

# Central Hudson Residential EV **ChargeSmart**

Program Manual





Plug into a

**better future**

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# Definitions

TERM	DEFINITION
<b>Conservation Event</b>	Conservation events balance the demand on power grids by encouraging customers to shift electricity demand to times when electricity is more plentiful or other demand is lower.
<b>EV</b>	Electric vehicle, a four-wheel light-duty vehicle capable of highway speeds that is powered fully, a battery electric vehicle (BEV), or in part, a plug-in hybrid electric vehicle (PHEV), by an electric motor and is rechargeable from an external connection to an off-board electrical source.
<b>Charger</b>	A networked Level 2 EV charging station.
<b>Off-Peak</b>	Off-peak hours are during periods of lower electric demand and cover all hours outside of the on-peak periods, weekends, and six major holidays per year (New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas).
<b>On-Peak</b>	On-peak hours are during periods of high electric demand (after 7 p.m. and prior to 2 p.m., Monday through Friday).
<b>Participant</b>	An entity that is enrolled in the EV ChargeSmart program.
<b>Savings Rate</b>	<p>The Savings Rate is the \$/kWh rate that is used to calculate participation incentives. The Savings Rate is calculated as follows:</p> $(\text{Standard Delivery Rate} - \text{Off-peak TOU Delivery Rate}) + (\text{Standard Supply Rate} - \text{TOU Supply Rate})$ <p>Savings Rates are subject to change. The current Delivery and Supply rates can be found <a href="#">here</a>.</p>
<b>TOU Rate</b>	The EV Time of Use Rate enables owners to purchase electricity at lower rates during times when demand for electricity is lower—after 7 p.m. and prior to 2 p.m. The TOU Rate program includes a Whole Home TOU Rate and a Separate Meter TOU Rate option.

# Program Overview

Every day, more New Yorkers are switching to electric vehicles (EVs), and Central Hudson is here to help. To make your charging habits more efficient, we're offering the Residential EV ChargeSmart program ("Program"), which offers incentives just for shifting when you charge your vehicle. It's an easy way to save money while improving grid reliability and reducing greenhouse gas emissions.

The EV ChargeSmart Program aims to provide charging needs to the participant at the lowest cost possible, by voluntarily adjusting their charging patterns. While this can help reduce peak demand on the grid, it does not involve active control or direct communication between the utility and the participant's device. Just charge your vehicle during off-peak times and save money!

## Peak Perks Charging Rewards

Some Central Hudson customers are also eligible to receive Peak Perks Charging Rewards. Peak Perks is a managed charging program that involves real-time monitoring and control of electricity consumption to optimize the performance and efficiency of the power grid. It requires active communication and coordination between the utility and the participant's device.

Participants who live in areas of increasing electric demand in Central Hudson's service territory who enroll in the Program will receive notifications from Central Hudson of conservation events throughout the summer season (June–September). During a conservation event, Central Hudson will pause or reduce the charging of a participant's device to ease stress on the grid and benefit the community. But don't worry, participants will always have the option to opt out of an event if they need to charge.

## General Program Requirements

Eligible Program participants must satisfy the criteria listed below:

1. Be a Central Hudson residential customer listed as the accountholder of record.
2. Own or lease an EV (BEV or PHEV).
3. Own an eligible device,<sup>1</sup> which is limited to qualified EVs and/or chargers.
4. Must maintain a continuous and operational Wi-Fi connection between their device and internet service.
5. Must not be enrolled in Central Hudson's Whole Home or EV Only TOU Rate. If you are currently enrolled in an EV TOU rate, you may still be eligible for the Peak Perks Charging Rewards, see below.

Customers eligible for Peak Perks Charging Rewards must also:

1. Live within an eligible load growth area of Central Hudson's service territory (**check the map of eligible areas**). Final eligibility will be determined by a participant's residential address.
2. Own a networked home charger or have a vehicle that can provide charging activity data, schedule charging activity, and respond to potential conservation events (see Eligible Devices section).

