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EV Infrastructure Make-Ready Program New Service Process Guide

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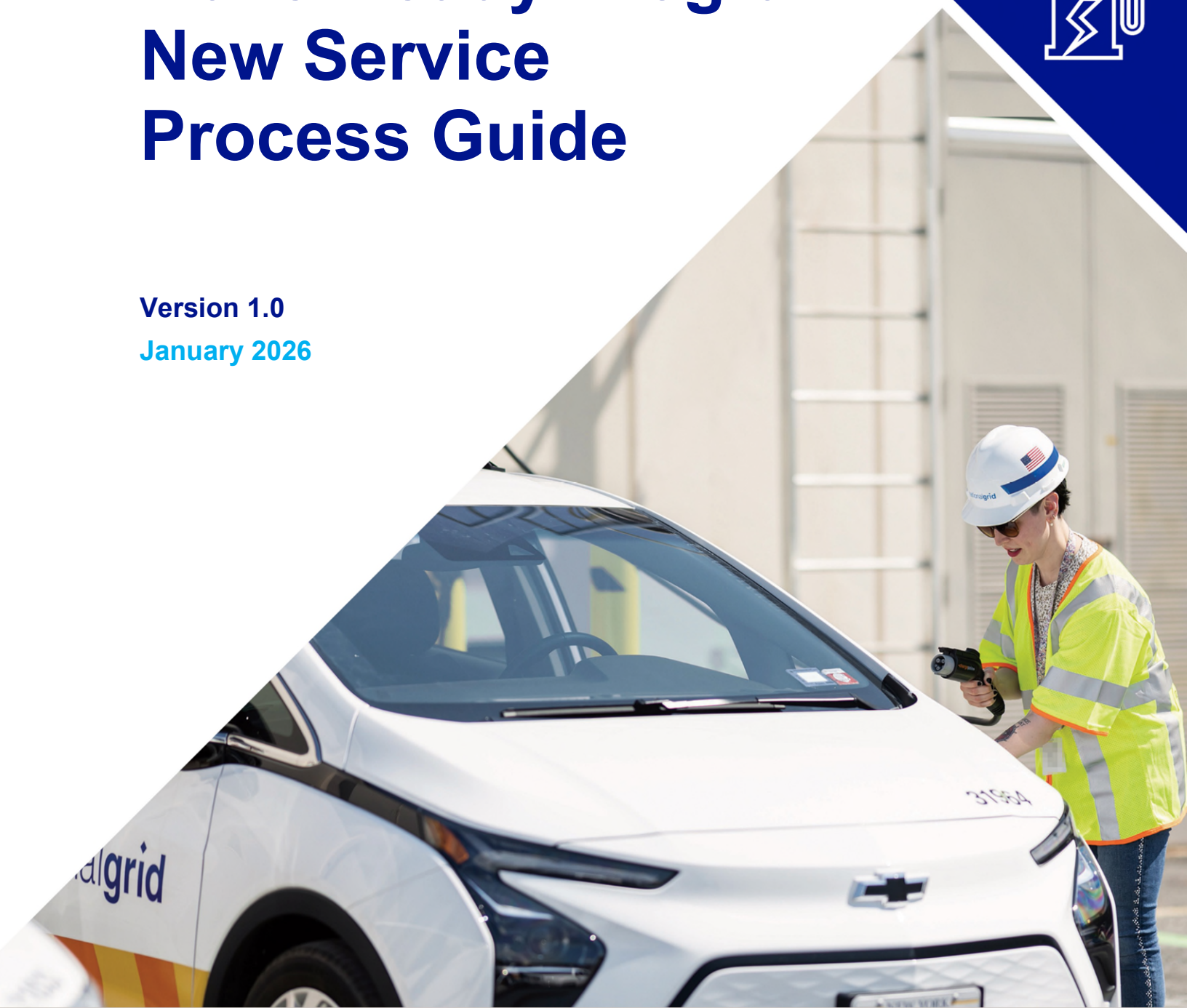


About this document:

This document serves as a guide to participants and installers in the Electric Vehicle (EV) Infrastructure Make-Ready Program. It documents process sets and requirements to successfully navigate both the Make-Ready Program (MRP) process and the National Grid New Service Process. Additionally, it contains helpful information about advisory services, self-serve tools, and dispute resolution.

