

# PGE and evPulse FAQs

## About evPulse

### What is evPulse?

We've added a new program just for Tesla owners that provides you an easy way to optimize your charging and rewards you for helping reduce energy use during peak times, which helps keep prices lower for the community. evPulse is for PGE customers who own a Tesla and an EV charger that is not eligible for the PGE Residential EV Charging Pilot Program. You'll earn \$50 for signing up and connecting your car to evPulse, plus seasonal rewards through the PGE Smart Charging Program.

### How do I sign up?

To participate in the PGE Smart Charging Program, [apply through PGE's website](#) and select the evPulse rebate for \$50. We will direct you to [register with evPulse](#). Follow the simple, three-step evPulse registration process to connect your vehicle and set up notifications by SMS to be informed about optimized charge scheduling. You will receive an email from PGE about your enrollment status.

### What if I have multiple EVs?

Up to two EVs that you own are eligible to receive a rebate from one of our two offers: either \$500 toward the purchase of a qualifying charger (or \$1,000 for income-eligible rebates), or a \$50 rebate for enrollment in evPulse. Receiving a rebate will automatically enroll you in the PGE Smart Charging Program for the corresponding vehicle.

Here are a few examples of what that looks like for a two-vehicle household:

- Two qualified charger purchase rebates
- Two evPulse enrollments
- One qualified charger purchase and one evPulse enrollment

## Events and rewards

### How do demand response (Smart Charging) events work?

While you are enrolled in the PGE Smart Charging Program, your vehicle charging may be rescheduled to avoid charging during PGE's demand response events and maximize your off-peak charging. Your vehicle will still be charged and ready for use by your "Ready by" time.

When you return home and plug in, you may receive a notification about your charging via the web app and/or an SMS text. Notifications will include guidance on the battery percentage your vehicle will reach and the time it will be scheduled to finish. Your rescheduled charge is determined by the following factors:

- Your charge limit as set in the Tesla app or vehicle console
- The "Ready by" time you select in the evPulse application
- Your home charger power as determined by historical data



## **When can I expect Smart Charging Events to be called?**

There are two Smart Charging Event seasons in the year: October to March and April to September. evPulse will begin to manage charging for these demand response events starting in January 2022.

If you are on a residential Time of Use rate, your charge will be optimized outside of demand response events as well, beginning in January 2022.

## **How long will it take to receive my enrollment reward?**

It can take up to three weeks to confirm your eligibility. Once you are enrolled, your reward will be processed in four to six weeks. You will receive emails directly from PGE about your enrollment status and enrollment reward.

## **Miscellaneous**

### **I'm on a residential Time of Use rate. Will this program affect my bill?**

As part of the PGE Smart Charging Program, your vehicle charging will be scheduled to avoid charging during PGE's demand response events and maximize your off-peak charging. This will help ensure your electricity bill is as low as possible.

### **Why am I being prompted for a code when connecting my Tesla?**

When adding your Tesla, you may be asked for an additional code. This is usually a result of having two-factor authentication on your account. You'll need to look this up on a two-factor authenticator on your phone and enter the number given.

### **Will optimized charging schedules affect Tesla's Scheduled Departure preconditioning?**

No. Optimized charging schedules will not impact vehicle preconditioning and climate control in preparation for a Scheduled Departure time.

### **What if I already have a charge scheduled through the Tesla console?**

PGE Smart Charging schedules always allow your vehicle to be charged to your target battery level by the "Ready by" time set in your evPulse web app at [portlandgeneral.ev-pulse.com/dashboard](https://portlandgeneral.ev-pulse.com/dashboard) (defaulting to 6 a.m. in your local time zone).

If you have used your Tesla dashboard to schedule charging at periods that may have higher rates, your charging may be rescheduled for periods of lower rates or outside of PGE demand response events — provided that your new schedule ensures that you are easily able to reach your maximum target battery range.

*It is highly recommended that you do not schedule charging through your Tesla vehicle console while also participating in charge scheduling through the PGE Smart Charging Program, as Tesla native scheduling may interfere with the optimal schedules recommended as part of the program.*

### **How will my phone number be used?**

evPulse may send you notifications by SMS in order to provide a better, more transparent PGE Smart Charging Program experience. These notifications could include reminders to plug in (in case you're at home and can use a charge), updates on optimized charging schedules as they are activated for you and alerts about your charging being interrupted. You can configure your notification preferences and opt out of receiving them at any time.

### **When will my car finish charging under an optimized charging schedule?**

Your car will finish charging as early as possible outside of the event period, but always before your target "Ready by" time (which defaults to 6 a.m. in your local time zone).



### **To what battery level will my car be charged under an optimized charging schedule?**

Your car will be charged to the target battery percentage limit you set in your Tesla app, provided that it is physically possible to reach the limit, given your home charger power and the hours until your “Ready by” time.

### **What if something changes and I need to use my car before my “Ready by” time?**

evPulse is committed to providing you with the charge that you need, when you need it. In case your plans change and you need to charge your car immediately for an earlier departure, you can always do so. Here are three ways:

- Replying CHARGE NOW in response to any scheduled charging SMS notification
- Initiating a charge session through your Tesla app (tapping “Start charging”) or in your Tesla console
- Clicking the “Charge now” button for the active session notification in your evPulse dashboard