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<sup>1</sup> The eligible device must be connected to your residential meter.



## Eligible Devices

Customers can choose to enroll with either a networked Level 2 (L2) charger or through their vehicle’s telematics.

### Networked L2 Charger

L2 chargers are commonly installed for home charging because they can generally charge an EV battery overnight. L2 chargers require a 240 V outlet, which some homes may already have in their garage (same outlet that a washer or dryer uses) or can easily be installed by an electrician. L2 EV chargers offer approximately 10–20 miles per charging hour.

### Vehicle Telematics

Most EVs on the market today come with built-in telematics features that allow the vehicle itself to collect data and communicate. The vehicle telematics can be used to schedule when your EV charges or respond to a conservation event by pausing charging.

- **App/Subscription Requirements**

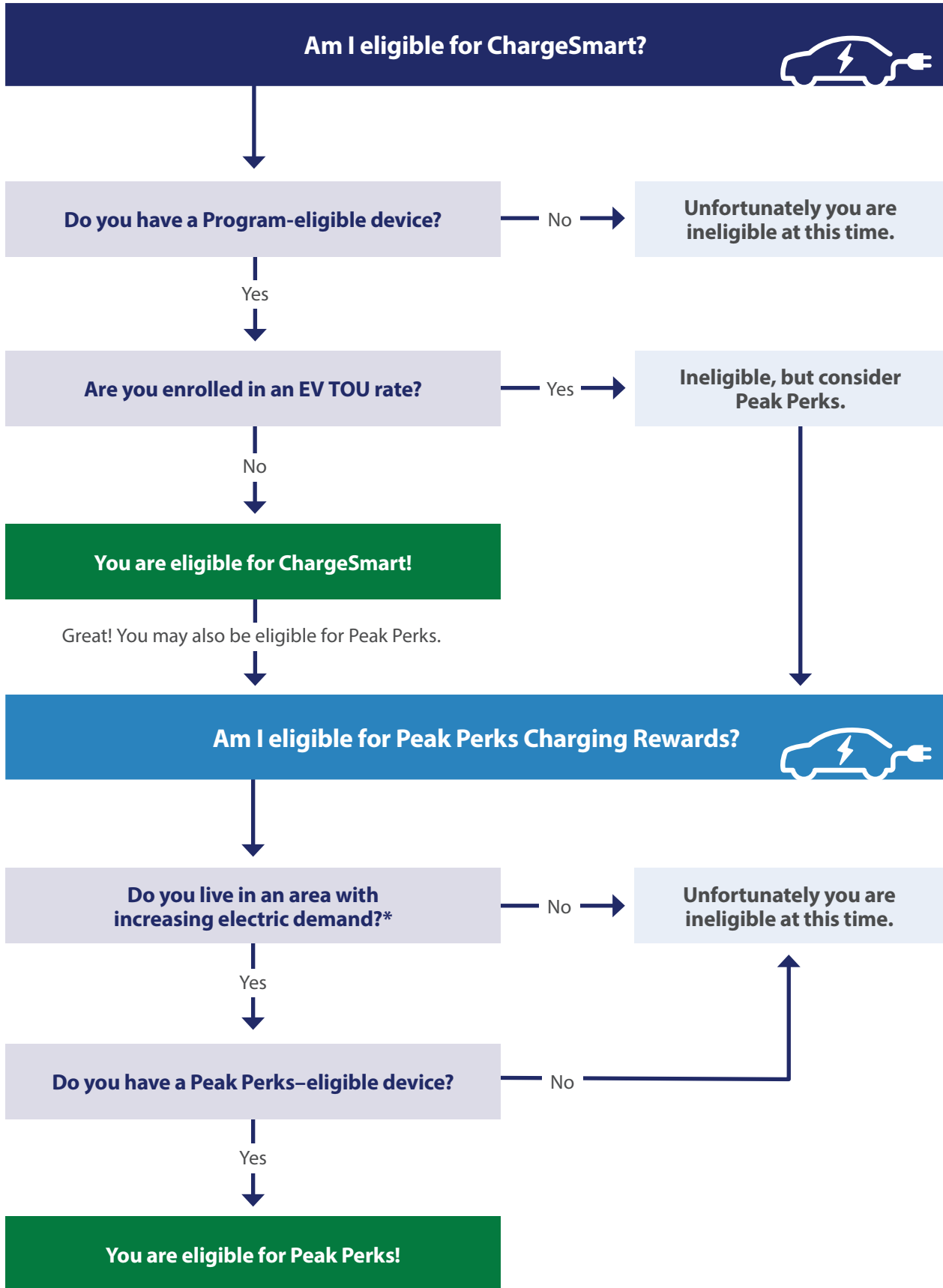
Some EVs require an app or subscription to allow data sharing. Participants must ensure that they have access to their vehicle app and telematics is enabled. Without the appropriate app or subscription, participants won’t be able to connect their device to the platform. Estimated subscription costs can be found [here](#).

