

# **Multi-Unit Dwelling (MUD) Electric Vehicle (EV) Charging Pilot**

## **2025 Participant Guide for Residential MUD EV Drivers**

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**January 01, 2025**

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## Section 1: Introduction

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### **Welcome to the Multi-Unit Dwelling (“MUD”) Electric Vehicle Charging Pilot**

New technology like electric vehicles (“EVs”) raise many questions and your utilities know informed consumers drive great partnerships. In this guide, United Illuminating and Eversource explain a unique new EV charging Pilot and help you understand just how easy EV charging can be, how you will earn incentives through EV charging Pilots, get faster charging options to simplify your life, 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 EV community and public charging network are quickly growing around you. Let’s find out just how you can become part of this new technology revolution!

The MUD EV Charging Pilot (“the Pilot”) offers eligible residential EV drivers the opportunity to earn incentives to charge their EV smarter, avoid costly peak time energy use, and help your utility, either United Illuminating (“UI”) or Eversource (collectively “utilities”), manage the additional electricity demand from EV’s now and into the future. Charging an EV at your home can offer many benefits, from convenience to cost savings and vehicle emission reductions. Whatever your motivation, we welcome your participation and look forward to supporting you.

So, how does it work? This guide will provide all the information you need to participate successfully and receive the Pilot incentives that are applicable to you. Overall, customers interested in the Pilot will follow these general steps to be explained in more detail below.



**STEP 1: LEARN ABOUT THE PROGRAM & DECIDE HOW TO PARTICIPATE**



**STEP 2: ENROLL IN THE PILOT AND EARN ENROLLMENT INCENTIVE**



**STEP 3 PARTICIPATE & RECEIVE INCENTIVES**

## Section 2: Definitions

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The definitions in this section will help new and existing EV drivers understand some of the terms used throughout this guide.

**Direct Load Control:** The capability of the utility has to manage the participant's electrical load through the utility's Technology Partner.

**Emergency Demand Response Event:** refers to actions taken by utilities if the utility determines 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. Customers will still have the ability to opt out during an Emergency Demand Response event.

**Electric Vehicle Supply Equipment ("EVSE"):** refers to devices used to supply EVs with electricity. These devices generally fall into two categories – we'll cover those that are commonly used in your home:

**Level 1 ("L1"):** The lowest speed charger, these chargers plug into the average 3-prong, 120 volt ("V") plug in most homes. These plugs charge a vehicle very slowly, and the time required varies greatly depending on the size of your vehicle battery. An L1 charging plug may have been included in your EV purchase. ***These chargers are not eligible to participate in the Pilot.***

**Level 2 ("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 where you charge your EV. L2 chargers are most often purchased separately from your EV, although some EV's come with an L2 charger as standard equipment as an option when you purchase your EV. 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 3 and 7 hours, depending on the size of your EV's battery and power rating of the charger.

**Managed Charging:** this is also known as "smart charging" where utilities or other third-parties are able to coordinate with Participants in a Managed Charging Pilot to start, stop, or slow down charging during times of high stress on the utility system. This can be done by sending signals to Participants to remind them to control their charging themselves. Managed Charging allows the utilities to adequately integrate the growing, new demand on their systems from EVs, and allows utilities to use the flexibility of EVs to reduce costs.

**Managed Charging Platform:** this is the behind-the-scenes software platform that allows your utility to coordinate charging among all Pilot Participants and supports implementation of this Managed Charging Pilot. Depending on if you are an

Eversource or UI customer, you will have different approaches to interacting with this Pilot, but there will be customer-facing elements that allow you to set your preferences and control your charging.

**Off-Peak:** For the purpose of this Pilot off-peak charging is charging your vehicle outside of the hours of 3pm to 9pm on non-holiday weekdays and is one of the requirements for achieving participation incentives. **Off-Peak in this document is not related to the off-peak Time of Use (TOU) rates that UI/Eversource offers which pertains to the hours of noon to 8pm.**

**Technology Partners:** utilities have many technology partners that assist in delivering Pilots like this one to customers. In this Pilot guide we often refer to our “Technology Partner”, which is a third-party contractor that provides analytics, communication, and reporting to assist utilities in delivering value-added Pilots and a great customer experience. Both UI and Eversource have partnered with ev.energy to deliver this Pilot.

**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 Pilot. 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 Emergency Demand Response Events.

## **Section 3:**

### **Pilot Description**

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The Pilot provides ongoing incentives to promote consistent participation in Managed Charging over time. Participants are rewarded for charging their vehicles during off-peak periods throughout the year. Participants use their EV and/or EV charging station to respond to signals from their utility as the utility continually monitors the electric grid. Customers can set their own charging schedules to avoid charging during on-peak times. Participants always have the option to opt out of an Emergency Demand Response Event if it is necessary for them to charge during that time.