Contents

Additional Resources

Helpful Links

Make-Ready Program Available Funds – Displays how many remaining plugs and how much remaining budget are available in the Make-Ready Program

National Grid Make-Ready Program – Additional details about the EV Make-Ready Program and the Medium- and Heavy-Duty Pilot

Take Charge Program Materials – Provides additional resources for the Make-Ready Program including required forms and checklists to complete a project

New/Upgrade Service Request checklist – Provides a checklist of items for a successful new or upgraded service request.

EV Recordings – Repository of webinars and videos to support the EV connections process

Electric Vehicle Fleet Hub – Additional resources for Fleet customers

Fleet Advisory Services Program – Details and application to the Fleet Advisory Service

New Connections – Additional details about the New Service process

Electric Connections Portal – Application portal for New Service requests

Clean Energy Applications Portal – Application portal for the Make-Ready Program

Electric Service Bulletin 750 – A listing of National Grid's electrical specifications

Electric Vehicle Phase-In Rate – Details about the EV Phase-In Rate which can lower electric rates for commercial customers with on-site EV charging

Self-Service Tools

Hosting Capacity Maps

Hosting Capacity Maps display how much headroom may be available for new load on the National Grid distribution system. These maps are not guaranteed of capacity but can provide insight for project siting. National Grid provides recorded training on how to use capacity maps. This three-part training is included in our EV website under EV Recordings EV Recordings.

Disadvantaged Communities (DAC) Map

The Disadvantaged Communities Map overlays the disadvantaged communities as adopted by the Climate Justice Working Group with the map of the National Grid Electric service territory. It can be used to determine if a potential project could be eligible for enhanced incentives.

EV Charging Cost Calculator

The National Grid EV Charging Cost Calculator is a self-service high level estimation tool that allows customers to get estimates on installation costs, ongoing energy costs, incentive offerings, and more. Users input details about charging equipment (number and which type/models), site details, usage patterns, and fleet vehicles (if applicable). The tool output estimates installation and operational costs, leveraging National Grid's electricity rates and incentive programs available based on project location.

Advisory Services

Fleet Assessments

National Grid offers a no-cost Fleet Assessment to any commercial customer type in New York. This Assessment provides site feasibility, rate analysis, estimated billing impacts and related recommendations so National Grid can assist fleets with making informed decisions when transitioning their fleet to electric vehicles. Learn More and Apply

Advanced Connections

For participants looking for support with large loads or non-standard connections, including but not limited to phased connections, flexible connections, bi-directional EV chargers, and EV charging with on-site energy storage, feel free to reach out to the EV team at EVNationalGridUNY@nationalgrid.com with a short description of the proposed solution. The team will follow up to discuss potential solutions to meet the participants' needs.

Educational Resources

Recurring Installer Calls

National Grid hosts recurring calls targeted towards approved installers in the Make-Ready Program. These calls cover program updates and how to successfully execute a Make-Ready application and a new service request. To get on the mailing list for these calls reach out to the EV Team at EVNationalGridUNY@nationalgrid.com

