

national**grid**

EV Charge Smart Plan User Guide

January 2024

*EV Charge Smart NY is making electric
vehicle at-home charging affordable, flexible,
and environmentally friendly.*





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Program Overview

Welcome to the EV Charge Smart Plan (Plan)! The Plan is being administered by National Grid and its technology partner, ev.energy. The Plan provides customers with financial savings to easily charge their vehicle within the convenience of their home through a smartphone app predominately during off-peak hours, 11:00 p.m. to 7:00 a.m., when there is less strain on the grid and energy costs are lower. The Plan offers flexible, subscription-based pricing tiers.

Customers will enroll in the Plan via the smartphone app, connect their compatible vehicle and/or electric vehicle supply equipment (EVSE), set their charging preferences, and leverage the Smart Charging feature within the app to schedule EV charging to maximize their savings.

Plan Features and Benefits

- Easy-to-use smartphone app providing worry-free charging.
- Up to 30% annually on EV home charging.*
- Receive a \$150 incentive after three (3) months of active participation in the Plan.
- Ability to further reduce carbon emissions, making a positive environmental impact.
- Subscription-based pricing with different tier options.

** When compared to billed charges for EV off-peak charging on the program vs. standard SC-1 rates. Actual savings may vary based upon several factors including region, time of year, how you charge your vehicle, and whether you get your energy supply from National Grid or another provider.*

Off-peak Hours

Off-peak hours are from 11:00 p.m. to 7:00 a.m. daily (including weekends and holidays).

Customer Support

The Customer Support team is ready and happy to assist you with any questions or issues that arise. Please submit inquiries to ChargeSmartNY@ev.energy.

Customer Support hours are Monday to Friday, 9am – 5pm ET, excluding U.S. Federal Holidays.

ev.energy Overview

ev.energy is National Grid's technology partner supporting the development and customer service of the Plan, including the smartphone application. To learn more about ev.energy visit <https://www.ev.energy/about>.

Incentives and Financial Savings

Participation Incentive

A \$150 one-time incentive will be awarded for actively participating in the program for a minimum of three (3) months.

Financial Savings

Customers can save up to 30% annually on your home EV charging. *

** When compared to billed charges for EV off-peak charging on the program vs. standard SC-1 rates. Actual savings may vary based upon several factors including region, time of year, how you charge your vehicle, and whether you get your energy supply from National Grid or another provider.*



Plan Eligibility

To participate in the EV Charge Smart Plan, you must:

- Be a National Grid New York residential electric customer on the SC-1 rate.* Customers on the Voluntary Time of Use (VTOU) or SC-1C rates are ineligible for the Charge Smart Plan, unless they have completed one year within VTOU and switch to the SC-1 rate.

Note: The Delivery Section of the National Grid bill states the rate that a customer is on.

- Have a compatible vehicle OR home charging station. Please refer to the list of [Compatible Vehicles](#)
 - EV with an active telematics package, see [Vehicle Manufacturer Telematic Subscriptions](#) list for additional information OR
 - Network enabled Charging Station.

*If a customer is not on the required SC-1 rate and would like to switch to the SC-1 rate to participate in the Plan, please contact **National Grid Customer Support at 1-800-642-4272**. For those customers that are on the VTOU rate, you will not be able to switch to the EV Charge Smart Plan, until you have completed the one-year minimum requirement.

Compatible Equipment

Compatible vehicles and compatible EVSEs (Electric Vehicle Supply Equipment) are identified as “compatible equipment” throughout this User Guide. To participate in the Plan, you must connect a compatible vehicle or a compatible EVSE.

Note: Customers only need to have either a compatible vehicle OR EVSE, not both.

Compatible Vehicles

The following vehicles are compatible within the EV Charge Smart Plan app:

Electric Vehicles	
Make	Model
BMW	i3/i3 REX (2014 & later)
BMW	i4 (2021+)
BMW	x5 (2019+)
BMW	330e PHEV (2016+)
BMW	530e PHEV (2017+)
Tesla	3
Tesla	S
Tesla	X
Tesla	Y



Compatible EVSE

The following charging stations are compatible within the EV Charge Smart Plan app:

Charging Stations	
Make	Model
ChargePoint	Home Flex
Smartenit SmartElek 4500	L1 and L2 Options that are compatible with ev.energy. Click for link to compatible version.

Non-Compatible Equipment

Compatible Equipment availability is dependent upon manufacturer technology and mobile app integration which communicates with onboard vehicle telematics. Compatible Equipment will be added as manufacturers make battery and charging data available.

To have your vehicle or charging station considered for future compatibility and/or identify if you are interested in having a compatible charging station installed, please complete the EV Charge Smart NY Wish List form at ngrid.com/chargesmart-ny and your information will be added to the list. You will be notified if your vehicle and/or charging station becomes compatible.