### Table A: Program-Eligible Devices

Devices shown in **bold**, in the table below, are eligible for Peak Perks Charging Rewards. Final EV eligibility will be determined during application review by the Make, Model, and Year.

Chargers	EV	
<ul style="list-style-type: none"> <li>• <b>ChargePoint (Home Flex, CPF25)</b></li> <li>• Flo (Home X5)</li> <li>• <b>Emporia (EV Charger White &amp; Black Options)</b></li> </ul>	<ul style="list-style-type: none"> <li>• Audi (2017+)</li> <li>• BMW (2014+)</li> <li>• Cadillac (2011+)</li> <li>• Chevrolet (2011+)</li> <li>• Chrysler (2015)</li> <li>• <b>Hyundai (2012+, 2017+)</b></li> <li>• <b>Jaguar (2016+)</b></li> <li>• Jeep (2014+)</li> <li>• Kia (2017+)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Land Rover (2016+)</b></li> <li>• Lincoln (2015+)</li> <li>• MINI (2018+)</li> <li>• Nissan (2011+)</li> <li>• Rivian (2022+)</li> <li>• <b>Tesla (2012+)</b></li> <li>• <b>Toyota (2017+)</b></li> <li>• <b>Volkswagen (2014+)</b></li> <li>• Volvo (2012+)</li> </ul>

Unsure if you are eligible to participate?



\*Check if you live in an area with increasing electric demand.

## Incentives

All participants will receive a \$25 enrollment incentive when approved for the Program. EV ChargeSmart Program participants will receive quarterly participation incentives based on their off-peak charging habits. Each month a participant's total kWh of off-peak charging will be multiplied by that month's Savings Rate (\$/kWh).<sup>2</sup>

Those eligible for the Peak Perks Charging Rewards can receive additional participation incentives. Participants will receive a \$40 seasonal incentive for responding to conservation events.<sup>3</sup> Participants who respond to every event in a season will receive a "Summer Streak" bonus of \$20.

### Forms of Payment

Participants will receive their enrollment incentive by check in the mail. Participants will have the option when applying to choose how they receive their ongoing participation incentives:

1. Mailed Check: A check will be mailed to the participant's home address.
2. On-Bill Credit: A credit will be placed on a participant's Central Hudson bill.

**Table B: Program Incentives**

Program	ChargeSmart Incentives		Peak Perks Charging Rewards		
	Incentive Type	Amount	Payment Timing	Amount	Payment Timing
Enrollment		\$25	One-time		
Participation		Total kWh of off-peak charging X Savings Rate (\$/kWh)	Ongoing Paid quarterly	\$40/season Bonus \$20 if no opt-outs for the season	Annual

### Example Incentive Calculation

Vehicle make and model: Tesla Model 3

Miles driven per week:	<b>200</b>
% of charging done at home:	<b>90%</b>
% of charging done off-peak:	<b>100%</b>
Savings Rate:	<b>\$0.05/kWh</b>

Potential earnings in your first year\*

**\$150**

Enrollment incentive: **\$25**

Participation incentive: **\$125**

\*The above example is illustrative; actual incentives will vary based on participant charging behavior and monthly Savings Rates.

