

The following are a list of Frequently Asked Questions for the OptimizEV program provided by New York State Electric & Gas (NYSEG). Please refer to the Program Participant Guide on our website for more information.

What is OptimizEV?

OptimizEV is a managed charging program provided to residential NYSEG customers. Managed charging programs provide incentives to customers who adjust or permit their utility to adjust the timing of their EV charging. Managed charging helps minimize energy consumption during times of peak demand, or stress, on the utility grid.

By reducing stress on the grid, NYSEG avoids using more expensive and carbon-intensive electricity, which reduces our region's electricity cost and carbon footprint. In OptimizEV, this is done by shifting the bulk of EV charging to off-peak times.

Off-peak charging allows participants to manage their own charging schedule and be incentivized for charging at times that are beneficial to the grid. The goal of off-peak charging is to have a high portion of charging take place during off-peak times when there is less demand on the electric grid. NYSEG off-peak charging times include 11:30pm-7am EST; 12:30am-8am EDT.

What are the benefits of OptimizEV?

By participating in the Program, you'll help to create a more sustainable future and earn incentives, simply by adopting a smart EV charging routine that shifts the bulk of your charging to off-peak times.

Charging your EV during off-peak hours helps reduce strain on the electrical grid and enables NYSEG to avoid buying more expensive on-peak power. By spreading out the demand for electricity, we can more efficiently use grid infrastructure, reducing the need for new power plants and other upgrades, which can drive down energy costs. More efficient use of EVs also allows NYSEG to reduce carbon emissions by timing EV charging to coincide with renewable energy production. By participating in the OptimizEV program, you'll do your part to reduce your environmental footprint while earning upfront and ongoing incentives.

Who is eligible to participate in OptimizEV?

OptimizEV is offered to residential single-family NYSEG customers who own or lease a BEV or PHEV with a L2 home charger. Participants must enroll an eligible EV or EV charger (see the Qualified Products List for eligible EVs/EV chargers) and commit to participating in the Program for a minimum of 12 months.

NYSEG offers an alternate EV rate structure that applies a TOU rate to customers' entire household, commonly referred to as the EV TOU Rate. This rate is Service Classification No. 8 – Residential Service – Day/Night Rate Special Provision Plug-in Electric Vehicle (SC-8 PEV). Customers subscribing to the EV TOU rate are not eligible to participate. If you are unsure of your specific rate, please check a recent NYSEG bill or contact customer service at 1 (800) 572-1111.

To participate in OptimizEV, we need to access your charging history and, in some cases, actively manage your EV charging. We accomplish this by integrating either with your EV Telematics or through your Level 2 EV charger (L2 EVSE). Please check out the Qualifying Products List on our website to make sure we have the capability of connecting either through Telematics or EVSE.

For a full Program eligibility list, please view the Terms and Conditions on our website.

Can I participate in the OptimizEV program while enrolled in the Electric Vehicle Time of Use Rate (EV TOU Rate)?

Customers enrolled in the EV TOU rate are not eligible to join OptimizEV. If you are interested in participating in the Program and are currently enrolled in the EV TOU rate, please contact an Energy Specialist to discuss your options at HomeEV@nyseg.com.

What are my responsibilities for participating in OptimizEV?

To receive incentives within this Program, customers must activate an eligible L2 charger or EV telematics on the ev.energy mobile app or web portal, choose a participation tier, and participate in their selected tier for a minimum of 1 year. Participation requirements differ by tier and are outlined below.

Baseline Tier Participation Requirements

In the Baseline Tier, you will receive a one-time enrollment incentive of \$25.00 after creating an account on the ev.energy mobile app or web portal and registering an EV charger or EV with the platform.

From there, you'll set and stick to a charging schedule that shifts your home EV charging to off-peak time periods (11:30pm-7am EST; 12:30am-8am EDT) as much as possible.

You'll earn incentives each month that 80% or more of your total home EV charging is off-peak. Once you achieve the 80% threshold, the amount of monthly incentive you receive increases as the percentage of off-peak charging increases.

Participants not achieving the 80% threshold in any given month do not earn an incentive for that month, but do not lose their ability to earn in the other months of the year.

Advanced Tier Participation Requirements

In the Advanced Tier, you will receive a one-time enrollment incentive of \$150.00 after creating an account in the ev.energy mobile app or web portal and registering an EV charger or EV with the platform.

By participating in the Advanced Tier, you agree to allow us to actively manage the amount of electricity your EV receives during charging sessions.

To make sure your EV is charged and ready when you need it, you'll use the mobile app or web portal to let us know how much charge you need by setting a "Maximum Charge Limit" and when you need it by setting a "Ready by Time."

To receive monthly incentives, participants must not override their home EV managed charging schedule resulting in an on-peak charging event greater than 15 minutes, more than 3 times per month. Participants are not limited to the number of times they may modify their managed charging schedule and do not risk meeting their monthly goal so long as on-peak charging does not occur.

