

Frequently Asked Questions (FAQs) for the Multi-Unit Dwelling (MUD) EV Charging Pilot

The following are a list of Frequently Asked Questions for the MUD EV Managed Charging Pilot provided by United Illuminating (UI) and Eversource. Please refer to the Pilot Participant Guide for more information. The Eversource MUD Pilot Participant Guide can be found [here](#) and the UI MUD Pilot Participant Guide can be found [here](#).

What are the benefits of this Pilot?

By participating, you can earn a one-time enrollment incentive, as well as ongoing participation incentives. These incentives help offset the cost of EV charging. Participation in Managed Charging may help reduce your carbon footprint and can make more efficient use of the electrical grid.

Who is eligible to participate in this Pilot?

Residential UI and Eversource electric customers living in multi-unit dwellings (four units or more) with a qualifying electric vehicle may enroll in the Managed Charging Pilot.

What is Managed Charging?

Managed charging provides incentives to customers who adjust or permit their utility to adjust the timing of their EV charging. Managed charging helps minimize energy consumption during times of peak demand (the on-peak period), or stress, on the electric grid. In doing so, the utilities encourage more efficient use of the electrical grid, which reduces our region's electricity cost.

Charging during the off-peak period allows participants to manage their own charging schedule and be incentivized for charging at times that are beneficial for their utility. The goal of off-peak charging is to have a large portion of charging take place during off-peak times when there is less demand on the electric grid. Off-peak charging times include any time outside of 3:00 p.m. to 9:00 p.m. on non-holiday weekdays.

What are my responsibilities for participation in this Pilot?

To receive incentives within this Pilot, customers must participate in Managed Charging, which provides rewards for helping UI and Eversource reduce strain on their electric systems. In order to achieve your monthly incentive, you must control your energy usage by scheduling your charging during off-peak hours at least 80% of the time. Off-Peak hours are non-holiday weekdays anytime outside of 3:00 p.m. to 9:00 p.m. This simple action can earn you incentives of up to \$120 per year when you're enrolled in the Baseline Tier of Managed Charging. Failure to achieving the monthly incentive in one month does not impact your eligibility to achieving the monthly incentive in subsequent months. Please take some time to learn about the participation requirements.

What are the incentives available for this Pilot?

Applicants are eligible for a one-time Enrollment Incentive of \$50. UI and Eversource also offer monthly incentives to customers for their Managed Charging participation. The MUD Charging Pilot enables participants to earn \$10 per month, up to \$120 per year.

I have charging available to me at my apartment complex, can I join the Pilot?

Currently, only customers with vehicles listed on the Qualified Products List may enroll in the Program and participate through their vehicle's telematics capabilities, regardless of the type of EV chargers installed at the location. The utilities and ev.energy will be expanding capabilities related to offering more chargers common at MUD sites throughout 2025 and beyond. Please check your utility's website occasionally to determine if the charger at your site has become eligible to participate in the Program.

Why are utilities like Eversource and UI administering this Pilot?

Managed Charging Pilots encourage users to charge off-peak, which helps the utilities handle times of stress on the grid which, if unmanaged, can lead to higher costs for all utility customers. By encouraging off-peak charging, utilities can more efficiently integrate new flexible EV load on to their existing systems, to the financial benefit of all customers. It may also help the utilities avoid using more carbon-intensive electricity, which may reduce our region's carbon footprint. These Pilots may also enable utilities to integrate more renewable energy and utilize the flexibility of EV charging to provide additional services to their territory.

Will participating in managed charging require me to change my charging habits?

The short answer is "yes" – the utilities provide incentives and tools to encourage this change in habit and may make charging easier and more efficient for you. The Pilot is intended to assist drivers in meeting their needs for charging while helping the utilities coordinate EV charging such that their systems are not impacted by the growing number of EVs in their service areas. You will always retain control of your charging while participating in the Pilot and you will be able to set your preferences to match your needs.

The Pilot and associated platform provide tools that help with scheduling your charging in such a way that your charging is beneficial to you and to the utility. If you typically charge during times in which the utility system is under stress, you will need to change your habits, however the utilities have made this as effortless and as rewarding as possible.

How do I apply for these incentives?

Incentives provided through this Pilot require you to join the MUD EV Charging Pilot and participate in Managed Charging for a minimum of 6 months. To get started, you must apply to the Pilot.

Prospective participants must apply to the Pilot through the link for MUD customers found on either the [UI website](#) or the Eversource [website](#), depending on your utility..

When will I receive my incentives?

Upfront incentives will be distributed within 40 business days after meeting all eligibility requirements, including your vehicle registration, and connecting your eligible vehicle to the utility's Managed Charging Platform. For both utilities, ev.energy's Customer Support Team will reach out to you if more information is needed before your application may be approved.

Participants in Managed Charging will receive ongoing incentives throughout the year. Participation incentive payments will be distributed bi-annually in the spring and the fall by Eversource and quarterly by UI. UI participants will receive their quarterly incentives within one month of the end of each quarter. Participants will be notified of their progress and performance throughout the year.

What charging technologies qualify?

Currently, MUD customers may only participate in the Pilot through their vehicle's telematics capabilities. The utilities and ev.energy are working to develop alternative pathways through which MUD residents may participate through. A Qualified Product List may be found on both Eversource and UI's websites. Currently, only vehicles on the list may participate through their telematics capabilities. Please refer to **Section 6** of the Pilot Participant Guide for information on eligibility and information on the types of devices and vehicles that can participate. You can find the MUD Pilot Participant Guide and Qualified Products List ("QPL") on Eversource's website [here](#) and on the UI website [here](#).

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

Yes, if you have more than one EV, you may apply for a second Enrollment Incentive, however this is the limit for incentives per MUD participant. Participants with a second EV enrolled in the Pilot are also eligible for monthly incentives if the charging goals of the Pilot are met.

If I already applied and received EV charging incentives and subsequently move to a new apartment complex that offers EV charging, can I apply for incentives again?

Yes, but you would only be eligible to receive monthly incentives for meeting your monthly charging goals. The Enrollment Incentive is only offered to new applicants who have not previously participated in the MUD Charging.

Is there a limit to how many incentives will be provided?

Yes, the utilities have been approved for a certain level of funding for incentives. At this time, the funds have not reached their limit and you are encouraged to apply.

How is this different from the CT EV Charging Program?

The CT EV Charging Program is directed towards customers in single-family residences where the charger is privately owned and accessed by the EV owner exclusively. The MUD EV Charging Pilot is directed towards customers who reside in multi-unit dwellings with chargers that have multiple users. In most cases, these sites have received



incentives through the CT EV Make-Ready Program to build infrastructure and install chargers. The CT EV Charging Program provides rebates and incentives to install chargers at the single-family home and requires participants to remain in the program for a minimum of 24 months. For this MUD Pilot, there is a shorter 6-month commitment to participate in managed charging. There are also differences in the requirements for participation to earn monthly rewards for smart charging.