<sup>2</sup> Central Hudson reserves the right to implement a cap on off-peak charging participation incentives for the Program as program development proceeds.

<sup>3</sup> Participants must charge at least once per month at the enrolled address. Participation incentives are still issued in full even if no conservation event is called in a month.





## Enrolling

Enrolling in the Program is as easy as completing the enrollment form and connecting your device to the ChargeSmart platform. You can enroll using either your eligible Level 2 charger or EV (see Eligible Devices section for more information).

### To enroll in the Program:

1. Before you begin, have your charger and/or EV account login information handy. You will need your login information to connect your device to the ChargeSmart platform.
2. Fill out the **enrollment form**.
3. Participants will be asked for the following information:
  - a. First and last name
  - b. Email address
  - c. Mobile phone number
  - d. Home address
    - This should match the address on your Central Hudson utility bill.
  - e. Central Hudson account number

- ▶ Your account number can be found at the top of the first page of your Central Hudson electric bill. It is labeled “Account Number” and in the format of XXXX-XXXX-XX-X.

284 SOUTH AVENUE  
POUGHKEEPSIE NY 12601-4839  
www.CentralHudson.com

Service For: Customer Name  
Customer Address  
Customer Address  
Customer Address

Account Number: 0000-0000-00-0  
Customer Number: 000000000

**Contact Us**

Email, "live chat" and other options: CentralHudson.com/ContactUs  
Report an outage: CentralHudson.com, 845-452-2700 or text OUT to 236483  
Natural gas odors: Call 911 or 1-800-942-8274  
Fallen wires and other electrical hazards: Stay at least 30 feet away and call 911

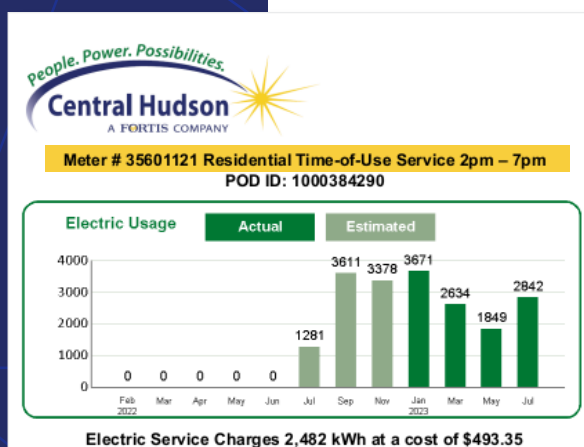
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Bill Summary		CENTRAL HUDSON	ESCO NAME
Previous Billed Amount		\$87.82	\$46.04
Payments		\$0.00	\$0.00
Current Charges		\$59.36	\$26.30
Billing Adjustments		\$-1.42	\$0.00
Account Totals		\$145.76	\$72.34
<b>Total Amount Due Now</b>			<b>\$218.10</b>
Current Billing Period		May 25, 2021 - Jun 22, 2021	
Late Charges Added After		Jul 19, 2021	Jul 22, 2021
Next Scheduled Reading Date		Jul 22, 2021	Jul 22, 2021
Electric Usage		<b>This Year</b> 458 kWh	<b>Last Year</b> 521 kWh
Heating Degree Days		69	36

**\$85.66**  
Total Current Charges

- f. If you are enrolled in Central Hudson’s EV Whole Home or EV Only TOU Rate.
- If you are currently enrolled in an EV TOU rate, you will not be eligible for the ChargeSmart Program but may still be eligible for the Peak Perks Charging Rewards.

▶ To see if you are enrolled in a TOU program, look on the second page of your Central Hudson electric bill, above the “Electricity Used” section, next to your Meter #. If you are enrolled in a TOU program, you will find “Time-of-Use” written here along with details on your on-peak and off-peak hours and energy usage.