Monthly incentives of \$10 are available to EV owners who agree to participate in the Pilot. Pilot participants are rewarded for shifting at least 80% of their charging to off-peak periods. Please see **Section 7** for more details regarding requirements for full participation in the Pilot.

## Section 4: Incentives

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Incentives in this Pilot fall into 2 categories that we will explain in more detail below. There is an upfront Enrollment Incentive of \$50, and there are ongoing monthly incentives of \$10/month. , Monthly incentives are 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. UI customers can expect to receive their earned ongoing incentives within the month following the end of each quarter.

Participants apply for upfront incentives as part of their application and enrollment process, and these will be distributed after the application is approved. Below is more detail on what you can expect from these incentives and how to qualify.

- **Enrollment Incentive**

A one-time \$50 Enrollment Incentive is available to customers that participate through their vehicle Telematics. Participants must enroll using an eligible EV (see Section 6 for more information on the list of eligible technologies).

Upfront and ongoing incentives for UI participants are distributed through the customer's preferred payment method (Venmo or PayPal), which can be selected on the incentives tab of the ev.energy app. Eversource customers will be paid via electronic means.

- **Ongoing Incentives:**

The Pilot rewards ongoing incentives for meeting monthly performance requirements. Ongoing monthly incentives are capped at \$120 per year for full participation. If a participant, in a given month, times their charging such that 80% or more of the charging happens during the off-peak period (anytime outside of 3pm to 9pm on non-holiday weekdays), the customer will earn a \$10 incentive for that month. The participating EV must also be charged at the MUD site at least twice in that month.

## Section 5: Eligibility & Enrollment

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The Pilot is open to all residential UI and Eversource customers in Connecticut who live at a Multi-Unit Dwelling with four or more units on the property.

Participation in the Pilot requires that a participant's EV meet certain criteria. Below is an outline of setups that can qualify and how each setup must enroll.

Connecting via a vehicle's Telematics can be a convenient option for many participants. Telematics provides a one-time "set it and forget it" experience. See **Section 6** for the QPL to understand which vehicles can participate. *Note: this list is constantly growing*



as our Technology Partner integrates with more vehicle and EV charger manufacturers, so check back regularly.

### **Pilot Application**

The Pilot offers an easy online pathway to provide secure and reliable processing of applications.

**Eversource:** Please visit the Residential Section of the [Eversource website](#) to access the application portal.

**UI:** Please visit our [EV Programs for Your Home page](#) to access the application portal.

In the application, there are clear steps to follow, terms and conditions for the Pilot that you must accept, and guidance on how to activate your device. Along the way you will need:

1. *Customer's utility account number, service address, and billing address*
2. *EV information: make, model, and year.*

If you are having trouble with your application, please contact your utility's incentive processing partner, by emailing [support@ev.energy](mailto:support@ev.energy) for Eversource Customers and [UnitedIlluminating@ev.energy](mailto:UnitedIlluminating@ev.energy) for UI customers, or by using the contact information provided in **Section 8** of this guide. An associate will support you and/or may provide an alternate application method.

Errors in your application may lead to delay or cancellation of your application. Upon identifying any such issues, the Pilot team will attempt to contact you using the information supplied in the application. If we are unable to reach you or you do not respond with the information needed to correct the application, your application may be cancelled.

### **EV Connection & Activation**

All EVs must be activated in the Pilot and any delay in activating your device may lead to delay or cancellation of your incentive payment. The activation process varies by device type and vendor. You will receive activation instructions that are specific to your chosen device in the confirmation email that you receive when you submit your Pilot application. Follow instructions carefully and use the contact information in the email for support if you experience any difficulties.

### **Enrollment Incentive**

Customers will receive their Enrollment Incentive digitally. Eversource customers will receive payment via check or electronically. UI customers provide their preferred payment method 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 customer designates an alternate payee when submitting the application. **Additional Eligibility Requirements:**

The following requirements apply to all participants:

- Participants must remain in the Pilot for a period of not less than 6 months from the date of incentive payment.
- Participants who leave the Pilot before the 6-month period ends may be required to pay back a prorated portion of the upfront incentives they received as part of this Pilot.
- Incentives are limited to the stated incentive amount listed above.
- Participants are required to share the EV charging data with their utility. Please refer to the Terms and Conditions included with the Pilot application.