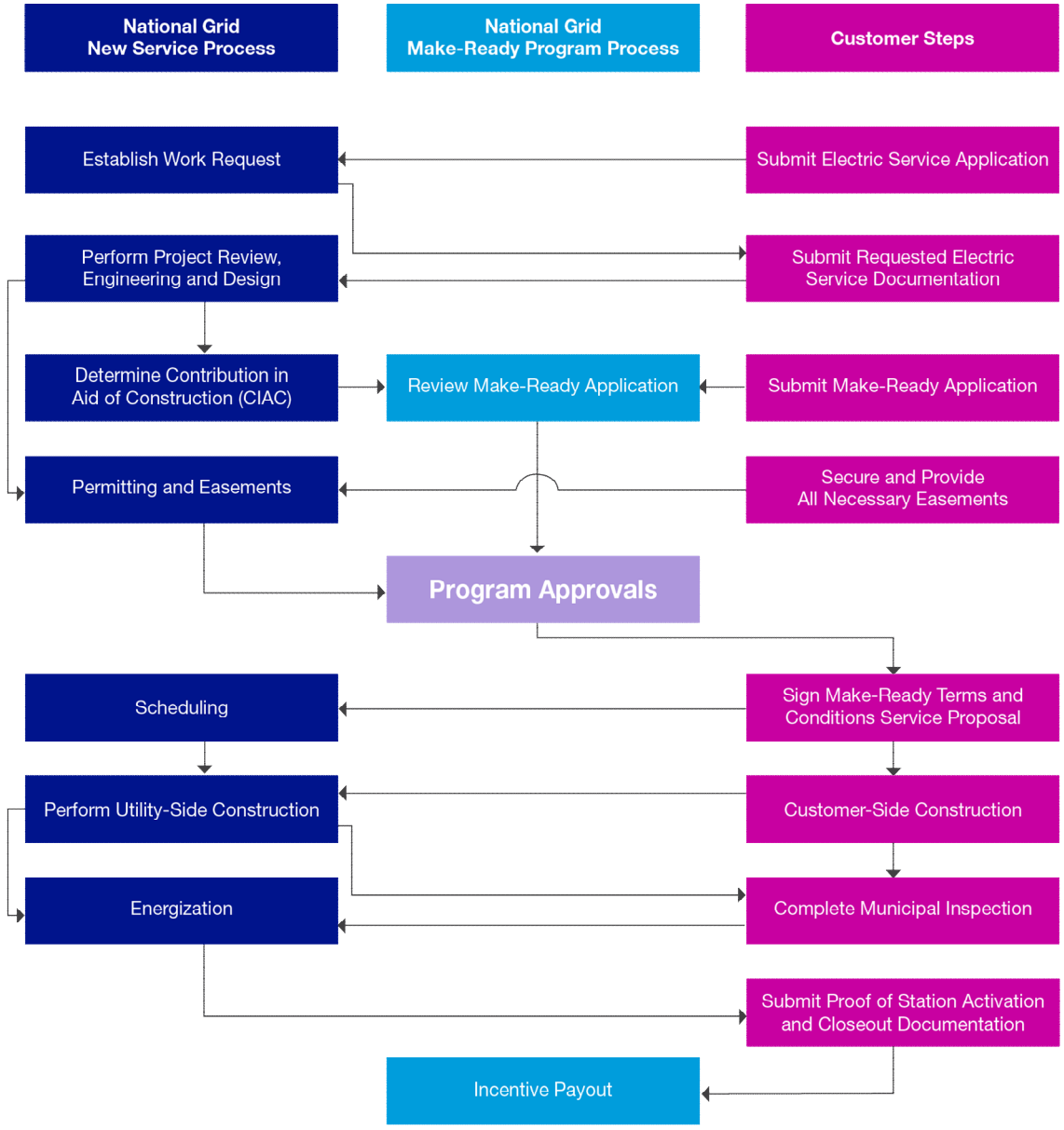
Posted Webinars and Trainings

National Grid records and posts various webinars and trainings it has provided to participants and installers for asynchronous review: EV Recordings

Make-Ready and New Service Process

The figure below shows the standard process for an EV Make-Ready Program project that includes a new service, which also includes projects that are upgrading an existing service. In some cases, some steps may be skipped, but this process covers most projects. Projects that do not require a new or upgraded service will follow a similar process through the Make-Ready Program steps only. If the project includes energy storage and/or the capability to provide energy back to the distribution grid, please reach out to the EV Team at EVNationalGridUNY@nationalgrid.com for more details on additional required steps.

Flow Diagram



Before You Begin

The participant can identify the site and review the electric Hosting Capacity Maps to gather information on available capacity and review the Electric Service Bulletin 750 for information on service and transformer sizing and other electrical standards. The participant can also apply for the Fleet Advisory Services to receive *high level* information on any system upgrades that may be required.