- g. Choose whether you want to enroll your EV or your EV charger.
- If both your EV and EV charger are eligible for the Program, you can enroll both.<sup>4</sup> **However, when completing the registration form, you only need to register either your EV or charger.** Upon submission of your application form, you will be prompted to fill out another application form to connect your second device.
- h. Choose whether you want to receive the incentive as an on on-bill credit or a check mailed to your home address.
- i. Review and sign the Terms & Conditions.
4. Connect your device.
- a. **To connect your EV**, choose the “Vehicle” device type. Then, select the automaker. You will then be brought to your automaker account’s login. After logging in to your automaker account, authenticate and enable data sharing and control between your automaker account and ChargeSmart.
- If you are enrolling a Tesla, you will be redirected to Smartcar before signing into your Tesla account. Tesla requires drivers to allow Smartcar to access your Tesla data. Once you allow data sharing, you will be given instructions to add a Virtual Key to allow third-party access to your vehicle. After you complete these steps, you will return to the original page to complete your application.
- b. **To connect your EV charger**, choose the “EV Charger” device type. Choose your EV charger manufacturer. Then, initiate pairing with the charger. You may be asked to authenticate by entering a passcode from the enrollment form into the app for your charger.

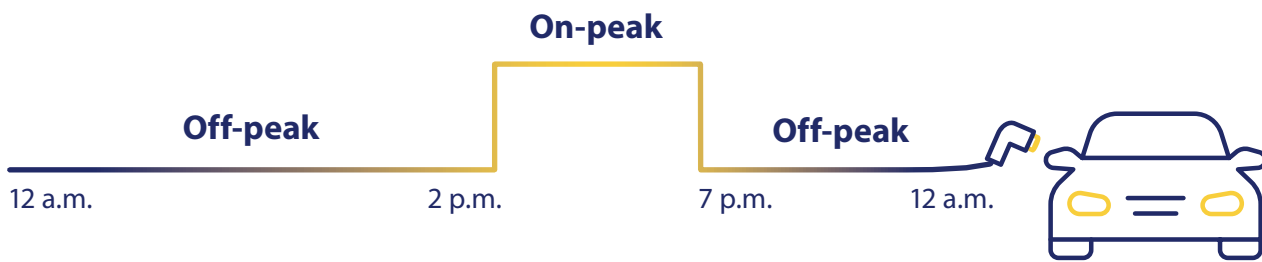
The Program Team will confirm your eligibility within 5 business days. If approved, you will receive an email confirming which program (ChargeSmart, Peak Perks Charging Rewards, or both) you have been enrolled in. The approval email will provide more information on how the program works and when you will receive your enrollment incentive.

<sup>4</sup> Enrolling both your EV and charger is considered one device by the Program and will not result in additional incentives. The benefit of enrolling both is to allow Central Hudson to collect backup data in case your EV or charger disconnects.



## Participation

Participants in the Program earn incentives by shifting their charging habits to off-peak hours (after 7 p.m. and prior to 2 p.m.). You can achieve this by either plugging your vehicle in during off-peak hours or scheduling your charging. Scheduling your charging allows you to plug in when you get home and not worry about missing out on potential savings.



## Tips for Scheduling Charging

### Tips for Scheduling Charging Using Eligible EV Chargers

Mobile apps for eligible EV chargers have the option to schedule charging activity in advance so that you can ensure you are charging during off-peak times.

- The ChargePoint and Emporia apps offer the option to enter your utility information and will recommend a time to schedule charging that has the lowest rates. You can also customize your own start and end times according to your charging needs.
- In the Emporia app, charging scheduling can be accessed in the Management or Time of Use Management tab. When setting a charging schedule, ensure your charger is in “Paused” mode, rather than “Ready” mode, to ensure that your vehicle is only charging during the scheduled time, even if it remains plugged in.
- Make sure to set both a start time and an end time for charging.
- See the charger manufacturer websites for more information:
  - › [Time-of-Use Management, Schedules | Emporia Energy](#)
  - › [How to Schedule Charging with ChargePoint Home | ChargePoint](#)
  - › [FLO Home: Household EV Charging | FLO](#)

## Tips for Scheduling Charging Using Eligible EVs

Many vehicle charger manufacturers recommend scheduling charging because it can maximize battery range, but it also means that you can leave your vehicle plugged in and only charge it during off-peak times.

