

How to Create a New EV Application (Steps 1-5)

EV Make-Ready – New York

January 31, 2023



How to Create a New EV Application - New York



Learning Objectives

This module outlines the steps for creating and submitting a new EV application for the New York region.

The **intended audience** for this module is as follows:

- EV TRADE PARTNER

By the end of this module, users will be able to:

- Create and submit a new EV application for the New York region
- Identify and validate the customer's Site Account Information
- Enter the following details in the EV Application:
 - Electronic power requirements
 - Charging station site information
 - Project contacts

National Grid Clean Energy Portal Home Page

HOW TO CREATE A NEW EV APPLICATION - NY

The screenshot displays the user interface of the National Grid Clean Energy Portal. At the top, a dark blue navigation bar contains the links 'Home', 'EV Home Page', and 'Application'. Below this is a large hero section with a background image of an electric vehicle being charged. The text in this section reads 'Welcome Minakshi!' followed by 'Take advantage of programs and incentives to help support the installation of EV charging stations.' A red callout box with the number '0.1' points to a 'Start Application' button in the 'EV Charging Station Make-Ready Program' card. To the left, an 'Action Items' card shows 'No actions items pending' and a 'View All' link.

Home EV Home Page Application


Welcome Minakshi!

Take advantage of programs and incentives to help support the installation of EV charging stations.

0.1 Click the **Start New Application** button to start a new EV application.

Action Items [View All](#)

No actions items pending

 EV Charging Station Make-Ready Program

[Start Application](#)

Step 1: EV Make-Ready Program – Identify Site Account

HOW TO CREATE A NEW EV APPLICATION - NY

The **EV Make-Ready Program – Identify Site Account** page will appear.

The left pane will display the steps involved in the application creation and submission process. Users will need to complete all steps in order to successfully submit the application.

Home EV Home Page Application

Steps

- EV Make-Ready Program - Identify Site Account**
- Required Information
- Charging Station Site
- Project Contacts
- Charging Station Equipment
- Estimated Project Costs

EV Make-Ready Program - Identify Site Account

New construction, or customers adding a service, will need to complete an Electric Connections Portal Application or call the

* Billing Account Number

0000000000

Customer Service

New York Customers
Account Inquiries

Massachusetts C
Account Inquiries

Step 1: EV Make-Ready Program – Identify Site Account


HOW TO CREATE A NEW EV APPLICATION - NY

A As stated, new construction or customers adding a service, will require a temporary billing account number to complete this application with.

B To obtain a temporary billing account number, visit the **NY Electric Connections Portal** to either:

- Call support at **(800) 642-4272**, OR
- Email support at:
EVNationalGridUNY@nationalgrid.com

EV Make-Ready Program - Identify Site Account **A**

 New construction, or customers adding a service, will need a temporary billing account number for this application. Please complete an Electric Connections Portal Application or call the number below.

<p>* Billing Account Number</p> <input type="text" value="0000000000"/>	<p>* Service Address Zip Code ⓘ</p> <input type="text" value="00000"/>
---	--

Customer Service **B**

New York Customers

Account Inquiries
Monday-Friday, 7:00am-7:00pm
(800) 642-4272

Create New Work Order
NY Electric Connections Portal

Massachusetts Customers

Account Inquiries
Monday-Friday, 7:00am-7:00pm
(800) 322-3223

Create New Work Order
MA Electric Connections Portal

Step 1: EV Make-Ready Program – Identify Site Account

HOW TO CREATE A NEW EV APPLICATION - NY

1.1 Once the billing account number is ready, type the following details:

- **Billing Account Number:** In this example, **5800064461**
- **Service Address Zip Code:** In this example, **13601**

i Note that the **Billing Account Number** will always be a 10-digit number.

The **Service Address Zip Code** will be the location of the EV charging station, which may differ from the Customer's Billing Account Address.

EV Make-Ready Program - Identify Site Account



New construction, or customers adding a service, will need a temporary billing account number for this application. Please complete an Electric Connections Portal Application or call the number below.

*Billing Account Number

5800064461

*Service Address Zip Code **i**

13601

Customer Service

New York Customers

Account Inquiries

Monday-Friday, 7:00am-7:00pm
(800) 642-4272

Create New Work Order

NY Electric Connections Portal

Massachusetts Customers

Account Inquiries

Monday-Friday, 7:00am-7:00pm
(800) 322-3223

Create New Work Order

MA Electric Connections Portal

Cancel

1.2 Enter the appropriate values, and then click the **Next** button.

Next

Step 1: EV Make-Ready Program – Identify Site Account

HOW TO CREATE A NEW EV APPLICATION - NY

Upon clicking **Next**, the user will receive an error message if:

i The required fields were left blank. To resolve, enter the customer's **Billing Account Number** and **Service Address Zip Code**, respectively.