Dependencies: The participant needs to have a site host address and estimated load for these advisory services.

Submitting a Work Request

What happens in this step: Once you have a valid service address, complete our service request form online, via email, or by calling National Grid. A dedicated Establish Service Representative (ESR) will guide the participant or installer through the process and connect you with your National Grid Job Owner, who will be the main point of contact once project details and required documents are submitted.

Dependencies: The participant must have a valid service address (a 911 address) and billing account prior to submitting a work request.

Participant Requirements: A work request can be submitted using an online portal, email, or phone call. It requires documentation about the physical and electrical specifications for the site. More details on the requirements are in the New/Upgrade Service Request Checklist.

Submitting a Clean Energy Application

What happens in this step: In this step, the participant or the participant's installer will submit the Make-Ready application, which documents the plan of the EV charging project.

Dependencies:

- To create a Clean Energy (Make-Ready) application the individual submitting the application needs to have a Clean Energy Account.
    - To be an installer, the contractor needs to be on the Joint Utilities Approved Contractor List
- To create a Clean Energy (Make-Ready) application, the site must have a Billing Account and work request number if applicable.
- This step must be completed before the Service Agreement (part of the New Service Request) for a project is signed.

Participant Requirements: The Clean Energy application includes all the necessary information about the project, including number and types of plugs, site plan, and cost estimate. A full list of required documentation is here: Application Requirements. If needed, a draft of the Clean Energy application can be saved and returned to prior to being submitted.

Engineering and Design

What happens in this step: In this step, if a project is over 200kW, it will go through an engineering review study to determine if system capacity is available and provide solutions, timelines and cost estimates when capacity is not readily available. Projects less than 200kW in size will skip the engineering review and move to design unless the connection required is in a network system or in an area with limited capacity.

During the design phase, a distribution designer will develop a comprehensive plan for efficiency, reliability, and regulatory compliance. The distribution designer will analyze site factors, define design parameters, and tailor a design based on your specific needs. Additional details about the design and engineering for a project.

Dependencies: This step cannot start until all the required documentation is submitted as part of the work request submittal.

Participant Requirements: As National Grid is reviewing the application, clarification or additional information may be requested as needed.

Make-Ready Application Review

What happens in this step: National Grid reviews the documentation submitted in the Make-Ready Application to determine eligibility and incentive amount.

Dependencies: This cannot start until the Make-Ready Application is submitted, and New Service design is completed. The design must be complete because that informs the CIAC (Cost in Aid of Construction) amount. Although Make-Ready Program participants are not required to pay the CIAC amount prior to construction, the amount is reduced from the potential Make-Ready incentive.

Participant Requirements: As National Grid is reviewing the application, clarification or additional information may be requested as needed.

Permitting and Easements

What happens in this step: Environmental permits may be required to interconnect or make the necessary improvements to interconnect. In this step, the participant is required to obtain all necessary permits and easements as applicable.

Participant Requirements:

- Obtain the necessary permits and easements as applicable and provide information regarding site conditions (e.g., nature and extent of site contamination, copies of institutional controls, design information for engineering controls, Site Management Plan, copies of existing permits/notices/site work plans, etc.) among other things.
- Review training videos provided in the EV Recordings for additional information pertaining to permits and easements.

Project Approvals and Sign-Offs

What happens in this step: The Participant signs the Make-Ready Terms and Conditions and the Service Proposal.

Dependencies: This cannot occur until all prior steps are completed, and no downstream step can start until the documents are signed. No field work for the customer-owned equipment should start until the Make-Ready Terms and Conditions are signed.

Participant Requirements: National Grid will provide the Make-Ready Terms and Conditions and the Service proposal to the participant. The Make-Ready Terms and Conditions must be signed and returned within 10 days; the Service Proposal must be signed and returned within 90 days.

Scheduling

What happens in this step: National Grid will conduct a site pre-check and schedule utility construction crews. Participant construction can occur in parallel with this step.