To purchase and install a compatible Charging Station

1. **Purchase a compatible Charging Station** at the [National Grid Marketplace](#) OR any location the eligible charging stations are sold.
2. **Find a qualified residential contractor**
 - **Joint Utilities of New York Approved Contractors**
<https://jointutilitiesofny.org/ev/make-ready/approved-contractors>
 - **Department of Transportation Electric Vehicle Infrastructure Training Program (EVITP) Certified Contractors** <https://evitp.org/newyork>
 - **New York State Energy Research and Development Authority (NYSERDA)**
<https://www.nyserdera.ny.gov/Contractors/Find-a-Contractor>
3. **Enroll in the EV Charge Smart NY Plan** once your compatible charging station is installed.

Competitive Supply Customers

Competitive Supply customers must meet Plan eligibility requirements in order to participate. For details on pricing impact for your EV monthly subscription charge, refer to [Competitive Supply Tier Pricing](#).

Community Solar Customers

Community Solar customers can participate in the Plan, if they are on an eligible SC-1 rate.



Vehicle Manufacturer Telematic Subscriptions

In some cases, vehicle manufacturers may require customers to purchase a subscription or pay a fee to activate their vehicle’s telematics function, in which case the customer will be responsible for the costs.

EV make and model	Connected Service	Subscription Name
BMW	MyBMW	ConnectedDrive Services
Tesla Models X, Y, S, 3	Tesla	Tesla Standard

Electricity Meter

Customers are able to leverage their existing utility meter. No additional utility meter is needed to participate in the Plan.

Pricing

The Plan provides for flexible, subscription-based pricing in which customers pay a flat monthly fee to cover the discounted cost of at-home EV charging during off-peak hours.

Tier Options

The subscription-based pricing structure consists of two (2) tiers to choose from based on driving needs:

	Tier 1	Tier 2
EV Monthly Charge	\$20	\$30
Monthly Off-Peak Home EV Charging Allotment	225 kWh	365 kWh
Estimated monthly miles	640	1,040
Estimated annual miles (based on 2.9 miles per kilowatt-hour (kWh))	7,700	12,500

Only off-peak charging done at home is counted toward your Plan.

Note: Unused monthly kWh do not rollover into the following month.

The Plan’s monthly pricing goes into effect on the first day of the month after your enrollment.

Example: If you enroll in the Plan on April 9, the Plan takes effect starting May 1. Note that app features such as smart scheduling to manage your EV charging during off-peak hours go into effect immediately upon enrolment completion within the Charge Smart NY app. However, the billing and savings part of the Plan do not start until the first day of the following month, as identified in the above example.

Competitive Supply Tier Pricing

For customers who source electricity from a supplier other than National Grid, the Monthly Charges for your Plan will be listed in the Delivery section of your National Grid bill:

- Tier 1: \$7.86/month
- Tier 2: \$10.27/month

Tier Selection

The Charge Smart Plan’s tiers are designed to benefit a range of EV drivers. Below is a tool to help determine the estimated monthly kWh:



- Estimate the number of miles driven per month. (Refer to your vehicle app account if not known).
- Divide the estimated number of miles driven by your vehicle’s average efficiency in miles per kWh to get the monthly kWh used. To find your vehicle’s average efficiency, it may be displayed with your vehicle’s energy use data, may be advertised by the manufacturer, or you may use a general US average of 2.9 miles per kWh.
- Multiply by the share of your charging done at home. The US average is 85% of EV charging takes place at home.

Example:

Joe drives 1,000 miles per month, his vehicle averages 3.24 miles per kWh, and he charges at home 85% of the time.

- $1,000 / 3.24 * 85\% = 262.3 \text{ kWh/month}$

Additional Pricing

Type of Charging	
At-Home, Off-Peak, above your Monthly kWh Allotment	Standard SC-1 rates
At-Home, On-Peak (does not impact the Monthly kWh Allotment)	SC-1 VTOU on-peak rate
Away From Home (does not impact the Monthly kWh Allotment)	Does not appear on your National Grid bill. Costs vary by charging station.

Off-peak Pricing above Plan Allotted kWh

Standard SC-1 rates will be applied for kWh over the allotted monthly subscription kWh and charging that is done during off-peak hours.

On-peak Pricing

An on-peak rate will be charged for any on-peak charging done at home. The Plan’s on-peak rate is typically one to three cents per kWh higher than standard SC-1 rates. On-peak charging does not count towards your allotted monthly off-peak kWh as part of your plan.

SC-1 VTOU super peak rates are not applicable and will not be charged as part of the EV Charge Smart NY Plan.

Changing your Subscription Tier

The subscription tier can be changed at any time within the Charge Smart NY app’s Plan Tab:

1. In the Plan tab, tap on “Change.”
2. Select the new tier of your choice.
3. Tap “Next” and confirm. To cancel the change, tap “No, go back”

The tier change will take effect on the first calendar day of the month following the date the change was made within the app.



