

# Electrify Your Ride Concierge Services Implementation Manual

Effective Date: November 1, 2022

The Electrify Your Ride Concierge Service provides technical support to Central Coast Community Energy commercial account holders who want to install charging stations for customers, employees, residents, and the public.

## Application Process



### 1. Submit Application

The applicant will submit an interest form online at <https://3cenergy.org/rebates/electrify-your-ride-commercial/>.

The Interest Form must include:

- Name of the applicant (person applying)
- Name of the business/property as listed on CCCE account
- Address of the applicant
- Address of the property for charging stations (if different)
- Type of business/property
- New construction or existing building
- Property ownership (own, lease, unknown) – if leased, must include a letter of permission from the property owner
- Number of off-street parking spaces
- Access to the parking lot (no access controls, gated, paid parking, time-limit parking)
- Number and types of charging stations already installed on the property
- Number and types of charging stations the applicant is interested in installing
- Expected use of charging stations (fleet vehicles, customers, employees, public)

A Concierge from Frontier Energy will review the form and contact the applicant to obtain additional information if needed. The Concierge will ensure the applicant is eligible for the program and review property information to confirm if the address is in a DAC and/or is Affordable Housing. If not eligible, the Concierge will send the applicant an email with the reason for ineligibility.

## **2. Short Phone Interview (Desktop Review)**

A Concierge will contact the applicant by email to set an appointment for a desktop review. We may ask the applicant to send pictures of the parking lot and electrical panel before the meeting. During the review, the Concierge will:

- Confirm information in the application
- Ask about expected charging station use and demand
- Identify options for placement of charging stations
- Review the incentive program requirements and funding amounts
- Confirm an expected project timeline

If the project is expected to begin immediately, the Concierge will:

- Reserve the incentive funds
- Schedule a feasibility assessment
- Send the applicant an email with the items needed for the feasibility assessment
- If the applicant expects to start the project in the future, the Concierge will schedule a follow-up call shortly before the expected start date.

## **3. Property Visit (Feasibility Assessment)**

The project engineer will review the property using Google Earth and documents and photos that the applicant provides, and the estimated number and type of charging stations and electricity load as provided during desktop assessment.

CCCE will confirm the grid capacity for the location. For sites approved by CCCE, the project engineer will create a feasibility report, which may require a site visit to confirm details.

The Concierge will provide the completed feasibility report to the applicant and schedule a video call with the engineer as needed.

## **4. Bids and Installation**

The applicant will approve the project via email and the Concierge will:

- a) Provide the feasibility study to three local electrical contractors and facilitate quotes for the charging station(s), installation, and civil upgrades.
- b) Assist the applicant with obtaining quotes from a contractor that they choose.

The Concierge will help to ensure that the charging station and contractor meet the requirements of incentive and rebate programs.

The applicant will arrange for installation with the selected contractor and is responsible for all payments for equipment, permits, labor, and materials.

## **5. Apply for Rebates**

The applicant will contact the Concierge when installation is complete. The Concierge will assist the applicant with completing the applications and submitting documents for CCCE incentives and other incentive programs if applicable.

The applicant is responsible for submitting the application and documentation to the incentive program and will be the recipient of the incentive/rebate.

## Estimated Timeline

The assigned Concierge will monitor the following project milestones and timelines for each project. The table below summarizes timeline expectations for participating projects. These timelines are contingent upon timely responses by participants.

<b>Project Milestone</b>	<b>Timeline</b>
Concierge reviews interest form for eligibility and notifies applicant	Within five business days of interest form submission
Concierge schedules desktop review with applicant and determines project start date	Within two weeks of interest form submission
Desktop review is complete	Within 30 days of interest form submission or project
Approval to proceed from CCCE	Within 10 business days of desktop review
Feasibility study scheduled	Within 10 business days of notice to proceed
Feasibility study complete (includes grid planning)	Within 30 days of receiving documents from applicant
Feasibility study sent to contractors for quotes	Within 10 days of notice to proceed from applicant
Applicant receives quotes from contractors	Within five business days of requesting quotes
Applicant selects contractor and begins installation	Within 30 days of receiving quote
Charging station(s) installed and operating	Within six months of contractor engagement
Concierge assists applicant with incentives	Within two business days of Concierge receiving invoices and receipts
CCCE issues incentive to applicant	Within 45 days of receiving application and all documentation

Although CCCE and Frontier Energy will strive to meet these goals, unforeseen circumstances may impact the timeline of a singular project milestone.

