

Residential EV Scheduled Charging Program Agreement

Program Basics

In an effort to accelerate clean transportation alternatives in Massachusetts while simultaneously minimizing the demand and cost the charging of such vehicles place on the electric system, Chicopee Electric Light (CEL) is offering its residential customers, with accounts in good standing, one of the following offers:

- For owners of fully electric powered vehicles, one (1) free Wi-Fi equipped Level 2 Electric Vehicle (EV) home charger and a \$6 per month bill credit for actively participating in the MuniHELPS EV Scheduled Charging program.

- For owners of Plug In Hybrid Vehicles (PHEVs) who purchase their own level 2 ChargePoint compatible charger, there are two ways to participate in the program:
 - For owners of PHEVs with battery capacities less than 15 kWh, a \$200 rebate, and a \$3 per month bill credit for actively participating in the MuniHELPS EV Scheduled Charging program.
 - For owners of PHEVs with battery capacities equal to or greater than 15 kWh, a \$300 rebate, and a \$3 per month bill credit for actively participating in the MuniHELPS EV Scheduled Charging program.

Customers wishing to receive a free Wi-Fi-equipped home charger, or rebate on a self-purchased level 2 ChargePoint compatible charger for PHEV's, must agree to the terms and conditions of the CEL Scheduled Charging Program, as listed below, and agree to accept scheduled charging as well as emergency scheduling in the event of a major event for a term of 3 years from receipt of the home charger.

Description of the Program

As part of the CEL commitment to maintaining low cost, reliable electric services for our customers, while fostering clean energy usage, we are always looking for new and innovative ways to help manage our electricity supply for our customers. One such way to achieve these objectives is to manage the impacts of new EV charging load through scheduled EV charging. By agreeing to this Program of

scheduled charging and emergency curtailments, you are helping CEL maintain a reliable power distribution system for you and your neighbors and helping to keep power costs low. By limiting your charging to the overnight hours, you are doing your part to help the environment and help your neighbors. Level 2 EV home chargers are designed to fully charge a modern EV overnight in four to eight hours. Such rapid charging and high output means the amount of power the chargers draw is equivalent to adding two new electric clothes dryers to your home energy load and running them simultaneously with your other appliances. While a home electrical panel of at least 100 amp service is more than capable of serving this charger, the increase in load when multiple chargers are in use will place a costly burden on the CEL distribution system. Most EV drivers plug in to charge when they arrive home. This coincides with CEL highest energy cost for the day. The addition of charging EVs at these time would involve an expansion of service by CEL with additional costs for upgrades to the distribution system that serves Chicopee in addition to added costs for the production and delivery of electricity to our town.

Charging Curtailment

By accepting a free or discounted Wi-Fi-equipped Level 2 EV home charger from CEL, you will be accepting limited charging between the hours of 5:00 p.m. and 9:00 p.m. during non-holiday weekdays. During this period, when CEL is seeing its highest energy usage of the day, your home charger will only be capable of delivering 1.25KW of power. This is about the same amount of charging power you would see if you plugged into a standard wall outlet. After 9:00 p.m., the system will automatically unlock and allow your vehicle to continue charging at the full rated level output of the charger, until the vehicle has been completely charged. This means that even with a brand new Tesla 3, with an estimated range of over 240 miles, your vehicle would be able to be fully charged overnight. The operation is seamless and unnoticeable, and by doing this you are helping to contain energy costs by charging at the higher output overnight when energy usage is lowest, rather than in the afternoon/evening when it is highest. In addition to allowing for scheduled charging, you authorize CEL to curtail EV charging temporarily in emergency situations. This emergency scheduled curtailment would only be done during situations where the local distribution system or regional power grid was under extreme stress and our operators deemed curtailment in the best interest of our overall electric system. These curtailments are not expected to be frequent and should not last long. CEL agrees never to extend a curtailment past 9:00 p.m., so overnight EV charging will always be possible for our customers. CEL estimates emergency curtailments would occur fewer than ten times per year under a worst case scenario and will likely occur only in the summer months. Examples of when a curtailment may occur could include:

- On a hot summer day with temperatures over 95 degrees, CEL operators could curtail charging starting at 2:00 p.m. rather than 5:00 p.m. in the afternoon, due to high energy consumption from air conditioning usage
- If a major power plant in the area is forced to go off-line unexpectedly, operators could temporarily curtail charging during the day for two- to three hours, until other area power plants could be brought online or increase their production to make up for this deficit
- If the New England area is experiencing a peak power usage day and conservation is required by the grid operator to maintain grid stability and keep power prices stable

Program Responsibilities

Below is a listing of responsibilities and requirements of the Program. In signing this document, you agree to abide by the terms and conditions of this Program and to operate within the limits of this agreement as listed below. As agent and provider for Energy & Demand Services to CEL, the Massachusetts Municipal Wholesale Electric Company (MMWEC) has program specialists available to speak with you regarding program specifics. If you have any questions or concerns regarding the program or processing of these home chargers, please call or email MMWEC at EV@mmwec.org or (413)308-1311. An energy efficiency specialist or program administrator would be happy to assist you.

