL.

Failure to meet data transmission or performance requirements may result in the initiation of a CAP to restore compliance and may affect continued eligibility under the QVL.

Installation Incentive

The installation incentive is the financial incentive that a qualified customer receives for installing and activating eligible EV chargers in the Program. The installation incentive is paid by check to the account holder associated with the application unless the customer designates an alternate payee when submitting the Program application. Payment for complete and accurate applications is typically issued within 10-20 business days. Incentive payments may be issued by check or via ACH (electronic transfer of funds), depending on the Utility and the customer's selected payment method. Eversource customers may check the status of their payment on their dashboard in the online application portal. UI customers should reach out to the Program team to inquire about the status of their payment.

Extensions

The Program team acknowledges that circumstances beyond the customer's control may sometimes delay projects, and in such cases, exceptions may be made to the Program's required timeframes. Extension requests will be reviewed, but there is no guarantee that an extension will be granted. Customers should submit extension requests through their customer PowerClerk portal for Eversource or to BusinessEV@uinet.com for UI. Be sure to include the subject "Extension Request," the number of days extension requested, and a summary of the reason the extension is needed. Customers will receive an email response confirming if a reservation extension has been granted. This should be completed at least 14 days prior to a deadline.

IRS 1099 Reporting

Program rebates are taxable to the entity that receives the benefits of the Program, which is the customer. If the customer releases the rebate to the contractor, the contractor must show a reduction on the invoice. Rebates greater than $600 (including annual cumulative incentives for different projects) will be reported to the IRS unless proof of tax-exempt status is provided.

Limited Funding

Incentives under the Level 2 Program are available on a first-come, first-served basis until allocated funds are depleted and only for measures performed during the term of the Program. Incentives under the DCFC Program are only available during the DCFC application window (March 15 through June 1 annually) and are subject to an alternative application process where applications are ranked using a scoring criteria until allocated funds are depleted and only for measures performed during the term of the Program. The Program may be modified or terminated without notice.

Program Help Desk

Customers can contact Program staff for questions using the contact information below. Please allow two businesses 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
- Email: EversourceCTCommercialEV@resource-innovations.com

UI

- Phone: 800-722-5584
- Hours of availability: 7:00 a.m. – 7:00 p.m., Monday – Friday, excluding holidays
- Email: BusinessEV@uinet.com

Section 7: Frequently Asked Questions

The following **Frequently Asked Questions** (FAQs) support the Commercial EV Charging Program, which includes upfront rebates for EV chargers and make ready for eligible customers of Eversource and UI.

What are the incentives and rebates available through this program?

The Connecticut Commercial EV Charging Program provides financial incentives to eligible commercial customers to help offset the cost of installing electric vehicle charging infrastructure.

Incentives are available for:

- EVSE (charging equipment): Up to 50% of eligible equipment costs, subject to per-site maximums. More information on eligible hardware and software is detailed in Section 4 of this Program Guide.
- Make-Ready Infrastructure: Up to 100% of eligible installation and electrical infrastructure costs including design, permitting, and construction.

Incentive maximums vary based on charger type (Level 2 or DCFC), site type and location. Per-site maximum rebate amounts and eligibility requirements are detailed in Section 5 of this Program Guide. For more information on available incentives, eligibility requirements, and application details, please visit the Eversource or UI Website to view available incentives.

Are funds for incentives and rebates limited by program year?

Yes. Program funding for each year is limited by program year. However, rebate amounts for the Program will remain the same. For program year 2026, once the annual cap on funding is reached, the Utilities will maintain a waitlist of applications. Applicants who resubmit waitlisted applications in 2027 will be prioritized for evaluation in that year.

What is "Make Ready" infrastructure?

“Make-Ready” infrastructure includes the electrical infrastructure that supports an EV charging station. This includes service connection upgrades between the local substation and transformer and EV to supply infrastructure between the meter and service panel. The Program’s rebate helps reduce some of the upfront costs to making the site ready for charging station installation, and in some cases covers up to 100% of the cost.

Can I use these incentives for my existing charging stations?

Existing equipment is not eligible for these incentives.

Who is eligible to participate in this program?

Commercial and industrial or multifamily property owners/managers who are electric customers of Eversource or UI are eligible. Qualifying equipment must be installed and activated to qualify for the incentives available through this Program. Customers who lease the property where the EV chargers will be installed can still participate in the Program. However, the landowner must sign the application acknowledging their approval.

What work will Eversource and UI manage?

If you require a new service for your project, Eversource and UI will manage the new utility service and make the final connection to your service point after it's been inspected by the **Authority Having Jurisdiction** (AHJ). Eversource and UI will provide rebates for eligible infrastructure (up to specified cap) that will connect to your chargers. This includes, but is not limited to trenching, a transformer, dedicated service meter, panel(s) if deemed necessary, and all conduits and necessary wiring to support the approved number of charging stations. Eversource and UI will also provide rebates for up to 50% of EVSE costs (up to specified cap).

Do I need to submit a work request for new/updated service for my EV charging project?

Yes, if you need a new/upgraded service to support your EV charger(s), you'll need to apply for that service upgrade PRIOR to submitting the rebate application. PLEASE NOTE, customers CANNOT start work on project until their application is approved, and the Utilities have issued an incentive reservation letter to remain eligible for rebate.

What costs am I responsible for?

You are responsible for the cost of purchasing and installing the charging station(s) over and above the specified cap for eligible rebates. You own the charger and are responsible for maintaining and servicing the charger for a minimum of five years.

Are there any additional requirements for participating in the program?

Yes. All chargers will be required to be networked to gather usage data. This will require an ongoing networking fee, determined by the vendor you select; that would be paid by you. In some cases (i.e., Fleets and Multi-Unit Dwellings) there is a requirement to participate in Managed Charging, such as demand response.

Can I charge drivers to recoup costs of charging station operations?

Yes, your organization can bill drivers for charging station services subject to any applicable laws or regulations. Business and property owners have the final say on how their EV charging equipment is utilized. Before selecting a charging vendor for your project, see their supported billing methodologies to ensure your intended billing strategy is possible on their platform.

What type of charging stations are right for me/my property?

This will depend on how long your customers will be parked at your location. There are two types of chargers included in this program, Level 2, and DCFCs. Level 2 requires 240-volt power and is ideal for workplaces, destinations, and Multi-Unit Dwellings or anywhere in which the user will be at the location for at least an hour in duration. DCFC requires 480-volt power and charges for 30 minutes or less than 1 hour. DCFC is ideal for highway, near-highway, and dense urban locations, as well as for Workplace/Fleets where vehicle volume will be high and frequent.

Do I hire my own contractor to install the charger?

Yes. You must hire a qualified, state-licensed, and insured contractor. The design and construction must comply with all local, state, and federal electrical standards to be eligible for the program. For DCFC installations, your contractor must be EVITP certified.

Is there an application window to apply for Direct Current Fast Chargers?

Yes. Typically, the application window for DCFC is March 15 to June 1. This is not a rolling program. These dates are subject to change.

How long does the application process take to get approval before I can start my project?

Applications are reviewed as quickly as possible, and incentive reservation letters are issued once an application is determined to be complete and in good order. Processing times may vary based on application volume, application completeness, and Program updates. Incomplete applications may cause significant delays in processing. Applicants may reach out to the Program Team at any time to inquire about the status of their application and/or approval.

How long will it take for me to complete my EV charging project from start to finish?

This timeline varies depending on a variety of factors such as whether your project requires new service from the Utility, the availability of equipment based on supply chain delays for things like, meter sockets, transformers, EV chargers, permitting approvals, etc. Project timelines can range from a few months to over a year depending on these factors.

How long does it take to get my incentive payment once my project is complete?

Once your chargers are energized and your project is completed, you will submit your incentive payment request with all the associated final documentation. Payments for complete and accurate incentive payment requests are issued by check within 20 business days.

Is there any specific beneficial electric rate associated with EV charging?

Yes, separately metered Level 2 and DCFCs may be eligible for one of the Light-Duty EV Rates. By enrolling, you may save on your electric bill. Eversource customers should visit the

Connecticut Electric Vehicle Rate Program page to learn more and apply and UI customers can learn more here.

How can I contact a program representative if I have questions?

- **Eversource customers:** You can contact a Program specialist by emailing: EversourceCTCommercialEV@resource-innovations.com
- **UI customers:** You can speak to a Program representative by emailing: BusinessEV@uinet.com

A representative will get back to you within 1-2 business days.

How can I understand Connecticut's existing electrical hosting capacity?

Hosting capacity refers to an estimated maximum amount of power that can be accommodated on the distribution system at a given location under existing grid conditions and operations, without adversely impacting safety, power quality, reliability, or other operational criteria, and without requiring significant infrastructure upgrades.