Vehicle Telematics Data

If you participate in the Plan with a compatible vehicle, the Charge Smart NY app will connect to your compatible vehicle directly via onboard telematics. Battery state of charge, vehicle location, and start and stop charging commands are communicated via telematics. Data is transferred wirelessly through a connection to your vehicle original equipment manufacturer (OEM) account.

Logging in to the app with your vehicle's account grants ev.energy the following permissions:

Read Only

- Make, model and VIN
- Vehicle location
- Battery level and status

Control

- Start and stop charging

Allowing these permissions enables the app to smart charge your vehicle on any home charger predominately during off-peak hours. Sharing your location allows the Charge Smart NY app to determine if your charging is done at home or away from home, for example at a public charger.

ev.energy does not store additional details, such as your vehicle login information, on their servers.

When you log in to the app, your vehicle manufacturer provides ev.energy with an access and refresh token which is encrypted and stored securely. You can revoke ev.energy's access by changing your vehicle's account password on the Charge Smart NY app. This is a standard process called Oauth, used by companies like Google and Facebook.

For more information about your data, please read ev.energy's [Privacy Policy](#).

Data Security

ev.energy develops and maintains the Charge Smart NY app on behalf of National Grid. ev.energy does not see or store your EV or home EV charger username and password. Once you enter your username and password, ev.energy instantly exchanges them with the vehicle or home charger manufacturer for a secure token that allows ev.energy to be able to continue to access your account to optimize your charging. This token is stored securely and encrypted in ev.energy's cloud platform, hosted by Amazon Web Services.

Once you disconnect your EV, ev.energy will no longer be able to read the charging on your vehicle. Any data from previous charging sessions will be combined with other customers' data. The aggregate data will be analyzed by National Grid to assess the benefits of this program.

Data reliability

Vehicle telematics are subject to similar limitations that your mobile phone would be in certain environments. For example, when in areas with poor mobile coverage, or inside parking structures, the ability of the Charge Smart NY app to communicate with your vehicle may be compromised.

Vehicle polling

The Charge Smart NY app "polls," or requests information from your vehicle, via telematics at regular intervals. The frequency of polling depends on the vehicle make. The Charge Smart NY's measurement accuracy of



your charging session start and stop times may be impacted by the polling rate. For example, if you plug in your vehicle immediately after a poll, the vehicle status as plugged in would not be known until the next poll. In this case, the charging session would be recorded as having started at the poll time.

Smartphone App, Charge Smart NY

Downloading the App

The Charge Smart NY app is available for download on the Apple App Store for Apple mobile devices, and the Google Play Store for Android mobile devices. Search for “Charge Smart NY” in your device’s store and download the app, or click on the following link:

- [iOS on Apple App Store](#)
- [Android on Google Play Store](#)

Note: Be sure to download the Charge Smart NY app. National Grid administers a similar app in Massachusetts (Charge Smart MA) which is not compatible with the EV Charge Smart Plan.

Setting up your Plan Account

Congratulations on downloading the Charge Smart NY app! Please use this guide to set up your Charge Smart NY Plan.

Creating an account on the app

The first time you open the Charge Smart NY app, you’ll be asked if you’d like to share your location with the app. Allowing location, which is recommended, will help you later with Smart Charging location setup, but consenting to location sharing is not mandatory.

1. Open the app and tap ‘Login with National Grid’. You’ll be taken to a secure National Grid portal.
2. Enter the email and password associated with your National Grid account. If you do not have a valid National Grid account, the app will guide you to National Grid’s website, where you will have the opportunity to create one and link your electric billing account.
3. The Charge Smart NY Plan Participation Agreement will populate with the app for you to read and choose whether to accept. Should you choose to deny the terms of the Participation Agreement you will not be enrolled in the Plan.
4. The app will display a list of the billing account(s) associated with your National Grid account. Note that your National Grid account may have multiple billing accounts associated with it.
5. Choose the billing account that you wish to participate in the program with. This should be the billing account in the National Grid service territory where you will be charging your EV during off-peak hours. Your billing account must be a residential electric account with an SC-1 rate to be eligible for the Plan.

Select your vehicle’s make, model, and trim.

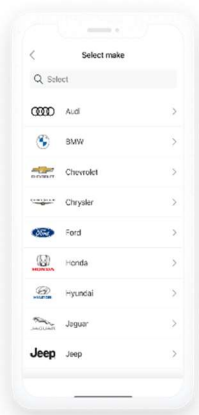
- **If your vehicle is on the compatible vehicle list:**

You will be prompted to enter the login credentials for your account with your vehicle’s manufacturer’s app. The Charge Smart NY app will connect to your vehicle’s telematics to access vehicle location data and charging, and send start and stop charging commands. To learn more about how your data is used, see the Telematics Data section beginning on page 9.