## Eligibility

**Property Eligibility:** Applicant must be a Central Coast Clean Energy (CCCE) commercial customer in good standing. The facility (“Project Site”) where the proposed electric vehicle charging station(s) will be installed must be in CCCE service area. Properties may be new construction or existing buildings that do not have charging stations already installed.

- Multifamily Properties are those with five units or more residential units on a single parcel. Charging stations must be installed in shared parking spaces.
- Affordable Housing Properties are those with 100% of units are income-qualified or income-restricted. May include manufactured housing properties.
- Commercial Properties are businesses, nonprofits, and parking lots/structures that have onsite employees and/or offer public parking. Charging stations must be accessible to employees, customers, and/or the public.
- Disadvantaged Communities (DAC) are in census tracts defined by [CalEnviroScreen 4.0](#) as having an Overall Percentile of 60 or greater.

**Authority to Apply:** Property owners, property managers, and nonprofits that provide housing can apply for the program. Applicants that lease a commercial property must have written permission from the property owner when submitting an application.

**Charging Station Requirements:** Charging stations must be installed at the property(ies) listed on the application form and meet the minimum requirements for the incentive programs.

The Incentive Reservation is not guaranteed and is subject to the availability of authorized funds. The interest form and any resulting incentive estimates are non-binding and do not constitute approval for an incentive. Projects delayed beyond the reserved until date are at risk of reduced or eliminated incentives due to program changes or budgetary considerations.

## EYR Technical Assistance Terms and Conditions

By submitting this application, APPLICANT agrees to the following terms and conditions:

1. APPLICANT agrees to indemnify and defend CCCE and its directors, officers, agents, employees, or representatives from all claims, loss, demands, and liabilities, including bodily injury claims arising out of or in connection with the APPLICANT's participation in the Program.
2. In no event shall CCCE be liable to APPLICANT for damages or compensation of any kind including direct, indirect, special, incidental, exemplary, punitive, consequential or any other damages.
3. Submittal of this Application does not commit CCCE to any obligation to any APPLICANT. CCCE will only commit technical assistance to APPLICANT upon written confirmation that all program eligibility conditions are met and all required documents and information pertaining to this Application have been provided to CCCE.
4. CCCE reserves the right to discontinue the Program at any time for any or no reason and remove all available non-reserved funds.
5. CCCE reserves the right to change the requirements and/or due dates as may be necessary.
6. CCCE reserves the right to consider factors other than those specified within this Application and to request additional information from APPLICANT that are pertinent to the Program.
7. CCCE reserves the right to reject any or all applications received in relation to the Program for any reason.
8. APPLICANT agrees to remain enrolled in CCCE service for a minimum of 24 consecutive months following the receipt of technical assistance services.
9. APPLICANT certifies that all information provided as part of this Application, including any attachments, is true and correct.
10. APPLICANT agrees to allow all information provided as part of the Electrify Your Ride Concierge Service to be entered into a CCCE database. This information will be available to internal CCCE staff on this and other CCCE incentive programs.
11. APPLICANT shall support in CCCE's efforts to engage directly with the building tenants (residents) during various phases of the project to communicate the benefits of electric vehicles and provide information about EV adoption.
12. In the event APPLICANT no longer wishes to receive technical assistance services, APPLICANT agrees to provide written notification of withdrawal from the service for any reason to Frontier Energy at [ElectrifyYourRide@frontierenergy.com](mailto:ElectrifyYourRide@frontierenergy.com).
13. This agreement is not intended to confer any rights or remedies upon any other persons other than the applicant.
14. APPLICANT grants permission for CCCE to share hourly usage data from any APPLICANT electric meters that serve the property with Frontier Energy, Inc. and its subcontractors.
15. CCCE may terminate an application for any violation or failure to comply with the terms of the program. In the event of termination, the Applicant agrees to waive any claim for damages, including loss of anticipated profit, resulting from agreement termination.

16. CCCE makes no representations, expressed or implied, regarding the design, construction, reliability, efficiency, performance, operation, maintenance, or use of any equipment, or installation discussed, selected, rejected, purchased, or otherwise considered by Applicant. Any decisions regarding the selection, design, purchase, installation, use and operation of any equipment or consideration or selection of any contractor shall be at the sole discretion and are the sole responsibility of the Applicant.