Customers can view this Eversource territory map or UI territory map to get a general understanding of where there is currently more electrical load capacity in the Eversource or UI grid in Connecticut. These maps provide approximate values of Hosting Capacity measured in megawatts (MW) by circuit in the distribution system. Note that circuits colored in gray (red for UI) have limited capacity, or the information on the circuit capacity is not available. This does not mean that an EV charging station cannot be located on those circuits. Please request verification for projects to be considered on those circuits.

Please note that these maps are provided for informational purposes and they're not intended as a substitute for filing an application with the Utility. It's intended to guide developers to three phase circuits which may have underutilized capacity for large scale EVSE projects, particularly DCFC projects. The map will be updated regularly; however, the information provided is non-binding. Proposed projects will need further analysis and may need detailed engineering studies to determine whether such EVSE projects can be accommodated on the system.

Appendix A: Eversource Terms and Conditions

EVERSOURCE ENERGY

STANDARD TERMS AND CONDITIONS

These Terms & Conditions govern The Connecticut Light & Power Company d/b/a Eversource Energy ("Eversource" or "Company") Connecticut Commercial Electric Vehicle (EV) Charging Program ("Program"). By submitting the signed application, the current or prospective non-residential Eversource electric service customer ("Applicant" or "Participant") acknowledges that the Applicant has read, understands, and agrees to these Eversource Terms & Conditions. Applicant understands that funding for rebates under this program is derived from Eversource electric service customers. Eversource does not guarantee the availability of funding for this program and is not responsible for any costs or damages incurred by applicant if funding for this program is reduced or eliminated by the State of Connecticut, the Public Utilities Regulatory Authority, or other State of Connecticut action. Rebates are subject to funding availability and are subject to change at any time without notice.

ELIGIBILITY. Rebates are available to a new or existing non-residential electric Eversource Customers who purchase and install qualified electric vehicle supply equipment (EVSE) at a property that houses a workplace, light-duty fleet charging, public charging, or multifamily properties with five or more units (a "Site") on or after January 1, 2026 through December 31, 2026. Eligible EVSE must be installed in the Eversource service territory. The EVSE must be listed on the EV Charger Qualified Products List ("QPL") and be installed at the Site address listed on the application. For a complete list of qualifying EV chargers, check our website. Charger hardware and networked software must be compatible and listed on the QPL to be eligible.

POST-APPROVAL, AND VERIFICATION.
Upon completion of work, the Applicant must submit the required documentation in the Post Installation Checklist and the payment request form. If more than one Site is listed on the Application, and the incentive determination letter includes more than one (1) site, the Applicant may submit payment requests for each site separately. Applicant is required to submit documentation on any other state or federal funding sources that contribute to this project. Eligible program rebate amounts and site incentive caps will take into consideration any additional funding sources. Eversource reserves the right to verify sales transactions and to have reasonable access to your facility to inspect the equipment installed under this Program, prior to issuing rebates or at a later time. All work must be completed in accordance with all applicable laws and regulations, including, but not limited to, obtaining required permits. Applicant agrees and authorizes that they will operate and maintain the equipment in proper working condition and the primary utilization audience, listed on the Application, will have access to the equipment for a term of not less than five (5) years from installation. This will be done at the Applicant's sole cost and expense.

DATA REQUIREMENTS. Eversource is required by the Public Utilities Regulatory Authority (PURA) Program Order 22-08-06 RE04 to collect and report EVSE utilization data and EVSE financial data. For the duration of this 5-year agreement, the participant shall authorize the EVSE manufacturer/network integrator to provide Eversource, and its contractor, the EVSE Utilization Data and EVSE Financial Data on a quarterly basis. Participants are required to ensure that formal agreements with Network Service Providers are in place with all relevant parties, including contractors, where applicable, to ensure EVSE Utilization Data is conveyed to Eversource. Participants are responsible for verifying that these agreements align with the Program guidelines. See Appendix A for EVSE utilization data and EVSE financial data sharing requirements.

REBATE OFFER. Eversource alone will determine eligible costs based on the documentation supplied by the Applicant, and any other information Eversource chooses to collect, in its sole discretion. Eversource reserves the right to modify site rebate cap amounts.

MANAGED CHARGING REQUIREMENTS. The Program requires that all light duty fleet owners/operators receiving an incentive through the Program to install non-public Level 2 EVSE or DCFCs, participate in one of the managed charging options for a minimum of two years. Additionally, light-duty fleet owner/operators receiving Program incentives to install Level 2 EVSE or DCFCs as public access chargers that provide unrestricted site access to the EVSE at any time shall be provided the option to participate in managed charging to receive additional incentives. Details of managed charging requirements will be communicated to the Applicant including information from the Decision dated December 14, 2022, in Docket No. 22-08-06, Annual Review of the Electric Vehicle Charging Program.

REBATE PAYMENT. Payment for complete and accurate payment requests associated with approved applications are typically issued within 10-20 business days. Payment processing may take longer if the Applicant submits incomplete or inaccurate information. Rebate checks will be mailed to the Applicant, except that payment to a designated third party will be permitted, if signed by the Applicant. Payments are sent via the US Postal Service, which requires several more days for delivery. Please contact Eversource with questions about your rebates by submitting an inquiry through PowerClerk using the "Ask a Question" feature.

PROOF OF PURCHASE. Rebate levels will be confirmed upon receipt of detailed invoices as

EVERSOURCE ENERGY

requested in the Post-Installation Checklist. Eversource will review required documentation and determine final eligible rebate levels before payment is made.

ENDORSEMENT. Eversource does not endorse any particular manufacturer, contractor, vendor, product, retailer, or system design in promoting this Program.

TAX LIABILITY. Eversource will not be responsible for any tax liability that may be imposed on the Applicant as a result of the payment of rebates. All Applicants must attach a completed IRS W-9 and as part of this Application to receive a rebate. Rebate amounts will be reported to the IRS unless proof of tax-exempt status is provided.

INDEMNIFICATION. The Applicant shall indemnify, defend and hold harmless Eversource, its affiliates and their respective contractors, officers, directors, employees, agents, representatives from and against any and all claims, damages, losses and expenses, including reasonable attorneys' fees (collectively, "Losses") to the extent such claims arise out of result from or relate to (i) the acts or omissions of the Applicant or its employees, contractors or agents; (ii) the work performed by the Applicant, its employees, contractors or agents; or (iii) participation in Program by the Applicant. The Applicant shall not be responsible for indemnifying Eversource under this section to the extent that such Loss results from the negligence, willful misconduct, or breach of this Agreement of or by Eversource. This Section shall survive the termination or expiration of the LOA.

WARRANTIES. EVERSOURCE DOES NOT WARRANT THE PERFORMANCE OF INSTALLED EQUIPMENT, EXPRESSLY OR IMPLICITLY. Eversource makes no warranties or representations of any kind, whether statutory, expressed, or implied, including without limitations, warranties of merchantability or fitness for a particular purpose regarding the equipment or services provided by a manufacturer, contractor, or vendor. Eversource shall not be responsible for costs or corrections of conditions already existing on the property which fail to comply with applicable laws and regulations. Contact your retailer, manufacturer, vendor, or contractor for details regarding equipment performance and warranties.

REPRESENTATIONS AND WARRANTIES. The applicant is a commercial electric service customer of the Company.

Applicant agrees to provide one or more locations at the Site for the installation of EVSE. The specific locations of the EVSE at the Site have been determined by the Applicant in coordination with the Company, and the EV installer.

Applicant is the fee owner of the Site or has a lease with at least 10 years remaining in the current term of the lease or ground lease of the Site.

The Site is free from "hazardous materials," as those terms are defined in applicable state and federal laws and regulations. In the event pre-existing "hazardous materials" are discovered at the Site during the course of installation of the EVSE, the Company's sole obligation shall be to comply with the Utility Related Abatement Measures ("URAM") set forth in 310 CMR 40.0460 et as amended from time to time, and all other responsibility with respect to such "hazardous materials" shall be that of the Applicant. The Site is free from any property restrictions that would prohibit the installation of the EV infrastructure, including any institutional controls, Environmental Land Use Restrictions ("ELUR"), Activity and Use Limitation ("AUL") and/or engineering controls (i.e., Engineered Barrier, soil cap, remediation systems), as defined in 310 CMR 40.000 *et seq*. as amended from time to time. In the event any of these controls exist on the Site, the Applicant is responsible for compliance, under the supervision of its License Site Professional. The Applicant is not aware of any resource areas regulated under any applicable federal, state, or local environmental law for which the Applicant has not obtained approval for the EVSE installation.

