

PGE Residential EV Charging Pilot Program FAQ

Last updated: April 20, 2021

Pilot offerings

Q. Why is PGE conducting this pilot?

A. PGE designed this pilot to help advance Oregon's transition to a clean energy future. Many car buyers believe electric vehicles (EVs) and Level 2 chargers are luxury items they cannot afford. PGE is using this pilot to educate consumers on their electric vehicle and charging options. As part of the pilot, PGE will also offer rebates to purchase and install qualified chargers, making ownership more accessible. In addition, PGE is using this pilot to understand how customers can help support the grid's needs by shifting their EV's energy usage away from periods of high demand or to periods when renewable generation is the highest. These practices help keep prices more affordable for all customers and allow us to continue to provide reliable energy.

Q. What is the pilot offering?

A. Customers may receive a rebate of up to \$500 for the purchase and installation of a qualified electric vehicle charger. Customers who meet the [income eligibility requirements](#) may receive a rebate of up to \$1,000. Customers who purchased and installed a qualified electric vehicle charger before the model was added to the [Qualified Products List](#) (QPL) may qualify for a \$50 rebate. For qualification requirements, please refer to the [pilot's webpage](#).

Q. When are the pilot offerings available?

A. The pilot's offerings will be available Oct. 23, 2020, through Feb. 24, 2023. New enrollment for rebate applications will close on Sept. 30, 2023, or when the pilot reaches 5,000 participants, whichever comes first.

Q. Who qualifies for the pilot's rebate offerings?

A. Current PGE residential customers are eligible for the rebate offerings if they purchase a new, qualified EV charger and install it at a single-family residence or a condo that has four or fewer attached units.

Q. I bought and installed my charger before Oct. 23, 2020. Do I still qualify for a rebate?

A. To qualify for the Standard Installation or Income-Eligible Installation rebates, the EV charger must have been purchased on or after Oct. 23, 2020. If you purchased and installed a qualified EV charger prior to Oct. 23, 2020, you may still qualify for the \$50 Bring Your Own Charger rebate.

Q. What does the "up to" \$500 or \$1,000 rebate mean?

A. The Standard Installation and Income-Eligible Installation rebates are capped at the total price paid plus qualifying expenses up to the maximum available amount. Qualifying expenses include the EV charger equipment cost, installation labor and material costs, and applicable permit costs. If the total price paid is less than \$500 for the Standard Installation rebate or less than \$1,000 for the Income-Eligible Installation rebate, the rebate will be capped at the total price paid (actual expenses).

- Ex. If the total price paid for equipment, installation labor and materials, and permits was \$399, the rebate for either a Standard Installation or Income-Eligible Installation rebate applicant will be \$399.



- Ex. If the total price paid for equipment, installation labor and materials, and permits was \$3,000, the rebate for a Standard Installation rebate applicant will be \$500 and for the Income-Eligible Installation rebate applicant will be \$1,000.

Q. How does the Bring Your Own Charger rebate work?

A. The Bring Your Own Charger rebate is for customers who purchased and installed an EV charger prior to Oct. 23, 2020, or prior to their EV charger’s make and model being added to the [Qualified Products List](#) (QPL). Participants will be automatically enrolled in the Smart Charging Program and earn participation rewards.

Q. Can I participate in both Peak Time Rebates and this pilot?

A. No. Participants may not participate in both the Peak Time Rebates Program and the Residential EV Charging Pilot Program. The Peak Time Rebates Program incentivizes customers for manually reducing their energy use during specified times of day. For example, customers might postpone using an electric dryer or air conditioner during the designated peak time slot. Peak Time Rebates rewards cannot be given to customers for energy reductions that result from PGE control of their devices, including smart thermostats or devices used in the Residential EV Charging Pilot. If you are already enrolled in the Peak Time Rebates Program, PGE will automatically unenroll you from that program upon qualification for the Residential EV Charging Pilot Program.

Q. Can I participate in both the Smart Thermostat Program and this pilot?

A. Yes. Participants may participate in both the Smart Thermostats Program as well as the Residential EV Charging Pilot.

Q. Can I participate in both the Time of Use Rate and this Pilot?

A. Yes. Participants may participate in both the [Time of Use Rate](#) as well as the Residential EV Charging Pilot. For customers who are interested in learning more about the Time of Use Rate, you may request so via the rebate application. PGE will reach out to you to discuss the Time of Use Rate.

