

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. 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. For additional details on income eligible qualifications, please refer to the “Resources” section of the Charge at home rebates for income-eligible customers site [here](#).

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. 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). 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. If you have questions or concerns about the TOU rate, please notify us at plugin@PacifiCorp.com.

4. 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.

5. 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.

6. 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 the new, additional chargers.

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

The application window for applying for the rebates is within a year of the installation. So, if you installed the charging station within that window you can apply.

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 is my charger not on your Qualified Products List?

There are a few different reasons why a charger may not be listed.

- Qualified products must have Open ADR
- The model is a plug-in and not hardwired
- The manufacturer has not submitted the model for review by the utility
- The model has been reviewed and did not meet the technical requirements

11. How do I get my charger added to the Qualified Products List?

Submissions for equipment reviews are ongoing; however, the request must be made by the manufacturer. We always recommend purchasing equipment listed on the Qualified Products List but understand customers may not have been aware of the program or requirements prior to purchase.

The vendor application is available on this page [EPRI Home](#). After EPRI completes the review, qualifying vendors will receive a follow-up email asking them to sign the PacifiCorp data sharing agreement. Once the data sharing agreement is signed and returned, the product will be approved. The approved products will be eligible to participate in Pacific Power's and Rocky Mountain Power's incentive programs.

Please note there is a 12-month window for you to apply for the incentive. If your charger make and model is added to the list and you've installed the charger within that 12-month window, you can still apply for the incentive.

12. 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@PacifiCorp.com to confirm if your charger will qualify or not.

13. I applied for a charger with a manufacturer and model name listed on your website, but the model number is slightly different. Why was it rejected?

Please reach out to plugin@PacifiCorp.com with details of the charger that was rejected (manufacturer, model name, model number).

14. I found a charger I would like to purchase, but the model listed on the Qualified Products List is shown as plug-in on the vendor site I selected. Will this model qualify for an incentive?

Every model listed on the Qualified Products List can be hardwired. We are aware that some models are advertised on various vendor sites with plug-in being a key feature, however, they do have the option to be hardwired. You are encouraged to contact the manufacturer directly to confirm the hardwired option if there is no obvious answer within the equipment description/specifications or user manual. Any model selected and applied for that is not on the Qualified Products List cannot be incentivized.

15. 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.

16. 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?

To apply to join the PacifiCorp qualified products list vendors will now first apply to have their products vetted by the Electric Power Research Institute (EPRI) and can find the vendor application on this page [EPRI Home](#). After EPRI completes the review, qualifying vendors will receive a follow-up email asking them to sign the PacifiCorp data sharing agreement. Once the data sharing agreement is signed and returned, the product will be approved and added to the PacifiCorp QPL. Approved products on PacifiCorp's QPL will be eligible to participate in Pacific Power's and Rocky Mountain Power's incentive programs.

17. How do I know which charger to choose? How do I know which charger is right for my home?

To better understand which charging station will be best for your home we recommend having a licensed electrician do an assessment of the circuit breaking panel that you plan to connect the charging station to. During the assessment, the electrician can determine if your panel has enough space physically to add a charging station and if there is enough amperage available to add a charging station. If your panel has enough physical space, but not enough amperage available it could be worth while looking for a charger that can scale down the amperage. This will reduce your charging speeds but could help you avoid a panel upgrade. If amperage is not a concern, then all the available models should be able to meet your charging needs and we recommend viewing the user dashboards to determine which user experience will best suit your charging needs.

18. What is the difference between the chargers listed? What do you recommend?

It is important to do additional research about the chargers before making a purchase and we recommend researching the following questions for each charging station. Do I need a charger that allows me to control and scale the amperage? Do I need a charger with the most amperage available? This is recommended for vehicles with larger batteries but could require a panel upgrade if your panel doesn't have the voltage capacity required to support a 40-50 amp charging station. And finally, make sure that

you like the user experience as many of these charging stations will also have an app or online dashboard that will allow you to monitor and control your charging settings.

19. 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](https://www.pacificpower.net/ev-assistance).

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?

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 portable 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.

- 2. I have a 240-volt outlet in my home already. Does it qualify for a rebate?**

If your outlet was installed within the last 12 months and you have the required supporting documentation, you are welcome to apply for a rebate.