LIMITATION OF LIABILITY. EVERSOURCE LIABILITY IS LIMITED TO PAYING THE REBATES SPECIFIED IN THE LOA. EVERSOURCE IS NOT LIABLE TO THE APPLICANT FOR ANY DAMAGES ARISING OUT OF OR RESULTING FROM PARTICIPATION IN THIS REBATE OFFER, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, LOSS OF REVENUES, FAILURE TO REALIZE EXPECTED SAVINGS, LOSS OF DATA, LOSS OF BUSINESS OPPORTUNITY, OR SIMILAR LOSSES OF ANY KIND, AS WELL AS ANY INDIRECT, INCIDENTAL, PUNITIVE, SPECIAL, OR CONSEQUENTIAL DAMAGES, OR FOR ANY DAMAGES IN TORT CONNECTED WITH OR RESULTING FROM PARTICIPATION IN THIS PROGRAM. APPLICANT UNDERSTANDS THAT ALL FUNDING FOR REBATES UNDER THIS PROGRAM DERIVES FROM EVERSOURCE RATEPAYERS IN PART BY APPROVAL FROM THE PUBLIC UTILITIES REGULATORY AUTHORITY (PURA). EVERSOURCE DOES NOT GUARANTEE THE AVAILABILITY OF FUNDING FOR THE PROGRAM AND IS NOT RESPONSIBLE FOR ANY COSTS OR DAMAGES INCURRED BY APPLICANT IF FUNDING FOR THIS PROGRAM IS REDUCED OR ELIMINATED BY THE STATE OF CONNECTICUT OR PURA ACTION. FUNDING IS SUBJECT TO CHANGE AT ANY TIME WITHOUT NOTICE.

GOVERNING LAW. The Agreement and the rights and duties of the parties hereunder shall be governed by and construed, enforced, and performed in accordance with the laws of the State of Connecticut, without regard to its principles of conflicts of law.

EVERSOURCE ENERGY

DEFINITIONS.

Connecticut EV Charging Program (Commercial): A program that provides incentives for the installation of electric infrastructure and EVSE to residential multi-unit dwellings, destination locations, workplace and light-duty fleet charging locations in Connecticut.

Electric Vehicle Supply Equipment (EVSE): Level 2 or direct current fast charger (DCFC). A level 2 EVSE provides at least 3.3 kilowatts (kW) of output power from 208/240-volt input with a J1772 connector. A DCFC provides at least 50 kW of output power from 208 or 480-volt, 3-phase input, with at least one CCS connector. When calculating the EVSE rebate amount, EVSE Cost includes the main hardware unit certified by a nationally recognized testing laboratory, a charging cable of up to 25-feet in length, the vehicle connector, a cable management device, and required mounting hardware. Network communication and software fees are not included in the EVSE cost, nor are extended warranty or maintenance service agreements.

Network Service Providers (NSP): are the software network to enable the EVSE to communicate and initiate charging sessions.

Make-Ready Infrastructure Cost: is the sum of 1) Design and engineering services 2) Permitting fees, 3) Materials and labor for construction and installation, and 4) Any fees owed to Eversource for new or upgraded electrical service. It does not include the cost of the EVSE hardware, network service, bollards, or signs.

Site Definition: Prewiring of electrical infrastructure at a set of parking spaces to facilitate cost-efficient installation of a bank of EVSE, either Level 2 or DCFC, on a property within Eversource's service territory owned or controlled by the Applicant. A site may include a service panel, junction boxes, conduit, wiring and other components necessary to make a particular location able to accommodate a bank of EVSE. The maximum incentives shall apply to each site. A site host may have more than one site at a single property to the extent that each site meets the specific electrical infrastructure criteria as defined.

Underserved Communities: Includes "distressed municipalities," "environmental justice communities" and "public housing authorities" as defined in the Connecticut General Statutes. The state may reevaluate its definitions as necessary to appropriately meet the needs of low-to moderate-income residents (LMI) and communities. Please refer to this website here to determine if your location is in an underserved community. Formerly Underserved Communities within the 5-year grace period are eligible for the underserved incentives.

Futureproofing: Make-ready infrastructure upgrades, included in the site design that would allow for future charging in infrastructure upgrades. Futureproofing costs would include the following: oversized or additional conduit, oversized panels, trenching, connection points to additional parking spaces, service for the station and larger or additional transformers and pads. Futureproofing detail provided by the Applicant on the application as well as itemized on their respective proposal/invoice, will be considered for incentives but will be capped at the per site maximum rebate amounts as listed in the Program Manual.

Light Duty: Cars and trucks with a maximum gross vehicle weight Rating <8,500 pounds.

Appendix B: United Illuminating Terms and Conditions

UI
An Avangrid company

Connecticut Electric Vehicle Charging Rebate Commercial Participant Agreement

Commercial EV Infrastructure Terms & Conditions

The Participant agrees to enroll in the Connecticut ("CT") Electric Vehicle ("EV") Charging Program for Commercial EV Infrastructure ("Program") managed by The United Illuminating Company ("UI") pursuant to these terms and conditions ("Terms and Conditions" or the "Agreement"), set forth herein.

1. Definitions on Application and Participant Agreement

1.1 "Affiliate" means any Person controlling, controlled by, or under common control with, any other Person; "control" shall mean the ownership of, with right to vote, 50% or more of the outstanding voting securities, equity, membership interests, or equivalent, of such Person.

1.2 "Agreement" means the Application, these Terms and Conditions and any exhibits and attachments which are incorporated and made a part of this Agreement.

1.3 "Application" means the Connecticut Electric Vehicle Charging Rebate-Commercial Application, including any attachments, exhibits, and these Terms and Conditions.

1.4 "Data Validation Test" means a test of the Equipment's ability to communicate EVSE Utilization Data to UI or its contractor.

1.5 "Equipment" means the EVSE and Participant's Electric Distribution System Upgrades.

1.6 "EVSE" means the Electric Vehicle Supply Equipment.

1.7 "EVSE Incentive" means UI's financial contributions toward the cost of purchasing Qualified EVSE.

1.8 "EVSE Utilization Data" means charging station utilization information defined by the Program Decision provided by the Participant to UI or its contractor, which includes, but is not limited to, the data points listed in Appendix A to this Agreement.

1.9 "EVSE Vendor" means any Qualified vendor of EVSE and/or EVSE data systems including but, not limited to manufacturers, network providers and other third-party operators other than the Participant.

1.10 "Initial Term" has the meaning set forth in Section 2 below.

1.11 "Make-Ready Electric Upgrades" means (i) UI Electric Distribution System Upgrades and (ii) Participant's Electric Distribution System Upgrades.

1.12 "Make-Ready Incentive" means UI's financial contributions toward the Make-Ready Electric Upgrades as defined above.

1.13 "EVSE Incentive" means UI's financial contributions toward the cost of purchasing Qualified EVSE.

1.14 "Participant" means the nonresidential electric customer of UI who satisfies the Participant eligibility requirements below.

1.15 "Participant's Electric Distribution System Upgrades" means electric infrastructure that is required to install new EVSE, owned and operated by an entity other than UI, including, but not limited to, installation of wire and conduit, transformers, or mounting hardware from the Participant's electrical panel to the EVSE stub.

1.16 "Person" means any natural person, individual, firm, corporation, company, partnership (general or limited), limited liability company, business trust, joint venture, consortium, government or political subdivision, or any agency, instrumentality, or authority of any government or political subdivision, or other entity or association.

1.17 "Program Materials" means the documents and information provided by UI, and other Program requirements, which may include, without limitation, Program guidelines and requirements, Application forms, terms and conditions, and other correspondence or literature regarding the Program.

1.18 "Program Decision" means the Final Decision(s) in Docket No. 17-12-03RE04, PURA Investigation into Distribution System Planning of the Electric Distribution Companies-Zero Emission Vehicles, July 14,2021, Docket No. 21-08-06, Annual Review of the Electric Vehicle Charging Program-Year 1, December 15, 2021, Docket No. 22-08-06, Annual Review of the Electric Vehicle Charging Program-Year 2, December 14, 2022 and any subsequent Final Decisions issued by PURA in any future proceedings related to the CT EV Charging Program.

1.19 "Qualified" Only new EV chargers listed in the EV Charger Qualified Product List are eligible for incentives. For a complete list of qualifying EV chargers, check our website.

1.20 "Site" Prewiring of electrical infrastructure at a set of parking spaces to facilitate cost-efficient installation of a bank of electric vehicle supply equipment (EVSE), either Level 2 or DCFC, on a property within UI's service territory owned or controlled by the site host. A site may include a service panel, junction boxes, conduit, wiring and other components necessary to make a particular location able to accommodate a bank of EVSE. The maximum incentives shall apply to each site. A site host may have more than one site at a single property to the extent that each site meets the specific electrical infrastructure criteria as defined.