* Billing Account Number

0000000000

Error: Billing Account Number is required.

* Service Address Zip Code **i**

00000

Error: Service Address Zip Code is required.

i The information entered does not match an electric billing account (number) or/and a service address zip code in National Grid's records. To resolve, enter the correct **Billing Account Number** and **Service Address Zip Code**. If the user is still not able to resolve it, they can contact Customer Service for support.

* Billing Account Number

9876543211

The information entered does not match an electric billing account (number) or/and a service address zip code in our records. Please review for errors or contact Customer Service for support.

* Service Address Zip Code **i**

02108

Step 1: EV Make-Ready Program – Identify Site Account

HOW TO CREATE A NEW EV APPLICATION - NY

Upon clicking **Next**, the user will receive an error message if:

i The length of the **Billing Account Number** that the user entered is more than 10 digits. To resolve, enter the correct 10-digit number.

<p>* Billing Account Number</p> <input type="text" value="98765432110"/>	<p>* Service Address Zip Code i</p> <input type="text" value="02108"/>
<p>Billing Account Number should not be more than 10 digits.</p>	

i The length of the **Service Address Zip Code** that the user entered is more than 5 digits. To resolve, enter the correct 5-digit zip code.

<p>* Billing Account Number</p> <input type="text" value="3766000161"/>	<p>* Service Address Zip Code i</p> <input type="text" value="021080"/>
	<p>Service Address Zip Code should not be more than 5 digits.</p>

Step 1: EV Make-Ready Program – Identify Site Account

HOW TO CREATE A NEW EV APPLICATION - NY

* Billing Account Number * Service Address Zip Code

Customer Service

New York Customers

Account Inquiries
Monday-Friday, 7:00am-7:00pm
(800) 642-4272

Create New Work Order
NY Electric Connections Portal

Massachusetts Customers

Account Inquiries
Monday-Friday, 7:00am-7:00pm
(800) 322-3223

Create New Work Order
MA Electric Connections Portal

Cancel

Next

1.3 Once the required details have been entered, proceed by selecting **Next**.

Step 2: Required Information


HOW TO CREATE A NEW EV APPLICATION - NY

The **Required Information** screen will appear.

The Navigation view will display icons to indicate the status of each step. In this example:

- **Step 1** is shown as **Complete** with a green check
- **Step 2** is shown as **In Progress** with a blue ring
- **Step 3** is **not yet started** with a closed grey circle

Steps



- EV Make-Ready Program - Identify Site Account
- Required Information**
- Electric Power Requirements
- Charging Station Site
- Project Contacts
- Charging Station Equipment
- Estimated Project Costs

This script has been automatically saved, in order to resum

Required Information

We want you to feel prepared. Do you have the nec encourage you to review all requirements. [Review](#)

Work Request Number

While not all applications require a new or upgraded service, larger site locations including those with DC chargers may require it. To start the work request, v [Electric Connections Portal](#)

Site Drawings

Your drawings should include...

- Overhead satellite image of site
- Location of electrical panel serving the charging

Step 2: Required Information (cont.)

HOW TO CREATE A NEW EV APPLICATION - NY

A **Review All Application Requirements** details all the necessary information that users will need to complete in order to submit the application.

B Users can use the **Electric Connections Portal** link to obtain a new Work Request Number, if needed.

This script has been automatically saved, in order to resume in the future: [Copy the link](#) or [Email me the link](#)

Required Information

We want you to feel prepared. Do you have the necessary information to continue this application? We strongly encourage you to review all requirements. [Review All Application Requirements](#)

A

Work Request Number

While not all applications require a new or upgraded service, larger site locations including those with DCFC chargers may require it. To start the work request, visit:

[Electric Connections Portal](#)

B

Site Drawings

Your drawings should include...

- Overhead satellite image of site
- Location of electrical panel serving the charging station
- Proposed location of charging station
- Proposed location of electrical infrastructure, including distance to charging station
- Notes and other information to assist with evaluating this proposal

Step 2: Required Information

HOW TO CREATE A NEW EV APPLICATION - NY

- A** Users can also use the **View Template** link to download the **Project Estimate** template.
- B** From any screen in the application, users can click **Cancel** to cancel the application. Please note that if a user selects **Cancel** in this step, they will need to re-validate the site account when they return to create the application in Step 1.