CEL Responsibilities

1. CEL agrees to provide one (1) Level 2 Wi-Fi-equipped home charger (ChargePoint Home Model), per residential metered customer with proof of ownership of an EV. The intention of this Program is to provide one and only one charger per household. Multifamily homes, townhouses or other dwellings with separate individual meters may be eligible for separate chargers. Renters must provide proof of approval for installation of a Level 2 charger from the property owner/landlord to be eligible to participate in this program. CEL and its Energy & Demand Services partner, MMWEC, have sole discretion in administration of Wi-Fi-equipped home vehicle chargers.
2. CEL agrees to provide for any and all monitoring costs associated with third –party monitoring and scheduling (by CEL) of the Level 2 Wi-Fi-equipped home charger. No costs for cloud-based operation of the charger shall be borne by the end user, unless the end users select to purchase future options above and beyond services currently provided.

3. CEL will not be responsible for any warranty or operational issues associated with the chargers provided under this Program. All chargers are provided with a limited 3 Year manufacturer's warranty from ChargePoint, which shall be transferable directly to the end user. Operations, warranty and technical issues associated with the charger shall be reported to CEL, but shall be the responsibility of the customer and the equipment manufacturer.
4. CEL and Energy & Demand Services partner MMWEC, shall not be held responsible for any damage, defects, failures, fires, vehicle damage or other damages to person or property associated with the proper or improper installation or operation of the EV home charger. In so signing this document, the customer agrees to absolve CEL and MMWEC of any liabilities associated with the usage of this product. Indemnification for any losses associated with operation of the product shall be with the charger manufacturer or the installer.
5. CEL agrees to issue a \$6 monthly bill credit for full electric vehicle customers and a \$3 monthly bill credit for PHEV customers that are actively participating in the MuniHELPS EV Scheduled Charging Program.

Customer Responsibilities

1. Customer agrees, upon receipt of the EV charger, to have installation performed by a licensed electrician and inspection within 30 days of electrical permit issue. Please note that a requirement of this program is that the home charger is connected to Wi-Fi at all times. As such, customers and installers shall ensure that the installed location of the charger is within range of the customers' home Wi-Fi.
2. Customer agrees to, upon installation of the charger, connect the charger to a home Wi-Fi system (responsibility of the customer, not CEL) and register the charger as part of the MuniHELPS EV Charging Program through the ChargePoint Connections App. Instructions for registration are included with the charger. Customer is responsible for providing additional Wi-Fi router, extender or other equipment that may be required to enable connection of the Level 1 or Level 2 charger to their home Wi-Fi network.
3. Customer agrees to maintain Wi-Fi connectivity to the charger and ensure that the unit can be scheduled and curtailed under emergency situations. Connectivity will be monitored by CEL and its Energy & Demand Services partner, MMWEC, and repeated loss of connection will send an alert to our system operators. This may prompt communication with the customer regarding the repeated loss of connectivity and inability to provide emergency curtailment as needed.

4. Customer agrees to allow the charger to be curtailed during scheduled non-holiday weekday hours (5:00 p.m. to 9:00 p.m.). During these curtailment hours, the charger will be incapable of providing a charge to the vehicle at the higher Level 2 7.7KW charging output. Following the end of the curtailment period, the unit will unlock and be capable of charging at the normal level.
5. Customer agrees to allow emergency curtailment of the charger during periods of high stress on the electrical distribution system. During emergency curtailment hours, the charger will be capable of outputting only 1.25KW, as opposed to the higher Level 2 7.7KW charging output. Emergency curtailment shall never last past 9:00 p.m.
6. Customer agrees that CEL retains the right to utilize data on charger time-of use, magnitude of charging and duration. This data will be collected by the Wi-Fi connected charger and utilized by CEL and our energy efficiency partner MMWEC, to better manage our distribution system as well as develop new, effective strategies for managing EV charging. No data shall be distributed for the use by any third party other than CEL, MMWEC, and ChargePoint without expressed written consent from the homeowner.
7. Customer agrees to hold CEL and MMWEC free of liability for any damage, defects, failures, fires, vehicle damage or other damages to person or property associated with the proper or improper installation or operation of the EV home charger. In so signing this document, the customer agrees to absolve CEL and MMWEC of any liabilities associated with the usage of this product. Indemnification for any losses associated with operation of the product shall be with the charger manufacturer or the installer.
8. Customer agrees to hold CEL free of liability for any damage, defects, failures, fires, vehicle damage or other damages to person or property associated with the proper or improper installation or operation of the EV home charger. In so signing this document, the customer agrees to absolve CEL and MMWEC of any liabilities associated with the usage of this product. Indemnification for any losses associated with operation of the product shall be with the charger manufacturer or the installer.
9. The EV charging device must remain installed in CEL's service territory, connected via Wi-Fi, and active within the MuniHELPS EV Scheduled Charging Program software for a minimum of thirty-six (36) months. During this term, customer agrees to all responsibilities listed above. If the EV Charging Unit is removed or no longer in use prior to completion of the agreed upon term, a one-time charge of \$500 for EV's, or the amount of the rebate for PHEV's, will be applied to the

customer's account to recover the cost of the charging device or rebate. During this term, customer agrees to all responsibilities listed above.

In so signing, you agree to the terms and conditions as well as responsibilities noted in the agreement above. If you have any questions or concerns, or wish to speak with a program specialist, please call or email MMWEC, at EV@mmwec.org or (413) 308-1311. An energy efficiency specialist or program administrator would be happy to assist you.

Account Holder Name (Print)

Street Address

Email Address

CEL Customer Account Number

Account Holder Signature & Date