Like Baseline Tier participants, your monthly incentive amount increases with the amount of off-peak managed charging you do. Advanced Tier participants who fail to receive an incentive for a given month do not lose their ability to earn in other months of the year.

For more information about the Program tiers, please view the Program Guide and Terms & Conditions located on our website.

How will I track my progress?

Once you create an account, you can use the mobile app and web portal interchangeably to participate in the Program, receive updates and insightful feedback, track your charging history and incentives earned, and more.

You'll have access to a personalized dashboard where you can set an off-peak charging schedule and, if you're in the Advanced Tier, set a "Maximum Charge Limit" and a "Ready by Time." You can also monitor your at-home charging off-peak percentages and track your progress towards reaching your monthly incentives.

Under the 'Incentives' tab, you can track your at-home charging kWh amounts and watch your monthly earnings add up.

You'll also receive monthly emailed reports on your charging activity. We'll let you know whether you reached your monthly baseline goal, and if so, tell you how much money you earned. Either way, we'll analyze your EV charging history and will provide valuable insights into your charging habits to help you optimize your charging routine and maximize your incentives.

What if I need to override my EV charging schedule?

We understand that sometimes you can't avoid charging during on-peak time periods! That is why we've made it easy to opt-out of your charging schedule at any time by clicking the 'Boost' button on the mobile app and/or web portal main screen. Keep in mind that opting-out may make you ineligible to earn any ongoing incentives that month but does not affect your ability to earn in future months.

How are ongoing incentives calculated?

For participants meeting their respective tier's monthly baseline requirements, incentives will be based on actual kWh consumption that occurs during off-peak hours.

As a participant in the Program, when you charge at home during off-peak hours, you'll be able to take advantage of a TOU rate (SC-8 PEV) that is less expensive per kWh than the default volumetric residential rate (SC-1). Don't worry – when you do need to charge during on-peak times, you'll only be charged the default volumetric residential rate. Your monthly incentive will be based on your home EV off-peak charging accumulated kWh consumption multiplied by the cost difference between the default volumetric and special TOU rates. Incentives will vary based on kWh rates and consumption amounts, but an example calculation and general idea of a potential monthly incentive amount is illustrated below.

*Let's assume you charged your EV at home during off-peak hours 90% of the time, resulting in a cumulative amount of **225 kWh**. Let us also assume the average difference between default volumetric and TOU rates that month was **\$0.032**. You would **earn \$0.032 for each of your 225kWh charged**, earning you a monthly incentive of **\$7.20**.*

When and how will I receive my incentives?

All incentives will be distributed to you as off-bill payments via a preferred payment method (Venmo or PayPal).

Enrollment incentives will be distributed within 30 days of enrollment after meeting all eligibility requirements and successfully creating an account with ev.energy, including registering your EV or EV charger with their platform.

Performance in managed charging is assessed on a monthly basis and participants that meet the requirements of their selected participation tier in a given month will be eligible to receive ongoing incentives in that month. These ongoing incentives are calculated monthly and accumulated monthly incentives will be distributed quarterly.

I believe I met the requirements of the Program in a given month, but I didn't receive an incentive in that month. What should I do?

NYSEG endeavors to provide you with a transparent Program that fairly awards you for the load shifting potential you provide. If you disagree with your reported charging or incentive amounts, we encourage you to promptly reach out via email to our support staff at HomeEV@nyseg.com.

Depending on the specific nature of the dispute, you may be required to provide documentation of your charging behavior over the disputed time period. Program Support Staff will compare evidence provided by you against backend charging data and come to a prompt resolution.

Why is NYSEG administering this program?

Managed Charging programs encourage users to charge off-peak, which helps NYSEG handle times of stress on the grid which, if unmanaged, can lead to higher costs for all utility customers. It also helps the utilities avoid using more carbon-intensive electricity. These programs can also enable the utility to integrate more renewable energy and utilize the flexibility of EV charging to

provide additional services to their territory. Finally, this flexibility allows NYSEG to defer expensive system upgrades which can lead to lower costs for all NYSEG customers.

Will participating in this Program require me to change my EV charging habits?

The short answer is “yes” – NYSEG provides incentives and tools to make these habit changes painless and may make charging easier and more efficient for you. The Program is intended to assist EV drivers in meeting their needs for charging while helping the utility coordinate EV charging such that their systems are not impacted by the growing number of EVs in their service area. You will always retain control of your charging while participating in the program and you will be able to set your preferences to match your needs.

I still have questions. Who can I contact?

Our team is dedicated to providing you with the support and resources you need to successfully participate in OptimizEV. We can help you understand how managed charging works, how to optimize your charging schedule, and how to maximize the benefits of the program. Whether you are a new or experienced EV owner, we are here to assist you every step of the way. Don't hesitate to contact us if you have any questions or need support.

For mobile app or web portal support please contact support@ev.energy.

For general program support and questions, communication issues and all charging/incentives disputes, please contact HomeEV@nyseg.com.