Project Estimate

The NY EV-MRP requires a pre-project estimate of the make-ready and charging station related costs. Please view and "download" the linked "Project Estimate Template" to aid in the application and submittal process.

A [View Template](#)

B [Cancel](#)

2.1 After reviewing the application requirements, select **Begin Application**.

[Begin Application](#)

Step 3: Electric Power Requirements

HOW TO CREATE A NEW EV APPLICATION - NY

The **Electric Power Requirements** screen will appear.


Steps

- EV Make-Ready Program - Identify Site Account
- Required Information
- Electric Power Requirements**
- Charging Station Site
- Project Contacts

This script has been automatically saved, in order to resume in the future.

Electric Power Requirements

ABC Chargers

 Please request a Work Request Number to complete the application.

*** Is there a Work Request Number for this project?** ⓘ

Yes

No

3.2 After selecting **Yes**, a second field titled, **“What is your Work Request Number?”** appears on the application.

Enter the Work Request Number, which will start with "3" and consist of 8 total digits.

*** What is your Work Request Number?**

3.1 Indicate if there is a **Work Request Number** for the project.

In this example, select **Yes**.

*** Power Source Type**

208V Three Phase

*** Electrical Panel Type**

Existing

Step 3: Electric Power Requirements

HOW TO CREATE A NEW EV APPLICATION - NY

* Is there a Work Request Number for this project? ⓘ	* What is your Work Request Number?
<input checked="" type="radio"/> Yes <input type="radio"/> No	30123456
* Power Source Location	* Power Source Type
Pole# 434	208V Three Phase
* Electric Panel Location	* Electrical Panel Type
Electric Panel outside in front of the building	Existing
Other Requirements	
23KV service 3 phase	

3.3

Enter the **Power Source Location** and select the **Power Source Type** from the drop-down list.

Step 3: Electric Power Requirements

HOW TO CREATE A NEW EV APPLICATION - NY

* Is there a Work Request Number for this project? ⓘ

Yes
 No

* What is your Work Request Number?

30123456

* Power Source Location

Pole# 434

* Power Source Type

208V Three Phase

* Electric Panel Location

Electric Panel outside in front of the building

Other Requirements

23KV service 3 phase

3.3 Enter the **Power Source Location** and select the **Power Source Type** from the drop-down list.

i There will be three options available in the **Power Source Type** list:

* Power Source Type

208V Three Phase ▼

-- Clear --

208V Three Phase

480V Three Phase

120/240V Single Phase

Step 3: Electric Power Requirements

HOW TO CREATE A NEW EV APPLICATION - NY

3.4 Enter the **Electric Panel Location** and **Electric Panel Type** from the drop-down list.

* Electric Panel Location

Electric Panel outside in front of the building

* Power Source Type

208V Three Phase

* Electrical Panel Type

Existing

Other Requirements

23KV service 3 phase

3.5 Enter any additional comments in the **Other Requirements** field, if applicable.

i The **Other Requirements** field enables a user to enter additional information about the application such as multiple work requests or a single request for both DCFC and Level 2 chargers, and so on.



There will be two options available in the **Electrical Panel Type** list:

* Electrical Panel Type

Existing

-- Clear --

Existing

New

Step 3: Electric Power Requirements

HOW TO CREATE A NEW EV APPLICATION - NY

* Are you interested in Fleet Advisory Services? ⓘ

- Yes
 No

* Are you planning to Future Proof this Charging Station site? ⓘ

- Yes
 No

* Future-Proofing Component Details

Panel upgrade

3.6

Select the appropriate options for:

- “Are you interested in Fleet Advisory Services?”
- “Are you planning to Future Proof this Charging Station site?” questions

In this example, select **Yes** for both questions.

ⓘ Fleet Advisory Services can help the user determine the electricity available at the depot and the potential bill impact or savings.

Step 3: Electric Power Requirements

HOW TO CREATE A NEW EV APPLICATION - NY

3.7

After selecting **Yes** for “**Are you planning to Future Proof this Charging Station site?**”, the following fields appear to request additional information on Future-Proofing activities:

- **Future-Proofing Component Details**
- **How many additional ports are being accommodated?**
- **What is the time frame for additional future ports? (months)**
- **What is the total cost of all future-proofing activities including material and labor?**

* Future-Proofing Component Details

Panel upgrade

* How many additional ports are being accommodated?

4

* What is the time frame for additional future ports? (m...