1. Select your make, model, and trim.
2. Allow access to your vehicle’s information
3. Enter your OEM credentials.

- **If your vehicle is NOT on the compatible vehicle list:**

- The app will save your vehicle’s known battery size in kWh based on the trim you selected.





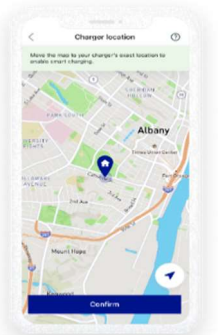
- There is a button in the app "can't find your trim" which provides the ability to send a pre-populated email request to chargesmartny@ev.energy.

6. After setting up your vehicle, you'll be asked about your home charging setup. Follow the on-screen prompts to set up your EVSE.



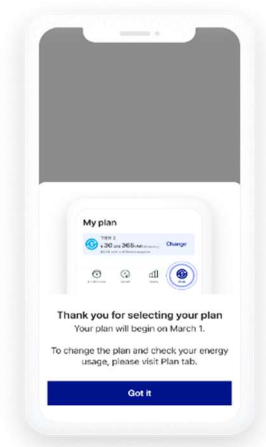
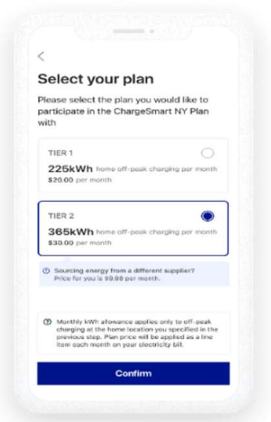
- If you have already set up a compatible vehicle in the previous step, you have the option to skip EVSE charger setup.
 - If you **skip charger setup** with a compatible vehicle, the Charge Smart NY app will communicate with the onboard telematics in your vehicle.
 - If you connect **both a compatible vehicle and compatible EVSE**, the Charge Smart NY app will default to obtaining charging data and sending start and stop commands to the EVSE via its Wi-Fi connection.
- If you connected a vehicle that isn't on the compatible list, and you don't have one of the compatible chargers, select "Don't see your charger listed?" and enter a description of your charging setup. Then you'll be able to join the Wish List.

7. Set the location where you will be charging your EV on the map.



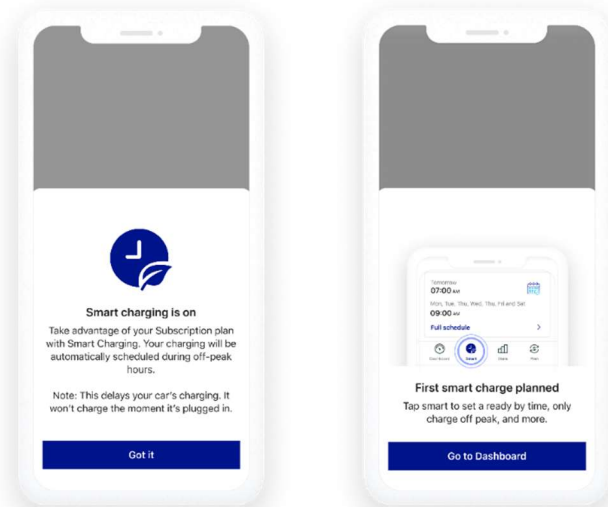
- If you have allowed the Charge Smart NY app to access your mobile device's location, the map will start with a pin at your current location. You may zoom and pan until the home charging location pin is at the location where you charge your vehicle.
- Charging sessions within a 500-foot radius of your home charging location will be recorded as at-home sessions. Therefore, to count towards the at-home, off-peak kWh in your subscription, charging must be done at this location.

8. Select your off-peak charging subscription plan based on your driving needs. After you tap confirm, the app will inform you when your plan begins, which is always the first day of the following the month.





9. The app will inform you that smart charging is on. Set your Smart Schedule by choosing your Ready by Times or you can turn off smart charging in the Smart tab. However, smart charging allows you to take advantage of your Plan by utilizing the app to schedule and optimize your EV charging to maximize your savings by predominately charging during off-peak hours, 11:00 p.m. to 7:00 a.m.



10. While your Plan begins on the first day of the next month, active managed charging begins immediately with your first charging session after you complete this setup in the app.

You are ready! Plug in your vehicle and the **Charge Smart NY** app will do the charging for you predominately during off-peak hours and based on your ready by time.

Charge Smart NY App Features

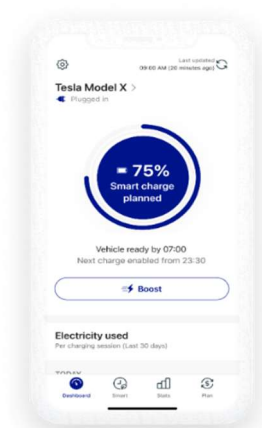
After completing enrollment and setup, you will have access to the app's **Dashboard**, **Stats**, **Smart**, and **Plan** tabs, plus the settings page.