1.21 "Site Host" The fee owner of Site or has a long-term (10 years or longer remaining term) lease or ground lease of the Site. The Site Host may or may not be the Equipment Owner.

1.22 "Term" means the Term as set forth in Section 2 below.

1.23 "UI Electrical Distribution System Upgrades" means electrical infrastructure that is required to install new EVSE, owned and operated by UI, including, but not limited to, transformers, and new or upgraded electric services.

2. Term.

The term of this Agreement will commence on the Effective Date and conclude five (5) years from the Equipment Activation Date ("Initial Term").

3. Participant Eligibility Requirements and Representations and Warranties.

3.1 The Participant represents and warrants that it is (i) a non-residential electric customer of UI, and (ii) the owner of the Site or has the right and/or express written authority to install the Equipment on the Site. As evidence of (ii), to UI's reasonable satisfaction, Participant shall provide to UI: an affidavit attesting that Participant owns the land on which the EVSE will be installed; a fully-executed, valid lease for the Site for a term of 10 years or longer; or express written consent from the landowner allowing the EVSE installation at the Site.

3.2 The Participant agrees to install program approved EVSE consistent with the Program Decision, perform the required Participant Make-Ready Upgrades and establish any necessary electric service orders with UI.

3.3 Participant agrees to install Equipment in compliance with all federal, state and local laws and/or codes, and to follow all applicable electric codes and standards.

3.4 The Participant represents and warrants that the information it submitted on its Application for Program participation is true, complete and accurate.

Paid for by UI Customers 1 UEVC006 2/25 EO

4. Participant Obligations.

The Participant shall:

4. 1 Install program approved equipment listed on the EV Charger Qualified Product List.

4. 2 Complete construction of EVSE and Participant's Electric Distribution System Upgrades within one year of approved Application or else describe in detail, to UI's reasonable satisfaction, the conditions that have delayed construction. In the event of such a delayed construction schedule, Participant agrees to diligently pursue completion of construction.

4. 3 Provide estimates of the cost of Participant's EVSE and Electric Distribution Upgrades to UI so that UI may calculate the Program Incentive for which the Participant is eligible.

4. 4. Inform UI of any material changes in Participant's Electric Distribution Upgrades that result in a change of approved costs and/or construction schedule.

4. 5 Obtain all necessary approvals, permits and licenses for the installation and operation of Equipment.

4. 6 Notify UI of any vandalism, malfunction or suspected malfunction of the Equipment.

4. 7 Rectify issues identified during a post inspection review conducted by UI or its contractor pursuant to Section 10.2 below.

4. 8 Be accessible to UI and, as requested from time to time by UI, to answer UI's or its contractor's questions regarding the performance of the EVSE.

4. 9 Not cause or permit the Equipment to become subject to any mortgage, lien, security interest or other encumbrance.

4. 10 Perform Participant's Electric Distribution System Upgrades required to support the activation and operation of the EVSE on the Site.

4. 11 Ensure Equipment meets UI's or its contractor's Data Validation Test prior to Equipment Activation Date.

4. 12 Maintain all Equipment in a safe manner pursuant to Section 7 below.

4. 13 Ensure EVSE on the Site is visible and accessible for use pursuant to Section 9.

4. 14 Provide the required documentation and invoices to UI pursuant to Section 8.

4. 15 Pay the electricity costs for EVSE on Site.

4.16 Participate in Light Duty Fleet Managed Charging program where rebated chargers are not available to the public. Participants shall participate in one or both of the two managed charging options: the Demand Response Plan or Customized Plan. For more information please see the Light-Duty Fleet Managed Charging Participation Guide found on UI's website.

5. UI Obligations.

UI or its contractor will:

5. 1 Install and maintain any necessary UI Electric Distribution Upgrades at the Site.

5. 2 Pay the applicable portion of the Program Incentive to the Participant after the Equipment has reached the Equipment Activation Date and following receipt of invoices and required documentation from the Participant.

6. EVSE Utilization and Reporting.

UI is required by the Public Utilities Regulatory Authority (PURA) Program Order 17-12-03RE04 to collect and report EVSE utilization data and EVSE financial data. For the duration of this Agreement, the Participant shall authorize the EVSE manufacturer and/or network integrator to provide UI, and its contractor, the EVSE Utilization Data and EVSE Financial Data on a quarterly basis. Participants are required to ensure that formal agreements with Network Service Providers are in place with all relevant parties, including contractors, where applicable, to ensure EVSE Utilization Data is conveyed to UI. Participants are responsible for verifying that these agreements align with the Program guidelines. See Appendix A for EVSE utilization data and EVSE financial data sharing requirements.

7. EVSE, Installation and Maintenance.

The Participant shall purchase Qualified EVSE and shall install the EVSE on the Site. Except as otherwise provided hereunder, neither UI nor its contractors or agents shall be responsible for performing any work in connection with the installation of EVSE. The Participant understands and agrees that after the EVSE is installed, the Participant shall operate and maintain the EVSE, or cause the EVSE to be operated and maintained, in a safe manner and in accordance with the manufacturer's recommendations and these Terms and Conditions herein. The Participant shall, at the Participant's sole expense, be responsible for any necessary repair and replacement of the EVSE and/or replacement any necessary parts of the EVSE.

8a. Incentive Processing.

UI must preapprove the cost of the EVSE and Participant's Electric Distribution Upgrades prior to the Participant or its contractor commencing any work on such upgrades. The Participant shall provide UI with reasonable, estimated, and properly documented costs for the Participant's Make-Ready Electric Upgrades and installed EVSE. UI will assess the costs associated with the purchase of the EVSE, Participant's Make-Ready Electric Distribution Upgrades and the UI Electric Distribution Upgrades to determine the Program Incentive for which the Participant is eligible. UI will then pay the applicable portion of the Program Incentive to the Participant following the receipt of invoices and required documentation from the Participant.

8b. Underserved Communities.

The State of Connecticut updates the Distressed Municipality list every year in late August or early September. Respectively the Environmental Justice Communities Map is updated to reflect these changes. Applications received within 60 days of changes to this map will be considered for review and approval under the previous map version. Applicant is required to submit a copy of contractor proposal dated prior to this 60 day grace period. If an approved Baseline Application becomes listed as an Environmental Justice Community during an annual map update, it will not be eligible for the Underserved Community incentive amounts.

9. Access.

Participant shall allow UI or its contractor access to the Site to: (i) perform verification of the installation and activation of EVSE during the Term; and (ii) to prepare the Site for work required in connection with the Program including, without limitation, for certain assessments required for an Application, the installation of Electric Distribution Upgrades and or new service, inspection (post and periodic) of the EVSE, emergency or maintenance issues relating to the UI Electric Distribution Upgrades. The Participant shall cooperate in good faith with UI to obtain easement(s), as necessary, including promptly signing any required applications. UI may record a "Standard Form Notice of Contract" in lieu of an easement to evidence its right to access the Site.

10. Monitoring and Inspection.

10. 1 UI or its contractor may access the Site to perform an initial site assessment, as well as verification of installed Equipment.

10. 2 The Participant shall address and resolve any and all issues discovered by Participant or identified during an inspection by UI and communicated to the Participant by UI. Participant shall resolve issues in order to be eligible for any of the Program Incentive from UI.

10. 3 UI may monitor the use of the EVSE and periodically inspect the same in order to verify Participant's compliance with the Agreement and Program requirements and to obtain certain information, including, without limitation, usage information, and Participant's participation in its obligations and duties under this Agreement.

10. 4 Participant shall cooperate in good faith with UI and/or its contractor and provide any requested information in connection with UI's monitoring and inspections of the EVSE or the Electric Distribution Upgrades. Participant understands and agrees that neither UI nor its contractor shall perform any kind of safety, code or other compliance review of the EVSE or the Site.

11. Program Participation and Modification.

Once the Participant submits the Application and required documentation to UI, UI shall inform the Participant in writing regarding the Participant's eligibility and participation in the Program. UI retains the right, in its sole discretion, to modify the Program. Such approval shall be incorporated into this Agreement when signed by UI and added to this agreement as an appendix. For L2 installations, applications will be reviewed and approved on a first come basis. For DCFC installations, the Application period will be open from March 15 to June 1. Applications will be reviewed and approved subject to review criteria establish by PURA in Docket # 22-08-06. In addition, PURA requires that all light-duty fleet owner/operators receiving an incentive through the Program who install non-public Level 2 EVSE or DCFCs are required to participate in one of the managed charging options (to be defined) for a minimum of two years. If Participant fails to provide UI the EVSE Utilization Data in accordance with Section 6 of these Terms and Conditions and with the Program requirements, it may no longer be eligible for new or future Program Incentive payments and, at UI's discretion, shall be subject to claw back of the Program Incentive payments received or revocation of service. Participant may assign its entitlement to receive UI's Program Incentive payment to a third-party – such as an Equipment installer – provided it has obtained UI's express written authorization; however, such an assignment does not relieve Participant of its obligations under this provision or these Terms and Conditions in general.