3-6 months

* What is the total cost of all future-proofing activities including material and ...

\$ 6,000.00

Step 3: Electric Power Requirements

HOW TO CREATE A NEW EV APPLICATION - NY

A At this stage, users can cancel or save their application for later.

B Users can also select **Previous** to view the prior screen.

* Future-Proofing Component Details

Panel upgrade

* How many additional ports are being accommodated? 4

* What is the time frame for additional future ports? (m... 3-6 months

* What is the total cost of all future-proofing activities including material and ... \$ 6,000.00

Cancel Save for later

Previous Next

A

B

3.8

Enter the appropriate values, and then select **Next**.

Step 4: Charging Station Site

HOW TO CREATE A NEW EV APPLICATION - NY

The **Charging Station Site** screen will appear. The **Facility Type**, **Site Street**, **Site City**, **Site State**, and **Site Zip Code** fields will be prefilled based on the billing account information the user provided in Step 1.

Steps

- EV Make-Ready Program - Identify Site Account
- Required Information
- Electric Power Requirements
- Charging Station Site**
- Project Contacts

This script has been automatically saved, in order to resume in the future: [Copy the link](#) or [Email me the link](#)

Charging Station Site

ABC Chargers

Tell us about the charging station site. Please provide Site Drawings.

Facility Type	Site Street	
Fast Food		
Site City	Site State	Site Zip Code
WATERTOWN	NY	13601-2750

Step 4: Charging Station Site

HOW TO CREATE A NEW EV APPLICATION - NY

Project Contacts

Charging Station Equipment

Estimated Project Costs

Site City
WATERTOWN

Site State
NY

Site Zip Code
13601-2750

* Segment Type

Public

Workplace

Fleet

Multi-Unit Dwelling

* Facility Sub-Type

4.1 Click the **Segment Type** drop-down arrow and then select the appropriate **Segment Type** from the drop-down list.

Yes

No

Step 4: Charging Station Site

HOW TO CREATE A NEW EV APPLICATION - NY

Estimated Project Costs

* Segment Type
Public

* Facility Sub-Type

Your project may qualify for additional funding if it is located in a **Community Development** area.

4.2 Click the **Facility Sub-Type** drop-down arrow and then select the appropriate **Facility Sub-Type** from the drop-down list.

Yes
 No

Attachments
Site Drawings should include:

- Overhead satellite image of site (ex: Google Maps)

Facility Sub-Type options: -- Clear --, Retail, Leisure Destination, Parking Garage / Lot, Municipal/Government, Educational, Medical, Office

Step 4: Charging Station Site

HOW TO CREATE A NEW EV APPLICATION - NY

* Segment Type

Public

* Facility Sub-Type

Parking Garage / Lot



The project may qualify for additional funding if it is located in a disadvantaged community. Users can check the eligibility map by clicking the **View Eligibility Map** link.

Your project may qualify for additional funding if it is located in a disadvantaged community. [View Eligibility Map](#)

* Is this site in a disadvantaged community?

- Yes
 No

* Is this site publicly accessible?

- Yes
 No

Attachments

Site Drawings should include:

- Overhead satellite image of site (ex: Google Maps)

4.3

Select the appropriate options for:

- “Is this site in a disadvantaged community?”
- “Is this site publicly accessible?” questions.

In this example, select **Yes** and **No**, respectively.

Step 4: Charging Station Site

HOW TO CREATE A NEW EV APPLICATION - NY


Users can also upload site drawings on this screen. The site drawing requirements will be explained in the **Attachments** section.


Attachments

Site Drawings should include:

- Overhead satellite image of site (ex: Google Maps)
- Location of electrical panel serving the charging station
- Proposed location of charging station
- Proposed location of electrical infrastructure, including distance to charging station
- Notes and other information to assist with evaluating this proposal

* Attach your Site Drawings

 Upload Files Or drop files

ABC_Site Drawings.jpg 

Maximum upload size per file: 10 MB (supported files: .docx, .pdf, .ppt, .pptx, .xls, .xlsx, .gif, .jpg, .png)

[Cancel](#) [Save for later](#) [Previous](#) [Next](#)

4.4

Click the **Upload Files** button to upload documents as mentioned in the **Attachments** section. Users can also drag and drop files to this field in order to upload them.