Dashboard Tab

The Dashboard tab provides a high-level view of your vehicle's status, plus a list of recent charging sessions.

The Dashboard contains the following features:

- Your vehicle's current state of charge percentage
- The next vehicle ready by the time the next smart charge is scheduled to begin
- The Boost button allows you to override your smart schedule and charge immediately.
- A list of charging sessions and the energy dispensed for each session in kWh
- Access to the Settings page. Tap on the gear icon in the upper left corner of the Dashboard tab.





Smart Tab

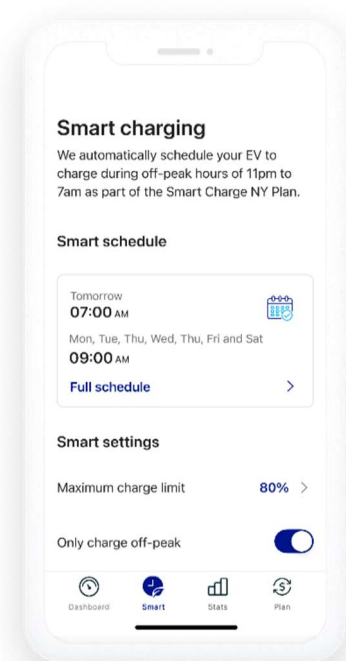
The Smart tab contains your preferences for smart charging.

The Smart tab contains the following features:

- Set a ready by time for each day of the week with the Smart schedule. You may choose a different ready by time for each day. For example, you may need your vehicle charged and ready at 7 a.m. on weekdays, but 10 a.m. on weekends. You may override the next day's scheduled ready by time without impacting your weekly Smart schedule.
- Maximum charge limit
- Turn smart charging on/off

[Learn more about these settings in the Charging Controls section](#)

[Smart charging Overview.](#)



Plan Tab

Monitor your Plan's monthly at-home, off-peak charging kWh usage, historic usage, and enrollment incentive in the Plan tab.

The Plan tab contains the following features:

- View your current Plan tier and its monthly price and at-home, off-peak kWh amount.
- Change your Plan tier. Changes to your Plan tier always take effect on the first of the following month.
- View the kWh remaining in your plan.
- View how many kWh you used within your Plan for each month, as well as the Plan tier for that month.
- View your enrollment incentive, once you have been enrolled in your Plan for three months.





Settings

The Settings page is accessed from the Dashboard tab by touching the gear icon in the upper left corner of the tab.

The Settings page contains the following features:

- **Vehicle details:** View vehicle details, vehicle connection status, and update your vehicle. If the app loses connection to your vehicle, you will be able to reconnect by confirming your car's details from this setting.
- **Home charger:** View details and connection status for your charger.
- **Charging location:** View and change your smart charging location. This location is used by the app to determine if a charging session is at-home or away from home.
- **Personal details:** View your name, email, and country.
Should you choose to unenroll from your Plan, you may do this from the Settings page (see "Cancelling your Plan" below). Note that there is a 7-day pending cancellation period, after which your app account and data will be deleted.
- **Preferences:** Set your preferred unit of measure.
Notifications: Select your push notification preferences.
- **Billing account:** Change the billing account associated with your Plan. If you move to a new eligible residential electric address, this setting allows you to change your Plan to the new billing account and address.
- **Support:** Links to Help and FAQs and the EV Charge Smart NY Plan Participation Agreement for your reference.

Change Vehicles in App

To change vehicles within the app:

1. Open the app and navigate to Settings by tapping the gear icon in the Dashboard tab.
2. Underneath "Your car," tap the "Car details" button.
3. You'll see information about your vehicle. To change or update, tap "Update car"
4. Tap the available options to update your make, model and trim.
5. Tap "Save changes"

Your car will now be updated on the app.

Off-Peak Charging

Smart charging Overview

Smart charging takes into account your vehicle ready by time and the program's off-peak hours to align your EV charging with off-peak hours. The app's smart scheduler will take into account two elements:

1. The estimated amount of kWh required to get to your desired state of charge
2. The amount of time required to get to your desired state of charge by the ready by time you set in the app.

The smart scheduler will prioritize your ready by time first. If your car requires all the time remaining until your ready by time to reach desired state of charge, it will begin charging immediately. If your car does not need to use all the time remaining until your ready by time, the scheduler will shift as much charging as possible into off-peak hours.



Example: Your desired state of charge is 60 kWh and your ready by time is set at 7:00 a.m. After going shopping, you return home with 50% of your desired state of charge (30 kWh) and plug your EV in at 6 p.m.

The Charge Smart NY app calculates that on your L2 charger, you will need 3 hours to charge your car. The smart scheduler automatically makes the decision to wait until 11 p.m. (the beginning of off-peak hours) to do so. The charging thus counts toward your subscription plan. Had you plugged in at 6pm without Smart Charging on, your car would have charged immediately and completed by 9 p.m., with no charging done off-peak.