12. Termination.

12. 1 UI may, in its sole discretion, at any time and without notice, terminate this Agreement for convenience or cause.

12. 2 The Participant may terminate this Agreement before the expiration of the Initial Term.

12. 3 If UI terminates this Agreement for cause or the Participant terminates the Agreement before the end of the Initial Term, the Participant shall be solely responsible for reimbursing UI for the straight-line depreciated (over 5 years) installation costs for the Make-Ready Upgrades.

13. Name and Logo Use.

The Participant shall not use UI's name or logo without express written authorization from UI. Any authorized use of UI's name and logo must be reviewed and approved by UI and such use must strictly adhere to such UI's specific name and logo use/branding requirements.

14. Confidentiality.

The Participant grants to UI the right to use and reference for promotional and regulatory purposes the Participant's participation in the Program. UI shall keep in strict confidence any Participant confidential information and any confidential EVSE Utilization Data. UI shall exercise reasonable care to maintain the confidentiality and shall not disclose confidential information to any third parties, except to the extent expressly permitted by these Terms and Conditions.

15. Liability.

The Participant shall be liable for any claims, liability, losses, damages and costs to the extent arising from any act of omission on the part of the Participant or its contractors, employees or any other person for whom the Participant is legally responsible who causes injury to persons (including death) or damage to electric systems or property except to the extent liability results from the gross negligence or willful misconduct of UI. With the exception of the Participant's indemnity obligations hereunder, neither the Participant nor UI shall be liable under this Agreement for any special, indirect, incidental, penal, punitive or consequential damages of any nature. With the exception of third-party claims for personal injury or property damage, UI's liability to the Participant under this Agreement, regardless of the number of claims, shall not exceed to the total amount of the Program Incentive associated with the Participant's Electric Distribution System Upgrades paid by UI to the Participant under this Agreement. The provisions of this Section shall survive the termination or expiration of the Agreement.

16. Indemnification.

The Participant shall indemnify, defend and hold harmless UI, its affiliates and their respective contractors, officers, directors, employees, agents, representatives from and against any and all claims, damages, losses and expenses (including reasonable attorneys' fees and costs incurred to enforce this indemnity) brought by or on behalf of third parties (collectively, "Loss") to the extent arising out of or resulting from the Participant's participation in Program or the Participant's acts or omission with respect to the Program or this Agreement(as well as those acts and omissions by Participant's contractors, representatives or agents), except to the extent that such Loss results from the gross negligence or willful misconduct of UI. This Section shall survive the termination or expiration of the Agreement.

17. Disclaimer of Warranties.

Except as expressly stated herein, UI makes no representations, warranties or guarantees in connection with the Agreement. UI does not make any representations of any kind regarding the benefits, adequacy or safety of the EVSE. The Participant understands and agrees that UI is not a manufacturer of, or regularly engaged in the sale or distribution of, or an expert with regard to the EVSE or any related work. The Participant further understands and agrees that neither UI nor its contractor shall perform any kind of safety, code or other compliance review of the EVSE or Site. This Section shall survive the termination or expiration of the Agreement.

18. Removal of Equipment.

The Participant understands and agrees that as a condition of participation in the Program it must properly remove and dispose of or recycle the EVSE in accordance with all applicable laws and regulations. The Participant further understands and agrees to pay the cost to remove the Participant's Make- Ready Electric Upgrades should the Participant desire removal of such upgrades.

19. Compliance with Laws.

The Participant shall, and shall require its subcontractors, agents and employees to, comply with all applicable Federal, state and local directives, requirements, rules, regulations, laws and ordinances, whether the same are in force upon the execution of the Agreement or may in the future be passed, enacted or directed, including without limitation, compliance with the safety rules and regulations and standards adopted under the Occupational Safety and Health Act of 1970 (OSHA), as amended from time to time.

20. Notice.

All notices, requests, approvals and other communications which may or are required to be given by either party to the other under this Agreement shall be deemed to have been sufficiently given for all purposes hereunder when delivered personally or mailed by registered or certified mail (i) if to UI at 60 Marsh Hill Road, Orange, CT 06477, Attention: Program Manager Electric Vehicles; and (ii) if to the Participant, at the address of the Site as set forth in the Application.

21. Governing Law.

The Agreement shall be interpreted and enforced according to the laws of the State of Connecticut without regard to its conflicts of law principles. Any controversies arising out of the Agreement shall be submitted only to the courts of State of Connecticut. The Participant hereby submits to the courts of State of Connecticut for the purposes of interpretation and enforcement of this Application and its Terms and Conditions.

22. Assignment.

This Agreement may not be assigned by the Participant without the express written consent of UI. In the event that the Participant transfers ownership of the Equipment to a new owner, the new owner must assume responsibility for all of the Participant's obligations under the Agreement. The Participant shall remain responsible for their obligations under this Agreement until assigned to a new owner or this Agreement is otherwise terminated.

23. Amendment.

There shall be no amendment to this Agreement or any Program guidelines as related to Participant's participation unless such is made by UI and mutually agreed upon by Participant and UI.

24. No Third-Party Beneficiaries.

This Agreement does not grant any rights to any third parties.

25. Entire Agreement.

This Agreement constitutes the entire agreement between UI and the Participant with respect to the subject matter hereof, and any and all previous representations or agreements with respect to such subject matter, either oral or written, are hereby annulled and superseded. In the event of any conflict or inconsistency between the Agreement and any other Program Materials, the Agreement shall be controlling.

Participant has read, understands and agrees to these Terms and Conditions.

Application Account Name and Service Address

Account Name

Address Line 1

Address Line 2

City | State | Zip Code

Payee Information

Payee Name (Business name to receive payment)

Payee Contact Name

Address Line 1

Address Line 2

City | State | Zip Code

Payee Contact Phone | Payee Contact Email

(Completed by) Name | (Completed by) Phone

Customer Signature (Required) I acknowledge the Payee information provided.

Customer Certification Agreement and Signature (Please Read Carefully)

I certify that I intend to purchase and install the indicated electric vehicle charging equipment for use at the service address on this Application and not for resale. I agree to verification by a Utility representative of both the sales transaction and product installation and allow Utility access to pre-monitor and post-monitor the installation. Falsifying any of the above information will void this Application and any future Applications.

By signing this form, I certify that all the information described on this Application and all documents provided with this Application are accurate and true and that I have read, understand, and agree to the TERMS AND CONDITIONS listed above. By signing this Application, I further certify that the qualifying Equipment will be installed for use at the Connecticut service address listed above and acknowledge that falsifying any information will void this Application and any future Applications

Customer Printed Name | Customer Phone | Customer Email

Customer Signature (Required) | Date | Installation Date

2026 Participant Guide for Light-Duty Fleet Owners and Operators

Revision: May 18, 2026



EVERSOURCE UI An Avangrid company

Table of Contents

2026 Participant Guide for Light-Duty Fleet Owners and Operators 82

Section 1: Background 84

Section 2: Definitions and Key Terms 85

Section 3: Program Overview and Customer Eligibility 89

Section 4: Rebates and Incentives 92

Section 5: Eligibility and Enrollment 94

Section 6: Fleet Planning Tools 96

Section 7: Fleet Advisory Services and Fleet Assessment 97

Section 8: Participation in Managed Charging 98

Section 9: Program Support 103

Appendix A: Eversource Terms and Conditions 104

Appendix B: UI Terms and Conditions 107

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

Appendix A: Eversource Terms and Conditions

Eversource Light Duty Fleet Managed Charging Enrollment Form

1. Site Host Company ("Participant" or "You") Name: _____
2. Participant Address: _____
3. Participant Primary and Secondary Contacts (Name, Email, and Phone)

Primary Contact:	Secondary Contact:
Name: _____	Name: _____
Email: _____	Email: _____
Phone: _____	Phone: _____

4. Number of Chargers/Ports enrolled: _____
5. Address/Location of Chargers/Incentive Classification:
   1) _____
   2) _____
   3) _____
   4) _____
6. Chargers participating, please select which chargers you wish to participate*:

☐ _____	☐ _____	☐ _____
☐ _____	☐ _____	☐ _____
☐ _____	☐ _____	☐ _____
☐ _____	☐ _____	☐ _____
☐ _____	☐ _____	☐ _____
☐ _____	☐ _____	☐ _____
☐ _____	☐ _____	☐ _____
☐ _____	☐ _____	☐ _____
☐ _____	☐ _____	☐ _____
☐ _____	☐ _____	☐ _____
☐ _____	☐ _____	☐ _____

*Site Host to please add any additional charger serial numbers which the site would want to take part in the Managed Charging program if not listed above.