Q. Do I need to own an EV before I can participate in this pilot?

A. Yes. Participants must already own or lease an EV or plug-in hybrid prior to applying for the Residential EV Charging Pilot. You do not need to own the EV or plug-in hybrid before purchasing the EV charger. You must own both and have completed the EV charger’s installation prior to submitting the rebate application.

EV charger qualification

Q. Where can I find out what models qualify?

A. PGE lists qualifying EV chargers on the [Qualified Products List](#) (QPL). The QPL lists models that have passed PGE’s evaluation and that are demand-response–enabled for participation in the Smart Charging Program.

Q. Where can I purchase a qualified EV charger?

A. Qualifying EV chargers may be purchased from various retailers such as the manufacturer’s website, Amazon.com, Homedepot.com, Costco, etc. The EV charger must be new and not used to qualify for an installation rebate. Qualifying EV chargers can be found on the [Qualified Products List](#) (QPL). If you have a used EV charger or already owned a qualifying EV charger, you may still qualify for the Bring Your Own Charger rebate.



Q. I can't find my EV charger listed on the Qualified Products List. Why?

A. The pilot will have a limited number of qualifying EV chargers. PGE has evaluated EV chargers for performance, safety, customer experience, quality, ease of setup and installation, and sustainability. All qualifying models achieved either a “Best in Class” or “Acceptable” rating during the evaluation and are demand-response-enabled for participation in the Smart Charging Program.

Q. Why isn't a Tesla EV charger on the Qualified Products List?

A. EV chargers must be demand-response-enabled for participation in this pilot. Unfortunately, Tesla does not produce demand-response-enabled EV chargers at this time. For a list of EV chargers that meet participation requirements, please review the [Qualified Products List](#) (QPL). All qualified products work with Tesla vehicles with a Tesla J1772 Charging Adapter. All Tesla vehicles should come equipped with a J1772 Charging Adapter at the time of sale. Customers are required to ensure use of the adapter conforms with all local and national codes, standards, regulations or laws.

Q. How do I get my EV charger model added to the Qualified Products List?

A. Please email us at resevcharging@pgn.com with your name, email, zip code and EV charger make and model. PGE will evaluate the charger against the criteria listed above.

EV charger installation

Q. Can PGE recommend an electrician in my area?

A. PGE is vetting electricians but, unfortunately, does not have recommendations at this time. However, you may use any electrician of your choice. Please visit our [program page](#) and click on the [EV Charger Installation Checklist](#) for tips on how to get your installation completed.

Q. What do I need to do to install my EV charger?

A. PGE recommends that you review the [EV Charger Installation Checklist](#), available at our [program page](#), and discuss your home's needs with a licensed electrician.

Q. Why do I need to hardwire my EV charger?

A. Oregon will be updating electrical codes to align with the 2020 National Electric Code (NEC) in April 2021. The updates to code require devices like EV chargers to be hardwired for safety purposes. Please work with your electrician to properly hardwire your EV charger per the manufacturer's instructions. The pilot will be adopting the requirement for all installations after Jan. 31, 2021.

Q. Will I need to replace my electric panel?

A. If your electric panel is undersized for your home's needs (after the charger is installed) or does not meet current code requirements, your panel may need to be replaced. Because each home's requirements are unique, PGE recommends you discuss electric panel needs with a licensed electrician.

Q. Can I hardwire my EV charger or do I need to hire a licensed electrician?

A. PGE recommends that you hire a licensed electrician. You will be responsible for meeting all codes and standards.



Q. How/why do I activate my ChargePoint Home?

A. Find details on how to [activate your ChargePoint Home](#). Activation ensures you get software updates and allows you to take advantage of smart features. It also allows PGE to communicate with your charger for the Smart Charging Program.

Rebate application submission

Q. How do I apply for the rebates?

A. Please complete the [rebate form](#) listed on our program page regardless of the rebate you are applying for. Visit our [program page](#) and click on the link to required documents to see what you must submit to resevcharging@pgn.com.

Q. How do I find my model and serial number?

A. ChargePoint owners, you can find the model number and serial number in the About Charger section in the mobile app. This information is also listed on a sticker near the cord at the bottom of the charger and on the outside of the shipping package.