Off-peak charging is important as it is when demand for electricity is at its lowest, meaning that EV owners that charge off-peak are helping reduce the cost of charging and improving resiliency of the electric grid.

Smart charging on/off

You can turn Smart Charging on or off by navigating to the Smart Tab and tapping “Turn on smart charging.”

- By default, Smart Charging is turned on when you create your account.

Boost mode

Tap Boost to override your Smart Schedule and charge your car immediately. The Boost button is located in the app dashboard.

Setting a desired State of Charge

Currently, setting a desired state of charge in the Charge Smart NY app is available for customers who have connected their Tesla via vehicle telematics. To set a desired state of charge (SOC) for other vehicle makes or EVSEs on the compatible list, set your desired SOC in your vehicle or charger app. The Charge Smart app will charge up to but not above this SOC setting.

Maximize off-peak charging

Use this setting to predominately shift charging to off-peak hours of 11 p.m. – 7 a.m. In some cases (low state of charge and/or use of an L1 cable), your car may not reach the desired state of charge and will require additional charging outside of off-peak hours.

Example: You use an L1 cable and your ready by time is 8 a.m. You’ve just come home from a long road trip with a low state of charge. Normally, the Charge Smart NY app would determine that you need to begin charging immediately to reach your desired state of charge by your ready by time. However, with the “Only Charge Off Peak” setting turned on, your vehicle would not begin charging until the start of off-peak hours at 11 p.m. While your vehicle may not reach maximum state of charge, you ensure that all charging is done during off-peak hours, thereby benefitting from your Charge Smart NY Plan.

Charging may start when you plug in your vehicle

The app will shift charging predominately to off-peak hours when you have the smart schedule set-up. However, some charging may occur when you first plug-in your vehicle, until the app polls (reaches out to) the EV or EVSE initiating stop and start charging commands.

To prevent charging commencing upon plug-in and to optimize off-peak charging, open the app immediately after you plug-in your vehicle. This action will trigger the app to poll (reach out to) your EV or EVSE.



Multiple Vehicles

The EV Charge Smart Plan allows for one subscription per National Grid billing account. You may enroll multiple vehicles in the Plan under one subscription as outlined below:

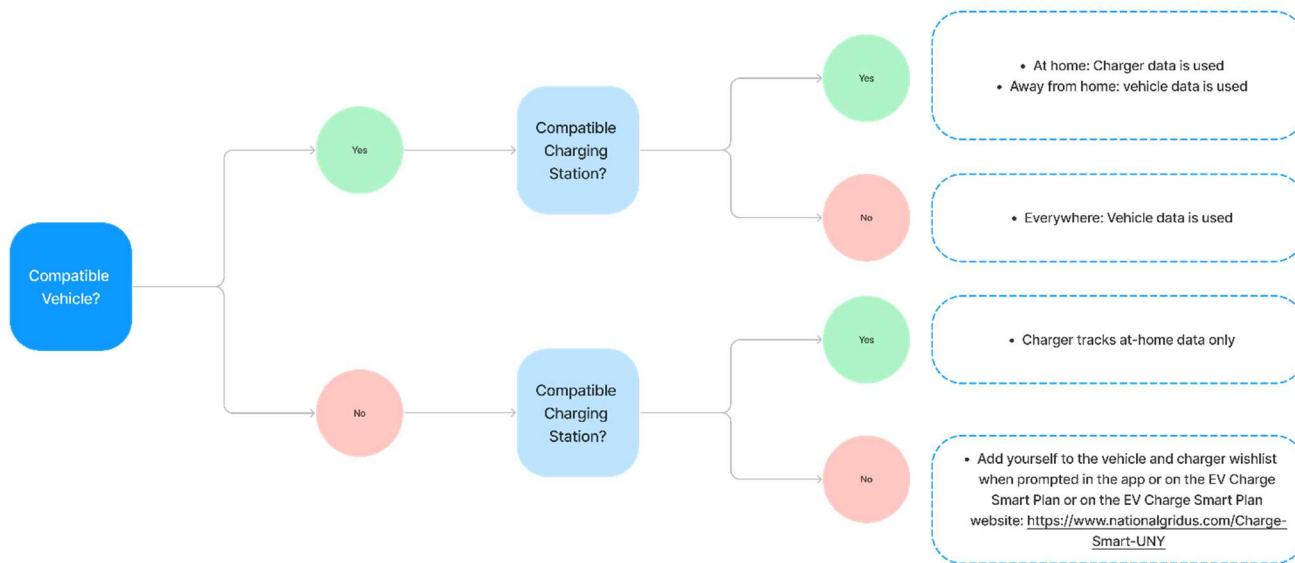
- Vehicles are compatible with the Plan and have the same Original Equipment Manufacturer (OEM); for example two Teslas.
- Charging station is compatible. You can add either vehicles from the same or different OEMs.