Dependencies: This cannot occur until the Make-Ready Terms and Conditions, and the Service proposal are signed by the participant and returned to National Grid.

Participant Requirements: Site access may be required in this step.

Construction

What happens in this step: The participant completes construction of customer-owned equipment and National Grid constructs utility-owned equipment.

Dependencies: This cannot occur until the Make-Ready Terms and Conditions, and the Service proposal are signed by the participant and returned to National Grid.

Participant Requirements: Before energizing the new service, the participant must obtain a municipal inspection from an authorized electrical inspector in the area.

Closeout Documentation

What happens in this step: The participant or installer submits as-built information about the project, so the final Make-Ready Incentive can be calculated.

Dependencies: This cannot start until the EV charging station is energized, meaning both the utility and customer construction are completed.

Participant Requirements: The Make-Ready project closeout requires submission of as-built information about the project, including final cost sheets, site photos, and EVSE registration information. A full list of required documentation is here: Project Closeout Checklist. Closeout documentation must be submitted to National Grid within 90 days of site energization.

Incentive Payment

What happens in this step: National Grid reviews the closeout documentation and determines the final incentive amount. National Grid may conduct a site visit in this step as well.

Dependencies: This cannot start until all the closeout documentation is submitted and reviewed for completeness in accordance with the program requirements.

Participant Requirements: As National Grid is reviewing the closeout documentation, clarification or additional information may be requested as needed. If needed, participants may need to provide site access for inspections. Once the final incentive amount is determined, National Grid will request an invoice from the participant or the participant's installer so the incentive payment can be issued.

Ongoing Responsibilities

What happens in this step: Participants are required to maintain and operate their EV charging equipment for at least five (5) years. The participant is also responsible for submitting session and outage data during that time. In many cases, the participant can arrange for such data collection and submission through the participant's network service provider.

If the participant decides to modify the site, such as by adding/removing/replacing EVSEs, changing network service providers, or adding additional load to the site, National Grid should be contacted to determine how this could impact the service provided and/or Make-Ready Program agreement.

Project Pauses and Cancellations

A participant may pause or cancel their project at any time by contacting their EV Program Manager and New Service Job Owner. Once a project is cancelled, National Grid will stop progressing any analysis, review or work towards it and any commitments of funds or capacity may be transferred to other customers. To restart a paused or canceled application, a new application(s) must be submitted. If a project is cancelled after the Service Proposal is signed, the participant may be required to pay the CIAC that would have been covered by the Make-Ready Program had the project been completed.

Project pauses by the participant could result in loss of committed funds or capacity if they exceed certain time limitations such as:

- Projects must obtain all permits and easements within one (1) year of the design being completed.
- Projects must sign and return the Service Proposal within 90 days of National Grid sending it.
- The project must be energized within one (1) year of signing the Make-Ready Terms and Conditions.
- Project closeout documentation must be completed and returned to National Grid within 90 days of project energization.

Should any of these timelines become an issue for a project, the participant should reach out to the Program Manager in writing, as exceptions will be reviewed on a case-by-case basis. Throughout the entire project, if the participant is unresponsive to National Grid requests for more than 90 days, the project may be cancelled.

Project Scope Changes

Project scope changes can have a variable impact on the project timeline depending on the scope and when they occur. All scope changes should be communicated as soon as possible to the project's EV Program Manager and New Service Job Owner, who can advise on specific impact. In general, changes that increase or decrease the number of installed plugs and/or power requested by the site will require National Grid to rereview both the Make-Ready and New Service applications, which could impact the timeline and cost of utility-side upgrades and the incentive amount.

Dispute Resolution

National Grid strives to provide transparency and clear information through the Make-Ready and New Service Process to reduce the frequency of disputes. However, should an issue arise with an application it is recommended that the participant start by reaching out to the New Service Job Owner and/or the EV Program Manager assigned to the project. If additional pathways are needed, the participant can reach out to EVNationalGridUNY@nationalgrid.com to escalate an issue. National Grid strives to resolve any disputes fairly and as soon as possible, incorporating participant input and choice when feasible.