7. **Consent by Participant.** By emailing the completed enrollment form to Eversource Energy, at managedcharging@eversource.com, you authorize Eversource Energy to (1) collect charging interval data ("Charging Data") and retain such Charging Data indefinitely or to the extent permitted by law; (2) review and analyze all of your Charging Data for the purposes of this Light Duty Fleet Managed Charging Pilot Program ("Program"); and (3) send you emails and other notifications related to demand response events ("Demand Response Events").

8. **Demand Response Process (steps):**

1) Eversource Energy will email the primary and secondary contact noted above approximately 24 hours in advance of a Demand Response Event.
2) Eversource Energy will send a Demand Response Event reminder 1-2 hour(s) prior to such event to the primary and secondary contact.
3) 2-to-3-hour Demand Response Event takes place.
4) Participate elects to participate, or does not participate, by either turning off their chargers or messaging the EV user to not charge during the Demand Response Event time.
5) Charging Data is provided by Participant (unless Eversource Energy already access to such data) to Eversource Energy no later than Nov, 2026.

9. **Demand Response Event Season**. Demand Response Events may occur during non-holiday weekdays during the period, June 1, 2026 through September 30, 2026 ("Demand Response Event Season"). There will be approximately 15 events throughout the Demand Response Event Season. If Eversource Energy does not already have access to Participant's Charging Data, Eversource Energy will request to receive such data by November, 2026 for the previous months' participation.

10. **Payment**. Provided that Participant timely provided all Charging Data for the Demand Response Event Season to Eversource Energy no later than November, 2026, Eversource Energy will pay Participant in accordance with the table below ("Reward") no later than December 31, 2026.

	Monthly Incentives Per EVSE Plug			
Program Type	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			

11. **Information.** You represent and warrant to Eversource Energy that the information you provide to Eversource Energy in this enrollment form and during the course of the Program is accurate and complete, and you agree to promptly notify Eversource Energy if any information you provided during your application for the Program has changed.

12. **General Conditions**. This Program is governed by the laws of the State of Connecticut without regard to its applicable principles of conflicts of law. PARTICIPANT ASSUMES ALL RISK OF

PARTICIPATION IN THE PROGRAM. TO THE MAXIMUM EXTENT PERMITTED BY LAW, YOU INDEMNIFY AND AGREE TO KEEP EVERSOURCE ENERGY (AND EACH OF ITS RESPECTIVE AFFILIATES, AGENTS, DIRECTORS, OFFICERS, AND EMPLOYEES) INDEMNIFIED AT ALL TIMES FROM AND AGAINST ANY LIABILITY, CLAIMS, DEMANDS, LOSSES, DAMAGES, COSTS AND EXPENSES THAT ARISE FROM OR ARE RELATED TO ANY ACT, DEFAULT OR OMISSION BY YOU UNDER THESE TERMS. TO THE MAXIMUM EXTENT PERMITTED BY LAW, YOU AGREE TO HOLD EVERSOURCE ENERGY (AND EACH OF ITS RESPECTIVE AFFILIATES, AGENTS, DIRECTORS, OFFICERS, AND EMPLOYEES) HARMLESS FROM ANY INJURY OR DAMAGE CAUSED OR CLAIMED TO BE CAUSED BY PARTICIPATION IN THE PROGRAM AND/OR USE OR ACCEPTANCE OF ANY REWARD OTHER THAN FOR EVERSOURCE ENERGY'S FRAUDULENT MISREPRESENTATION OR DELIBERATE BREACH OF CONTRACT. EVERSOURCE ENERGY (AND EACH OF ITS RESPECTIVE AFFILIATES, AGENTS, DIRECTORS, OFFICERS, AND EMPLOYEES) HAVE NO LIABILITY TO THE PARTICIPANT FOR ANY LOSS, DAMAGE, COSTS OR EXPENSE INCURRED AS A RESULT OF OR IN CONNECTION WITH A PARTICIPANT'S PARTICIPATION IN THE PROGRAM. For the avoidance of doubt, it is specifically understood and agreed that there shall be no personal liability on the part of any affiliates, agents, directors, officers, and employees of Eversource Energy under this Program.

13. **Acceptance of Agreement.**

(primary contact printed) _____, of (Site Host Company Name) _____agrees to participate in the Program from June 1, 2026 - September 30, 2026. Your return of the completed enrollment form to Eversource Energy in response to this email, will be considered a binding agreement to participate in the Program to the best of Participant's ability.

Appendix B: UI Terms and Conditions

UI
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Connecticut Light-Duty Fleet Electric Vehicle Managed Charging Program

Terms and Conditions

Terms and Conditions

These Terms & Conditions govern The United Illuminating Company **("UI")** Connecticut Light-Duty Fleet Electric Vehicle Managed Charging Program (the **"Program"**). By submitting the signed application, the designated Fleet Owner/Operator **("Participant")** acknowledges that they have read, understand, and agree to these UI Terms & Conditions. Participant further acknowledges that UI may retain third-party contractors to implement the Program and that the Participant may be required to accept additional terms & conditions from its contractors. The parties acknowledge and agree that UI's contractors are third party beneficiaries of this Agreement. This Program is offered to UI Light-Duty Fleet Owners/Operators who enroll in the Demand Response and/or Customized Managed Charging Plan on or after April 1, 2023, through December 31, 2026.

1. Defined Terms

1.1. **Connecticut EV Commercial Charging Program:** Provides business entities seeking to install Level 2 and/or DCFC EVSEs with incentives to offset a large portion of electric infrastructure and equipment costs. For more information, please view the Program Guide on UI's Commercial EV Programs Webpage.

1.2. **Demand Response ("DR"):** A strategy to adjust and control EV charging patterns in response to changes in electricity demand and supply, grid conditions, or pricing signals. It involves managing the charging process of EVs to optimize grid stability, avoid peak demand, and support efficient energy utilization.

1.2.1. **Demand Response Events:** Actions taken by UI to temporarily curtail or stop Light-Duty Fleet EV Charging to reduce stress on the electrical grid system. Regular DR Events occur within Demand Response Season, last no longer than 3 hours and are conducted with at least 24-hour participant notice. Participants have the option of "opting out" of these events at any time.

1.2.2. **Demand Response Management System ("DRMS"):** A third-party platform UI employs to coordinate all Demand Response Activities that integrates with the Fleet's existing technology (if possible).

1.2.3. **Demand Response Season:** The time frame during which Regular DR Events occur. The DR Season runs annually June 1st to September 30th on non-holiday weekdays from 3-9pm ET.

1.2.4. **Eligibility:** Whether or not a participant is eligible for incentives is determined by both Charger Eligibility and Site Eligibility. An eligible site may operate multiple eligible chargers. Eligibility is assessed monthly and success or failure in a month does not impact the ability to be eligible in other months.

1.2.4.1. **Charger Eligibility:** A charger is eligible for incentives if the participant "opts out" of no more than two DR Events with that charger, in a given month. A Participant will receive an incentive for each plug on the charger that is eligible for an incentive if the site and charger themselves are eligible.

1.2.4.2. **Site Eligibility:** A site is eligible for incentives when at least 25% of the chargers at that site participated in that month. A site that has less than 25% participation of the chargers at that site in a given month is not eligible. Ineligible sites do not earn incentives in that month, even if some chargers are eligible for incentives.

1.2.5. **Emergency Demand Response Events:** These are very rare and only called during critical system events. Unlike Regular DR Events, Emergency DR Events can be called any day at any time and may be conducted without 24-hour notice. Participants retain the option of "opting out" of these events, though participation during these rare events is crucial to maintaining grid stability/safety.

1.2.6. **Integrated Demand Response:** DR Event dispatch notifications and automatic load curtailment of EV charging can be completed through existing software integrations between UI's DRMS provider and the Participant's EVSE, without manual intervention.

1.2.7. **Non-Integrated Demand Response:** When there is no integration between UI's DRMS provider and Participant's EVSE, DR Event dispatch notifications are sent to designated Fleet Owners/Operator contacts. The site then manually curtails load to EV chargers.