For vehicles that are compatible with the Plan, but are from different OEMs; for example a Chevy and a BMW, please contact the customer success team at ChargeSmartNY@ev.energy for assistance in setting up both vehicles on your Plan.

Use Cases

When you connect a compatible vehicle, your data is read using the vehicle’s onboard telematics. When you connect a compatible charger, your data is read through the charger’s Wi-Fi connection. The below table summarizes the use cases for registering a compatible vehicle, a compatible charger, or both on the Charge Smart NY application. It also describes which device is actively used to track your charging when you charge at home or away from home.

	Compatible Charging Station	Incompatible Charging Station
Compatible Vehicle	<ul style="list-style-type: none"> • <u>Charging at home:</u> Your charger data will be read (e.g for Tesla and ChargePoint, ChargePoint data will be used) • <u>Charging away from home:</u> Your vehicle data will be read 	<ul style="list-style-type: none"> • <u>Charging away from home and at home:</u> Vehicle data will be read
Incompatible Vehicle	<ul style="list-style-type: none"> • Still select vehicle make, model, and trim during enrollment • Charger data will be read 	Join the Wish List within the app or on the EV Charge Smart Plan website: https://www.nationalgridus.com/Charge-Smart-UNY and you will be notified if/when your vehicle and/or charger becomes available.



Special Use Cases Examples

- Multiple vehicles and a compatible charger:
At home, your charger will be used to read your charging data. Any number of compatible or incompatible vehicles can be charged on your charger and we will read this data from the charger.
- 1 compatible vehicle, 1 incompatible vehicle, 1 charger:
At home, the charger reads each vehicle's charging data. Away from home, only the compatible vehicle's data is read (away from home charging does not count against your subscription kWh allotment). The app correlates charger data and compatible vehicle's data and distinguishes between which car is being charged.
- 2 compatible vehicles, 1 compatible or non-compatible charger:
At home, the charger reads each vehicle's charging data. The app correlates charger data and compatible vehicle data and distinguishes between which car is being charged at home. Away from home, each vehicle's data is read separately (away from home charging does not count against your subscription kWh allotment).
- 2 compatible vehicles from the same manufacturer
Whether at home or away from home, each vehicle is tracked separately and the sum of their kWh applies to your Plan.
- 2 compatible vehicles from separate OEMs

Billing

The billing period for the EV Charge Smart Plan monthly subscription fee that will be combined with your current National Grid bill will be the first of the month to the last day of the month, regardless of what billing cycle you are on, and therefore may or may not align with your existing monthly bill date.

EV Charge Smart Plan User Guide



The EV Charge Smart flat monthly subscription fee for the allotted kilowatt-hours (kWh) of charging done at home and during off-peak times will be broken out into two (2) sections on the bill: Delivery and Supply, unless you source electricity from a supplier other than National Grid in which case only the EV Monthly Delivery Charge will be applied to the bill.

- Tier 1:
 - EV Monthly Delivery Charge \$7.86
 - EV Monthly Supply Charge \$12.14
 - Total \$20.00
- Tier 2:
 - EV Monthly Delivery Charge \$10.27
 - EV Monthly Supply Charge \$19.73
 - Total \$30.00

Each month, National Grid will calculate the cost of energy you used for off-peak EV charging by multiplying the off-peak EV charging energy delivered (in kWh) by your rate plan's price (\$ per kWh). This cost will be deducted from your electricity bill as a credit to offset the flat monthly subscription fee.

Example Bill

nationalgrid		SERVICE FOR	BILLING PERIOD	PAGE 2 of 4
			Apr 5, 2023 to May 5, 2023	
		ACCOUNT NUMBER	PLEASE PAY BY	AMOUNT DUE
			Jun 1, 2023	\$ 146.42

Enrollment Information			
To enroll with a supplier or change to another supplier, you will need the following information about your account:			
Loadzone			
Acct No:	Cycle:	7	
Electric Usage History			
Month	kWh Month	kWh	
May 22	337 Dec 22	341	
Jun 22	90 Jan 23	295	
Jul 22	124 Feb 23	299	
Aug 22	172 Mar 23	447	
Sep 22	367 Apr 23	407	
Oct 22	186 May 23	945	
Nov 22	193		
Choosing an Energy Supplier You can choose who supplies your energy. No matter which energy supplier you choose, National Grid will continue to deliver energy to you safely, efficiently and reliably. We will also continue to provide your customer service, including emergency response and storm restoration. National Grid is dedicated to creating an open energy market that lets you choose from a variety of competitive energy suppliers, who may offer different pricing options. For information on authorized energy suppliers and how to choose, please visit us online at ngrid.com/ny-energychoice			
Notice About Electronic Check Conversion By sending your completed, signed check to us, you authorize us to use the account information from your check to make an electronic fund transfer from your account for the same amount as the check. If the electronic fund transfer cannot be processed for technical reasons, you authorize us to process the copy of your check.			