About Charger	
Model number	CPH50-NEMA14-50-L23
Serial number	111111111111
Software version	5.3.4.21
Updated	Sep 28, 2020 11:15 AM
Wi-Fi MAC	A1:A1:A1:A1:A1:A1
System MAC	AAAA:BBBB:0000:1111
IP	192.111.11.11
Last contact	About 9 minutes ago



Q. What do I need to include in the photo of my electric panel?

A. Please include legible images of:

- The electric panel, including the circuit breakers supplying the charging station
- The back of the electric panel cover, including any permitting paperwork or stickers

Q. What type of documentation is required for the income-validation form?

A. It depends on the income you've listed in the income-validation form. We can accept pay stubs, rental income invoices, public assistance payment stubs, social security or pensions payment stubs, or your most recent IRS income tax return. Please make sure that the documents match the income listed on the income-validation form.

Smart Charging Program

Q. What is the Smart Charging Program?

A. The Smart Charging Program is PGE's demand response program. By participating in the Smart Charging Program, you help to manage the grid's needs during periods of high demand or when renewable generation is the highest. Shifting your EV's energy usage allows us to rely on more renewable sources of energy during peak times. This helps keep prices more affordable for all customers and allows us to continue to provide reliable energy. In return you get a \$25 reward at the end of each Smart Charging Event season. PGE will automatically enroll you in the Smart Charging Program once your rebate application for the Standard Installation, Income-Eligible Installation or BYOC rebate has been qualified.

Q. I'm enrolled in the Smart Charging Program. What now?

A. Thanks for your participation! Use your EV and EV charger like normal. We will notify you of what to do when we begin to shift or shed your EV charger's energy usage. For now, make sure that your charger is connected to the internet and that you continue to charge when you need to.



Q. How do I qualify for the Smart Charging Participation Reward?

A. To qualify for the Smart Charging Participation Reward, customers must do the following:

- Participate in a minimum of three demand-response events during the Smart Charging season.
- Keep your EV charger connected to the internet 50% of the time during the period.
- Complete 13 active charging sessions during the period.

Rewards will be issued on the next bill at the end of each season.

Q. Are the Smart Charging Event seasons the same as the Peak Time Rebates or Smart Thermostats seasons?

A. No, the Smart Charging Event seasons are longer. There are two seasons: October to March and April to September.

Rebates and reward payments

Q. How will I get paid my rebate?

A. Once you qualify for the rebate, we will issue the payment via check to the applicant listed on the application as long as they are either the account holder or co-account holder associated with that service account.

Q. What if I want to apply but I am not one of the account holders?

A. At this time, the Residential EV Charging Pilot Program requires the applicant to be an account holder associated with that service account. Please have the account holder apply or add you as an account holder.

Q. I want to apply but I've changed my name. Can I still qualify?

A. Yes. You may still qualify for the pilot. Please call Customer Service at 503-228-6322 or 800-542-8818. Representatives are available from 7 a.m. to 7 p.m. Monday through Friday. They can help you update the name listed on the account. The name must be updated in our records before a rebate check can be issued to your new name.

Q. How will I be paid my Smart Charging Participation rewards?

A. Once PGE confirms that you meet the participation requirements for the season, we will issue the \$25 as a credit to your next bill. You may experience a lag, depending on when your billing cycle starts. The credit may be applied in April or May and again in October or November.

Change of address

Q. I'm enrolled in the pilot and planning to move. What do I need to do?

A. Congratulations on the new home! You can email us at resevcharging@pgn.com and let us know whether you want to continue participating at your new home using your current EV charger, are planning to purchase a new charger, or would like to unenroll from the pilot.

Q. Can I qualify for another installation or BYOC rebate?

A. If you've already received an installation or BYOC rebate for your EV charger, you may not qualify for another rebate. However, you may be enrolled in the Smart Charging Program and can still qualify for rewards at your new address. If you are purchasing a new qualified EV charger for your new address,



you may qualify for an installation rebate.

Unenrollment

Q. I no longer want to participate in the pilot. How do I unenroll?

A. You can email us at resevcharging@pgn.com and let us know that you want to unenroll from the Smart Charging Program. Your EV charger will no longer participate in any Smart Charging Events. If you qualify for a reward, it will be issued at the end of the season.

Miscellaneous

Q. Will you sell my information?

A. No, PGE does not sell any participant's information to a third party.

Q. I have a different question. Who do I contact?

A. Please feel free to email us at resevcharging@pgn.com