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Connecticut Light-Duty Fleet Electric Vehicle Managed Charging Program

Terms and Conditions

1.3. **Electric Vehicle ("EV"):** A type of vehicle that is powered by electricity stored in a battery.
  1.3.1. **Battery Electric Vehicle ("BEV"):** A fully electric vehicle that relies solely on a battery for power and does not have an internal combustion engine **("ICE")**.
  1.3.2. **Plug-in Hybrid Electric Vehicle ("PHEV"):** A vehicle that has both a battery and a ICE and can run on either electricity or combustible fuel.
1.4. **Electric Vehicle Supply Equipment ("EVSE"):** Chargers used to supply EVs with electricity.
  1.4.1. **Level 1 ("L1"):** An L1 Charger plugs into an average 3-prong 120V outlet.
  1.4.2. **Level 2 ("L2"):** L2 Chargers either plug into a 240V outlet or are hardwired directly. L2 Chargers can be Networked or Non-Networked. Networked L2 Chargers, or **"Smart Chargers"**, connect to the internet through a wi-fi or cellular connection and can be controlled remotely.
  1.4.3. **Direct Current Fast Charger ("DCFC" or "Level 3" or "L3"):** DCFCs use a 3-phase 480V alternating current **("AC")** electric circuit but deliver direct current **("DC")** to the EV to charge the vehicle much faster than Level 1 or Level 2 chargers.
1.5. **Fleet Advisory Service:** Either UI Program Staff or a third-party contracted by UI to do Fleet Assessments.
1.6. **Fleet Assessment:** Provides site analysis and recommendations so the Participant can make an informed decision when transitioning their Fleet to EVs. The assessment will also inform the Participant about participation eligibility for the Demand Response and/or Customized Managed Charging Plans.
1.7. **Fleet Owner/Operator ("Participant"):** An individual, individuals, or entity responsible for owning, managing, and/or operating the Light-Duty Fleet(s). For the purposes of this Program, the Fleet Owner/Operator will be defined as the individual, individuals or entity that signs the Agreement.
1.8. **Light-Duty Fleet:** A group of cars and/or trucks with a maximum Gross Vehicle Weight Rating **("GVWR")** <8,500 lbs. per vehicle that are owned/used by an organization, government entity or public utility and are subject to emissions inspection pursuant to Section 14-164b of the Connecticut General Statutes.
1.9. **Load Balancing:** The coordinated optimization of a maximum load across which, multiple vehicles within a Light-Duty Fleet will charge their vehicles such that it does not exceed the established maximum load. The established maximum load considers factors such as fleet requirements, operational needs, grid capacity, and energy efficiency. Whether and to what extent Load Balancing can be accomplished is highly dependent on the sophistication of Participant's technology and staff capabilities.
1.10. **Load Management:** The practice of distributing and optimizing the electrical load from EV charging activities across time periods. With Load Management, Participants are encouraged to charge their fleets off-peak.
1.11. **Managed Charging:** The capability of UI to manage the electrical load of Fleet EVs or EV Chargers. Managed Charging can either be done by prompting Participants to adjust their own charging or by UI sending direct signals to the Fleet EVs or EV Chargers.
1.12. **Non-Public Chargers:** Light-Duty Fleet EVSE that are intended solely for the private use of a Participant. Light-Duty Fleet Owners/Operators receiving upfront incentives through the Connecticut EV Commercial Charging Program to install Non-Public Chargers are **required to participate** in at least one of the Light-Duty Fleet EV Managed Charging Programs **for a minimum of 24 months from date of enrollment.**
1.13. **Off-Peak Period:** Any time outside of the hours of 3pm-9pm ET on non-holiday weekdays. An Off-Peak Period as defined in this document and Program is not related to the Off-Peak period used in the Time of Use ("TOU") rates that UI offers that pertain to the hours of 8pm-12pm ET.
1.14. **On-Peak Period:** 3pm-9pm ET on non-holiday weekdays. An On-Peak Period as defined in this document and Program is not related to the On-Peak period used in the TOU rates that UI offers that pertain to the hours of 12pm-8pm ET.
1.15. **Participant:** the business, individual, or entity that is listed on the signature page of this Terms & Conditions that is responsible for upholding this agreement.

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Connecticut Light-Duty Fleet Electric Vehicle Managed Charging Program

Terms and Conditions

1.16. **Peak Load Avoidance Plan ("PLAP"):** Created during a Fleet Assessment by the Fleet Advisory Service and the Participant enrolled in a Customized Plan. The plan outlines specific, measurable goals that deliver 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.

1.17. **Public Access Chargers:** EVSE that are available for public use 7-days a week for at least 12 hours per day. Light-Duty Fleet Owners/Operators receiving upfront incentives through the Connecticut EV Commercial Charging Program to install Public Access Chargers are **not required to participate** in the Managed Charging Program but may participate to optimize their energy usage and potentially earn ongoing incentives.

2. General Eligibility

2.1. The Light-Duty Fleet Program is open to all UI commercial and industrial customers in Connecticut with an active account and a planned or existing Light-Duty Fleet of EVs.

2.1.1. Customers with Non-Public chargers are required to participate in this Program.

2.1.2. Customers with Public chargers are not required to participate in this program but are encouraged to do so. Participation may optimize their energy usage and potentially earn ongoing incentives.

2.2. The Participant is the defined Light-Duty Fleet Owner/Operator or has the right and/or express written authority to participate in this Program from the Fleet Owner/Operator.

2.3. The Charging site has installed or plans to install four or more L2 and/or DCFC chargers. *L1 chargers are not eligible to participate in this Program.*

2.4. The Participant represents and warrants that the information submitted on its Application for Program participation is true, complete, and accurate.

2.5. Participants joining the Light-Duty Fleet Electric Vehicle Charging Program may enroll in the Demand Response Program, the Customized Plan, or both.

2.6. Program incentives and eligibility criteria are authorized by the Public Utilities Regulatory Authority ("PURA") and are subject to change.

3. Enrollment

3.1. To enroll in this program, the Participant must select their Type of Participation (Demand Response, Customized Plan, or both) and provide a signature, both on the last page of this document and email the document to BusinessEV@uinet.com.

3.2. These Terms & Conditions and the Participant's 24-month commitment to the Program both start from the date UI receives this signed agreement.

4. Demand Response Program

4.1. Eligibility to Participate in the Demand Response Program is dependent on the Participant's technical and business capabilities.

4.2. Fleet Assessments are optional for Participants enrolling in a Demand Response Program.

4.3. Regular DR events shall only be called during the Demand Response Season.

4.4. Participants will receive notification of a DR Event with a minimum of 24 hours' notice via the Participant's preferred means of contact.

4.5. UI reserves the right to call a maximum of 15 Regular DR Events per month. Regular DR Events shall last no longer than 3 hours.

4.6. Participants with Integrated DR will be notified and automatically enrolled in upcoming DR events and must "opt out" to not participate.

4.6.1. In rare cases, EVSE enrolled in Integrated DR may fail to return to their normal operating mode after a DR Event. Participants should check their EVSE after a DR Event has ended. UI is not responsible for any loss of charging opportunity due to an EVSE not returning to its normal state after a DR Event.

4.7. Participants with Non-Integrated DR capabilities must manually adjust charging to "opt in" to events.

4.8. EVSE that halt delivering electricity or are not delivering electricity for the duration of a DR Event **are considered to be participating** in the DR Event.

4.9. EVSE used for 15 or more minutes during a DR Event **are not considered to have participated** in the Event.

4.10. Participants always retain the ability to continue charging during DR Events. EVSE that continue to provide charge during DR events will be considered to have "opted out" of the event.

4.11. Participants will receive a notification once a DR Event has ended.

4.12. Participants will earn incentives monthly on a per-plug basis. Monthly incentives vary based on public availability, DR capability, EVSE type and kW capacity:

Monthly Incentives per EVSE Plug							
Availability	DR Capability	EVSE Type and kW Capacity					
		Level 2 (10kW)		Level 2 (20 kW)		DCFC (50kW)	DCFC (>50kW)
Non-Public	Integrated	$	5	$	10	$ 20	$ 25
Non-Public	Non-Integrated	$	10	$	15	$ 25	$ 30
Public	Integrated	$	15	$	20	$ 30	$ 35
Public	Non-Integrated	$	20	$	25	$ 35	$ 40

4.13. Charger Eligibility is assessed on a per-charger basis. The minimum requirement to earn incentives is if the participant "opts out" of no more than two DR Events with the plugs on each charger in that month.

4.14. Chargers are assessed in totality, meaning if a charger has multiple plugs, each plug contributes towards the eligibility of the charger. If any of the charger's plugs fail to meet the requirements in a month, the charger is considered to have failed in that month.

4.15. Site Eligibility is dependent on the percentage of chargers at the site that meet Charger Eligibility. A Site **is considered to be participating** and eligible for incentives when at least 25% of the chargers at that site participated in that month.

4.16. A site that has less than 25% participation of the chargers at that site **is not considered to be participating** in that month. Sites not considered to be participating do not earn incentives in that month.

4.17. Success or failure to meet Site Eligibility in one month does not impact the ability to have success or failure in another month.