- You may be able to schedule charging either from your vehicle's control display or from the automaker's mobile app.
- Tesla vehicles have the option to schedule off-peak charging, and drivers can customize the times according to the utility's rates.
- See below for some automaker examples:
  - › [Scheduled Charging and Scheduled Departure | Tesla](#)
  - › [In-Vehicle Energy App | Vehicle Support | Chevrolet Support](#)

## Participation in Peak Perks Charging Rewards

Participants in Peak Perks Charging Rewards will be notified in advance of conservation events. Events will take place on weekdays between 12 p.m. and 10 p.m. during the summer season of June 1 to September 30. There is no action required from participants during a conservation event. Central Hudson will pause or reduce the charging of your enrolled device to ease stress on the grid during these times of high demand. Once the event has ended (events will last a maximum of four hours), Central Hudson will return your charging session to normal.

Sometimes, you may be unable to respond to a conservation event. That's OK! Participants are allowed to opt out of a maximum of two events per season without forfeiting their seasonal participation incentive. Simply choose to opt out via the text and/or email notification you receive from Central Hudson. However, if you are able to participate in every conservation event for a whole season, you will receive a "Summer Streak" bonus of \$20.

## Homeowner App

The Homeowner App is a web-based application that you can access via a web browser on your computer or smartphone (no download necessary). It serves as a resource for you to track your energy usage, review event participation data, and view any messages you've received from Central Hudson about the Program.

- ▶ The Homeowner App is not required for Program or event participation. If you have trouble accessing the application, please try to reset your password or contact [EVChargeSmartCH@icf.com](mailto:EVChargeSmartCH@icf.com) for support.

## Unenrolling

To unenroll from the Program, please email us at [EVChargeSmartCH@icf.com](mailto:EVChargeSmartCH@icf.com) expressly asking to withdraw. Participants must provide their name, home address, and Central Hudson account number in the email to fulfill the request.

Participants may request to withdraw from the Program at any time but will not be eligible to earn future enrollment incentives. If customers withdraw from the Program prior to participating in seasonal events, they will not be eligible for any participation incentives. One of our team members will process and grant a withdrawal request as soon as possible, with the goal of five business days after an email is received.

If you would like to reenroll in the future, you may do so; however you will not be eligible for another enrollment incentive. You will be eligible to earn participation incentives upon reenrolling.

## Dispute Resolution

Customers can file a dispute by emailing [EVChargeSmartCH@icf.com](mailto:EVChargeSmartCH@icf.com) and including any relevant information and data to support their claim. If the dispute is related to a customer's incentive calculations based on data collected by Central Hudson, ICF will work with the customer to manually calculate and process the incentive. However, Central Hudson and ICF are not responsible for interruptions in charger connectivity and can only use data captured through a direct connection with a customer's charger. Customers are encouraged to work with their charger manufacturer to resolve any issues with maintaining connectivity.

## Home Charger Installation

If you are interested in installing a charger at your home, the Joint Utilities offer a **Contractor List**. This is a self-verified list of contractors that are eligible to install EV charging stations in New York state. The list is available to customers to use as a tool to help find contractors to install your residential EV charging station for the Program, but you are **not** required to use a listed contractor to participate in the Program.

▶ If you are interested in becoming an approved contractor, visit the [Joint Utilities website](#).

## Program Support

Central Hudson has partnered with ICF and Virtual Peaker to implement the Program. Participants can expect to receive emails from all three companies (@cenhud.com, @icf.com, @virtual-peaker.com).

▶ All questions related to the Program should be directed to the Program team.

Email: [EVChargeSmartCH@icf.com](mailto:EVChargeSmartCH@icf.com)

Phone: **845-763-4001**

*People. Power. Possibilities.*



**Central Hudson**

A FORTIS COMPANY