Step 4: Charging Station Site

HOW TO CREATE A NEW EV APPLICATION - NY

Attachments

Site Drawings should include:

- Overhead satellite image of site (ex: Google Maps)
- Location of electrical panel serving the charging station
- Proposed location of charging station
- Proposed location of electrical infrastructure, including distance to charging station
- Notes and other information to assist with evaluating this proposal

* Attach your Site Drawings

 Upload Files Or drop files

ABC_Site Drawings.jpg



Maximum upload size per file: 10 MB (supported files: .docx, .pdf, .ppt, .pptx, .xls, .xlsx, .gif, .jpg, .png)

Cancel Save for later

Previous

Next



It is mandatory to upload the Site Plan attachments.

To delete an uploaded attachment, click the **Delete** (🗑️) icon.

4.5

Click **Next** to continue.

Step 5: Project Contacts

HOW TO CREATE A NEW EV APPLICATION - NY

The **Project Contacts** screen will appear. It allows users to enter the contact information of the National Grid Contact and the Facility Project Contact.

Steps

- EV Make-Ready Program - Identify Site Account
- Required Information
- Electric Power Requirements
- Charging Station Site
- Project Contacts**
- Charging Station Equipment

This script has been automatically saved, in order to resume in the future: [Copy the link](#) or [Email me the link](#)

Project Contacts

ABC Chargers

National Grid Contact

5.1 If you are currently working with a National Grid Sales Rep, enter this person's name in the **National Grid Contact** field.

* National Grid Contact

Don't Know / Not Applicable

i If there isn't a specific National Grid Sales Rep that the user worked with for this project, then the user will select **Don't Know / Not Applicable**.

Step 5: Project Contacts

HOW TO CREATE A NEW EV APPLICATION - NY

The **Facility Project Contact** is a designated person at the location that National Grid can contact regarding the electric infrastructure upgrades.



The Facility Project Contact will be the recipient of all communications from National Grid such as the Approval Package including the Approval Letter, Terms and Conditions, Incentive Assignment Form, Project Closeout Checklist, and Project Estimate.

The Facility Project Contact will complete the incentive assignment form and sign the terms and conditions on behalf of the customer.

National Grid Contact

* National Grid Contact

Don't Know / Not Applicable

Facility Project Contact

Let's connect the Customer Facility Contact (that is authorized to sign on behalf of the Customer).

* Facility Project Contact Email

* Facility Project Primary Phone

Cancel | Save for later

Previous | **Next**

5.2

Enter the **Facility Project Contact Email** and **Facility Project Primary Phone**.

5.3

Click **Next**.

Step 5: Project Contacts

HOW TO CREATE A NEW EV APPLICATION - NY

If the information entered matches an existing contact in National Grid's records, the contact will be linked to the application and the billing account (if it isn't already) and the application will proceed to Step 6. If the Facility Contact details that the user entered do not match any contact, the **Create Project Contact** screen will appear where the user will need to enter the contact details to create a new contact. In such cases, complete Step 5 as shown in the next slide.


Steps

- EV Make-Ready Program - Identify Site Account
- Required Information
- Electric Power Requirements
- Charging Station Site
- Project Contacts
- Create Project Contact**
- Charging Station Equipment

This script has been automatically saved, in order to resume in the future: [Copy the link](#) or [Email me the link](#)

Create Project Contact

ABC Chargers

 We couldn't find this person in our records. Please check your spelling and click on the Previous button to validate again. If not, add a new facility contact.

Facility Project Contact Email	Facility Project Primary Phone
<input type="text" value="rbrown@abcgroup.com"/>	<input type="text" value="8887776669"/>
* Contact First Name	* Contact Last Name
<input type="text" value="Ronald"/>	<input type="text" value="Brown"/>
* Contact Title	* Contact Street Address
<input type="text" value="Facilities Manager"/>	<input type="text" value="43rd St 7th Ave"/>

Step 5: Project Contacts

HOW TO CREATE A NEW EV APPLICATION - NY

Facility Project Contact Email	Facility Project Primary Phone	5.4 Enter the contact details.	
<input type="text" value="rbrown@abcgroup.com"/>	<input type="text" value="8887776669"/>		
* Contact First Name	* Contact Last Name	5.5 Click Next .	
<input type="text" value="Ronald"/>	<input type="text" value="Brown"/>		
* Contact Title	* Contact Street Address		
<input type="text" value="Facilities Manager"/>	<input type="text" value="43rd St 7th Ave"/>		
* Contact City	* Contact State		* Contact Zip Code
<input type="text" value="Watertown"/>	<input type="text" value="NY"/>		<input type="text" value="13601"/>
<input type="button" value="Cancel"/>	<input type="button" value="Save for later"/>	<input type="button" value="Previous"/>	<input type="button" value="Next"/>