4.18. Failure to earn an incentive one month does not impact incentive opportunities in other months.

4.19. Chargers that are unoccupied but are not "opted out" of DR Events will be considered as participating.

4.20. UI reserves the right to call Emergency DR Events which may occur outside of the Demand Response Season and may be conducted without 24-hour notice.

4.21. Emergency DR Events are not eligible for monthly incentives and there is no penalty for "opting out", though participation during these rare events is crucial to maintaining grid stability/safety.

4.22. Participants will receive monthly information on incentives earned or missed.

4.23. UI will observe charging patterns at the site monthly and work with the site to develop strategies for improvement if there are any recurring issues meeting the requirements of Demand Response.

4.24. Following every month of the Demand Response Season (June through September), the Participant will send UI Program Staff that month's historic charging data for each of the participating EVSEs for analysis. This will be done within 10 business days from the end of the month.

4.25. If the Participant submits the required data in the manner described in section 3.25 proving the Participant met the eligibility requirements for incentives, the Participant's accumulated DR incentives will be distributed as a check to the Individual or Entity listed on the application in October at the end of the DR Season.

5. Customized Plan

5.1. Participants who choose not to, or are not eligible to, participate in the Demand Response Program may enroll in a Customized Plan.

5.2. The specifics of participating within the Customized Plan will be determined during the Fleet Assessment provided by UI or UI's Fleet advisory Service with input from the Participant. The unique circumstances and business requirements of each Light-Duty Fleet will determine the exact design of a Customized Plan.

5.3. The Fleet Assessment will help determine the Participant's internal capabilities to meet various Managed Charging prompts to curtail charging, quantify potential savings, and set a baseline.

5.4. The Participant, the Fleet Advisory Service and/or UI's Program Staff will work together to determine to what extent peak load can be avoided and create a PLAP with specific, measurable goals that deliver 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.

5.5. The goals listed in the PLAP will be achieved using Load Management, Load Balancing, or a combination.

5.6. PLAPs must include processes to measure off-peak charging with a goal to shift charging to the off-peak period to the maximum degree possible given the operational needs and business requirements of the fleet.

5.7. The Customized Plan does not have any incentives for participation and UI does not guarantee any cost savings. However, cost savings through efficient management of energy consumption are likely.

5.8. UI will deploy their Fleet Advisory Service to conduct mandatory quarterly check-ins that will serve as an opportunity to assess progress towards goals defined in the PLAP and identify areas of improvement.

6. Termination

6.1. Participants enrolled in the Customized Plan who fail to reach the goals laid out in their PLAP for two consecutive quarters shall be considered non-participating.

6.2. Participants considered non-participating will receive a notification and the Participant will provide a response, in writing, including the reasons for non-participation and a plan to ensure future good-faith participation.

6.3. Participants with Public Chargers Terminated from the Program will no longer be eligible for Program Incentives.

6.4. After two years, participation continues until the Participant submits a request to disenroll or until the Program is discontinued.

6.5. Requests for early termination will be considered on a case-by-case basis and are subject to UI's sole discretion regarding approval.

6.6. In the event a Participant relocates their Light-Duty Fleet within UI's territory, they are required to continue their participation at the new service address.

6.7. A Participant relocating their Light-Duty Fleet outside of UI's territory shall be an approved reason for ending participation before completing two years without penalty.

6.8. If a participant relocating their Light Duty Fleet is relocating their fleet to outside of the UI service area and leaves chargers and other infrastructure behind, the participant is not required to reimburse UI for Make-Ready incentives distributed through the Make-Ready Program.

6.9. It is the responsibility of the participants who leave the UI service area to transfer the responsibility to participate in this Managed Charging Program to the new owner. It is incumbent upon the participant to communicate this responsibility to the purchaser of the site.

UI
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Connecticut Light-Duty Fleet Electric Vehicle Managed Charging Program

Terms and Conditions

7. Access & Monitoring

7.1. UI or its third-party Fleet Advisory Service may access the Site(s) to perform an initial Fleet Assessment.

7.2. UI may monitor the use of the EVSE and periodically inspect the same to verify Participant's compliance with the Agreement and Program requirements and to obtain certain information, including, without limitation, usage information, and Participant's participation in its obligations and duties under this Agreement.

7.3. Participant shall cooperate in good faith with UI and/or its contractors and provide any requested information in connection with UI's monitoring.

7.4. Participant understands and agrees that neither UI nor its contractor shall perform any kind of safety, code, or other compliance review of the EVSE or the Site(s).

8. Data Collection & Confidentiality

8.1. The Participant grants to UI the right to collect data on EV charging behavior for promotional, regulatory or evaluation purposes. Data collected may include but not limited to when and how often charging occurs and energy use per charge.

8.2. UI shall keep in strict confidence any Participant confidential information and any confidential EVSE Utilization Data. UI shall exercise reasonable care to maintain the confidentiality and shall aggregate, anonymize, and otherwise encrypt data if/when disclosed publicly.

9. Name and Logo Use

9.1. The Participant shall not use UI's name or logo without express written authorization from UI. Any authorized use of UI's name and logo must be reviewed and approved by UI and such use must strictly adhere to such UI's specific name and logo use/branding requirements.

10. Tax Liability

10.1. UI will not be responsible for any tax liability that may be imposed on the Participant because of the payment of incentives or participation in the Program.

11. Limitation of Liability

11.1. UI and its contractors are not liable for any damages arising out of or resulting from participation in this program, including but not limited to loss of profits, loss of revenues, failure to realize expected savings, loss of data, loss of business opportunity, or similar losses of any kind, as well as any indirect, incidental, punitive, special, or consequential damages, or for any damages in tort connected with or resulting from participation in this Program.

11.2. Applicant understands that all funding for incentives under this Program derives from UI ratepayers in part by approval from PURA. UI does not guarantee the availability of funding for the Program and is not responsible for any costs or damages incurred by applicant if funding for this Program is reduced or eliminated by the State of Connecticut or PURA action. Funding is subject to change at any time without notice.

12. Indemnification

12.1. The Participant shall indemnify, defend and hold harmless UI, its affiliates and their respective contractors, officers, directors, employees, agents, representatives from and against any and all claims, damages, losses and expenses (including reasonable attorneys' fees and costs incurred to enforce this indemnity) brought by or on behalf of third parties (collectively, **"Loss"**) to the extent arising out of or resulting from the Participant's participation in Program or the Participant's acts or omission with respect to the Program or this Agreement (as well as those acts and omissions by Participant's contractors, representatives or agents),

except to the extent that such Loss results from the gross negligence or willful misconduct of UI. This Section shall survive the termination or expiration of the Agreement.

13. Compliance with Laws

13.1. The Participant shall, and shall require its subcontractors, agents and employees to, comply with all applicable Federal, state and local directives, requirements, rules, regulations, laws and ordinances, whether the same are in force upon the execution of the Agreement or may in the future be passed, enacted or directed, including without limitation, compliance with the safety rules and regulations and standards adopted under the Occupational Safety and Health Act of 1970 **("OSHA")**, as amended from time to time.

14. Notice

14.1. All notices, requests, approvals and other communications which may or are required to be given by either party to the other under this Agreement shall be deemed to have been sufficiently given for all purposes hereunder when delivered personally or mailed by registered or certified mail (i) if to UI at 180 Marsh Hill Road, Orange, CT 06477, Attention: Program Manager Electric Vehicles; and (ii) if to the Participant, at the address of the Site as set forth in the Application.

15. Governing Law

15.1. The Agreement shall be interpreted and enforced according to the laws of the State of Connecticut without regard to its conflicts of law principles. Any controversies arising out of the Agreement shall be submitted only to the courts of State of Connecticut. The Participant hereby submits to the courts of State of Connecticut for the purposes of interpretation and enforcement of this Application and its Terms and Conditions.

16. Assignment

16.1. This Agreement may not be assigned by the Participant without the express written consent of UI.

17. Amendment

17.1. There shall be no amendment to this Agreement, or any Program guidelines as related to Participant's participation unless such is made by UI and mutually agreed upon by Participant and UI.

18. No Third-Party Beneficiaries

18.1. Notwithstanding UI's contractors, as described in the recitals above, this Agreement does not grant any rights to any third parties.

19. Entire Agreement

19.1. This Agreement constitutes the entire agreement between UI and the Participant with respect to the subject matter hereof, and all previous representations or agreements with respect to such subject matter, either oral or written, are hereby annulled and superseded. In the event of any conflict or inconsistency between the Agreement and any other Program Materials, the Agreement shall be controlling. Participant has read, understands, and agrees to these Terms and Conditions.

20. Program Support

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

20.1.1. Phone: (888) 978-1440 Hours of availability: 8:30am–5:00pm, Monday–Friday excluding holidays

20.1.2. Email: businessev@uinet.com