

Electric Vehicle Charge at Home / Charge at Work Pilot Program



Frequently Asked Questions

1. How do I apply as income eligible?

Once you have selected “income qualified” you will be prompted to indicate the number of people in your household and the total gross household income. Then you will need to provide pay stubs or proof of income through your taxes. After that, your income will be verified in six weeks or less and you will be notified if you qualify. Alternately, if you have received a Charge Ahead Rebate through the Oregon Department of Environmental Quality (DEQ), your acceptance letter will serve as proof of income eligibility.

2. I bought a plug-in model charger and don't see it on the qualified products list – why not?

All chargers for this program will need to be hardwired. The plug-in models do not qualify.

3. How long do I need to be on the Time of Use (TOU) rate as a residential customer if I receive the incentive for the EV charger?

We recommend staying on the Time of Use pricing plan for at least a year since we believe it will ultimately change your energy usage habits to keep your costs down. However anytime during that first year or after, if the TOU rate isn't working out for you, you can request to be removed from it. By participating in this program, you will automatically be moved to the Time of Use Choice rate (Schedule 6). At any time, you can request to be moved to the standard TOU rate if you prefer (Schedule 210). Visit PacificPower.net/TOU to learn more about these options. For the first year of enrollment, we'll provide a guarantee so that you don't pay more than 10% above what your bill would have been under standard residential rates (Schedule 4). If you have questions or concerns about the TOU rate, please notify us at plugin@resource-innovations.com.

4. I have an old charger from >4 years ago that is a very low power commercial charger. Can I apply for the EVSE commercial incentive to upgrade it to one of the qualified products?

Yes. If you haven't received the EVSE rebate in the past, then you can apply to upgrade your charger even though you have an existing charger.

5. I want to install more EV chargers at a property that already has them. Can I apply to the commercial and multifamily rebate even if there are already chargers on the property?

Yes, if the existing chargers were not funded by the rebate program within the last year, then you can apply the rebate to new, additional chargers.

6. I installed an EV charger that is on the Qualified Product List before the rebate program came out. Can I get an incentive?

We have an application window of applying for the rebates within a year of the installation so if you are within that window you can apply.

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7. To get residential income eligible incentives, do I have to enroll in time of use (TOU) rate? I also have solar going on my roof – will this interfere with their solar net metering?

Income qualified residential residents will NOT be moved onto our time of use (TOU) rate when applying for the rebate. There is a rate for solar net metering and TOU. So, if eventually you want to go that route you could still be on the TOU rate. You would receive a bill credit the following month that would match the TOU rate whenever electricity was pulled from their solar. So, if you had electricity pulled at the peak, you would get a credit equal to the cost of electricity at that peak rate.

8. If I purchase a charger, how long do I have to get an incentive – is there a window?

You have 12 months since the installation of the charger to apply for an incentive.

9. Does Pacific Power have a similar ArcGIS mapping tool or another resource that would demonstrate kW availability like as Southern California Edison's DRPEP tool?

(<https://drpep.sce.com/drpep/>)

Here is the Pacific Power mapping application:

<https://experience.arcgis.com/experience/9de589f4f0604262a0867692e58a13a2>

10. Why aren't Tesla chargers eligible? Why aren't Rivian chargers eligible?

Tesla does not produce any demand-enabled chargers at this time. Qualified products must have Open ADR.

11. What if my Charger model number is not listed in the application?

Some chargers have different model numbers depending on where the EV charger is purchased from. If you have purchased or are interested in purchasing a charger and do not see the model number on the application, please email us at plugin@resource-innovations.com to confirm if your charger will qualify or not.

12. What does the software requirement mean on your QPL? (For Non-residential only)

We require that all charging hardware that you purchase have networking software that enables future demand response so that we can manage the additional electricity load from electric vehicles. We anticipate having demand response programs soon that will use an Open ADR software protocol. Some charging hardware comes with networking software that enables demand response through Open ADR protocol. Other hardware brands can be used with different types of software (can be mixed and matched). We must ensure that the networking software powering your charger helps us prepare for demand response programs. We also encourage you to stay tuned for when we have demand response programs that you can participate in.

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13. What if I am a networking software provider with demand response capabilities that integrates with multiple types of charging hardware on your QPL? How do I get my software product to your QPL?

Please reach out to us at plugin@resource-innovations.com to apply to join the qualified products list and we will send you a request for information or (RFI) where you will need to list the hardware your product integrates with as well as information about your software's capabilities. Please include "EVSE RFI" in the subject line. Note that there is a backlog of products being reviewed for the QPL and review of your products may take a couple of months.

14. How should I get a quote for installing my EV charger?

We encourage you to speak to a local electrician. If you are planning an installation on a multifamily property or commercial site, you can also receive a free technical assessment from Pacific Power to help you get started with design and cost considerations. Register for a FREE technical assessment at PacificPower.net/ev-assistance.

15. When will my charger be added to the list?

Please have your charging station manufacturer reach out to us to apply to join the qualified products list. You can provide our email: plugin@resource-innovations.com. We are continually updating the list so please continue to check back. Also note that there is a 12-month window for you to apply for the incentive. So, if your charger made and model is added to the list and you've installed the charger within that 12-month window, you can apply for the incentive.

Products recently removed from the Qualified Product List

Residential QPL updates

Clipper Creek and Pihong brand chargers were removed from the residential qualified products list after the Company received feedback that the process to add additional software adding additional complexity to applying for the rebate.

If you have recently purchased one of the brands listed above and were planning to apply for the level 2 charger rebate and would like to request an exception, please notify us at plugin@resource-innovations.com.

Rebate for 240-volt outlet installation for EV charging FAQ

1. I am trying to interpret the rebate eligibility of plug-in level 2 chargers as referenced at <https://www.pacificpower.net/savings-energy-choices/electric-vehicles/home-charger-rebates.html> There is a line for hardwired systems and this line "240-volt home EV charging: Up to \$500". The quoted 240V home EV charging rebate would seem to imply plug in chargers would qualify as it's seemingly the only way it would be different from the "Hardwired level 2 charger" on the line above it.

Despite this, the list of eligible chargers and the FAQ seem to say a charger must be hardwired to be eligible for a rebate. Can you provide clarification on this?

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The 240-volt outlet rebate is entirely separate from the hardwired level 2 rebate program, and you will only be able to participate in one or the other. Pacific Power decided to offer rebates for 240-volt outlet installations for customers who purchase an electric vehicle that comes with a portal charger for a 240-volt outlet or for customers who prefer to purchase a charger that isn't fixed in place and can plug into a 240-volt outlet. You do not need to purchase a charger from the qualified product list to receive the rebate for the 240-volt outlet installation.

The hardwired level 2 charger rebate requires a fixed-in-place hardwired charger from the qualified product list.

Instant Rebate Limited-Time Offer

In September 2023, Pacific Power partnered with TechniArt on a limited-time offer to celebrate National Drive Electric Week. This offer was sent to customers via email or U.S. mail. Each customer received unique codes that they can use to redeem their limited-time offer. The rebate amounts are the same, but the rebate will be applied instantly and taken off the purchase price of the charger.

- \$500 for non-income eligible customers
- up to \$1,500 is available to income eligible customers

Any additional funds can be put towards the total project costs for installing the charger.

All chargers that are a part of this promotion are hardwired and eligible for the rebates.