❖ **Data Sharing and Privacy:**

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 Pilot. **All EV charging data will be aggregated, anonymized, or otherwise encrypted if/when disclosed publicly.**

## **Section 6:**

### **Qualified Product List of Eligible EVs (Telematics)**

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To participate, users must follow requirements for enrollment of vehicle Telematics. Only applications including eligible EVs that are listed on the Pilot's QPL will be eligible for the Pilot. For the QPL, please visit UI's EV Programs for Your Home landing page found [here](#) or Eversource's landing page found [here](#). Please note that this list will regularly be updated as new manufacturers will be added on an ongoing basis.

#### **Eligible Devices**

It is the customer's responsibility to apply to the Pilot using an eligible EV. The Pilot attempts to include a range of eligible EV options to meet different customer needs. Utilities do not offer preferences or recommendations for any approved Pilot vendors, and Pilot participants are responsible for determining suitability of products and services.

#### **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. To receive an upfront Enrollment Incentive for participating with Telematics, you must activate a qualified vehicle model with Telematics in the Pilot for a period of not less than 6 months. You will receive activation instructions that are specific to your chosen vehicle in the confirmation email that you receive when you submit your Pilot application.



## **Section 7:**

### **Pilot Participation**

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The MUD EV Charging Pilot is designed to incentivize customers living in MUDs to charge their EVs in a manner that helps the utilities reduce the stress on their systems. Vehicles participating through their telematics may occasionally be "pinged" or "pulled" by the Pilot administrator to monitor charging progress.

The Pilot 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 is a **Passive Managed Charging** Pilot where the customer sets a schedule, and the utility observes performance.

Participants must use their relevant utility Managed Charging Platform to charge their EV outside of on-peak hours and coordinate their charging such that 80% or more of their charging time occurs outside of this window. The on-peak window is 3pm to 9pm on non-holiday weekdays.

In a given month, if a participant avoids charging between 3pm to 9pm 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 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 two times for 15 minutes per month. This is to ensure that the participant is reducing stress on the utility system during on-peak hours.

#### **Emergency Demand Response Events**

If required to maintain the safety and reliability of the grid, 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 are considered emergencies by utilities may require override of a customer's EV charging. While such conditions are rare, utilities will attempt to provide advance notification whenever possible, dependent on the nature of the event. **Participants always retain the right to opt out of these types of Events and there will be no penalties.**

As a summary of Pilot Participation, Participants are able to earn \$10 per month for simply setting a charging schedule that avoids charging during the highest stress periods on a daily basis and sticking to that schedule at least 80% of the time. Using a passive "set and forget" schedule, a participant could earn up to \$120 annually for participating in the Baseline Tier.

### ***Participation Results & 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 Pilot and to determine the amount of incentives to which each participant is entitled. Participants will be provided 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 Pilot, so they may track their progress each month. Participants are distributed incentives based on their performance in this Pilot. If you have questions about your participation results, please reach out to [UnitedIlluminating@ev.energy](mailto:UnitedIlluminating@ev.energy) for UI and [support@ev.energy](mailto:support@ev.energy) for Eversource.

All incentives earned by a participant 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**

All enrolled participants are required to remain in the Pilot for a period of not less than 6 months from the date the participant's application is approved. After 6 months, participation continues until the participant submits a request to disenroll or until the Pilot is discontinued. In the event that a device that did qualify to participate in the Pilot loses its qualification, the utilities will reach out to affected participants with available options.

Eversource Customers can request to disenroll by emailing [managedcharging@eversource.com](mailto:managedcharging@eversource.com). UI customers can request to disenroll by emailing [HomeEV@uinet.com](mailto:HomeEV@uinet.com). A participant moving outside of the utility's territory shall be an approved reason for ending participation before completing 6 months.

***Participants leaving the Pilot before the 6-month period ends may be required to pay back a prorated portion of the upfront incentive they received.***

## **Section 8: Pilot Support**

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For enrollment or mobile app support, customers can contact the Technology Provider's staff for questions using the contact information below. Please allow three business days for a response to your email.

**Eversource:** [support@ev.energy](mailto:support@ev.energy)

**UI:** [UnitedIlluminating@ev.energy](mailto:UnitedIlluminating@ev.energy)

For UI customers seeking more information and guidance regarding this Pilot, please email UI at [HomeEV@uinet.com](mailto:HomeEV@uinet.com). An Energy Specialist will contact you within 5 business days.

## **Section 9: Frequently Asked Questions (FAQs) I**

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The following are a list of Frequently Asked Questions for this Residential Managed Charging Pilot provided by United Illuminating (UI) and Eversource.

### **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 Pilot 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 Pilot.

**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 Qualified Products List ("QPL") on Eversource's website [here](#) and on the UI website [here](#).

**Are 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 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 Pilot 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.