DETAIL OF CURRENT CHARGES				
Delivery Services				
Service Period	No. of days	Current Reading -	Previous Reading -	Total Usage
Apr 5 - May 5	30	47889 Actual	46944 Actual	945 kWh
METER NUMBER	NEXT SCHEDULED READ DATE ON OR ABOUT Jun 8			
RATE	Electric SC1 Non Heat			
EV Savings	\$17.87			
Basic Service (not including usage)		17.33		
Delivery	0.075618 x 945 kWh	71.46		
SBC	0.005725 x 945 kWh	5.41		
Legacy Transition Chrg	0.000169 x 945 kWh	0.16		
RDM	-0.00604 x 945 kWh	-5.71		
Transmission Rev Adj	-0.00402 x 945 kWh	-3.80		
EV Monthly Delivery Charge	10.27			
EV On-Peak Delivery Charge	0.01839 x 10 kWh	0.18		
EV Off-Peak Delivery Rebate	-0.06985 x 365 kWh	-25.50		
Tariff Surcharge	2.04082%	1.07		
Sales Tax	2.00000%	1.42		
Total Delivery Services		\$ 72.30		
Supply Services				
SUPPLIER National Grid				
Electricity Supply	0.05258 x 945 kWh	49.69		
Merchant Function	0.001993942 x 945 kWh	1.88		
ESRM	0.02531 x 945 kWh	23.92		
EV Monthly Supply Charge	19.73			
EV On-peak Supply Charge	0.04174 x 10 kWh	0.42		
EV Off-peak Supply Rebate	-0.06293 x 365 kWh	-22.97		
Sales Tax	2.00000%	1.45		
Total Supply Services		\$ 74.12		

New line items that will be reflected on the National Grid bill as part of participation in the EV Charge Smart Plan.

Billing Line Item	Description
EV Monthly Delivery Charge	Delivery portion of the flat monthly subscription fee that a customer pays to participate in the program.



EV Monthly Supply Charge	Supply portion of the flat monthly subscription fee that a customer pays to participate in the program. *
EV On-Peak Delivery Charge	Additional delivery charge added to the bill on a per kWh basis for on-peak EV charging. The rate is the difference between the On-Peak Rate used in the Charge Smart Plan and the standard SC-1 rate you would pay. The usage is the total at-home On-Peak EV kWh used during the calendar month.
EV On-Peak Supply Charge	Additional supply charge added to the bill on a per kWh basis for on-peak EV charging. * The rate is the difference between the SC-1 Variable Time of Use On-Peak Rate and the standard SC-1 rate. The usage is the total at-home On-Peak EV kWh used during the calendar month.
EV Off-Peak Delivery Rebate	Delivery Rebate subtracted from the bill on a per kWh basis for off-peak EV charging. The rate is the SC-1 standard rate for the calendar month of the usage. This is to rebate back the cost when the off-peak EV charging was measured by the whole home meter. The usage is the total at-home Off-Peak EV kWh used during the calendar month up to the tier cap. If the customer charged more than the tier cap (ex: 365 kWh for tier 2) then this value will be the tier cap.
EV Off-Peak Supply Rebate	Supply rebate subtracted from the bill on a per kWh basis for off-peak EV charging. * The rate is SC-1 standard rate for the calendar month of the usage. This is to rebate back the cost when the off-peak EV charging was measured by the whole home meter. The usage is the total at-home Off-Peak EV kWh used during the calendar month up to the tier cap. If the customer charged more than the tier cap (ex: 365 kWh for tier 2) then this value will be the tier cap.
EV Savings	Represents the savings the customer experienced by participating in the EV Charge Smart Plan. The EV Savings equals the EV Off-Peak Rebates minus the EV Monthly Chargers and the EV On-Peak Charges.

* Not applicable for customers who take competitive supply from a supplier other than National Grid.

To learn more about other components of the National Grid Electric bill, please visit:
<https://www.nationalgridus.com/Upstate-NY-Home/Rates/Service-Rates>

Billing timeline

The following is an example timeline for the setup of a Charge Smart NY subscription. This example is for illustrative purposes only.

Date	Event
June 12	Customer downloads the app, connects their EV, and selects Subscription Tier 2.
July 1 to July 31	Customer participates for the calendar month of July



Early August	National Grid processes the charging done in the calendar month of July and applies the following the EV Charges to the bill.
Late August to Early September	Depending on the customer's billing day, the adjustments appear on the Customer's bill. If the customer's billing day in August lands before National Grid processes the charging data, the customer will not see the adjustments until they receive their bill in September.

Charging Data Dispute Process

There may be a slight discrepancy between a charging session's kWh value displayed in the Charge Smart NY smartphone application and the kWh displayed in your vehicle's Original Equipment Manufacturer (OEM) telematics. This discrepancy is due to the way energy (kWh) is measured by the Charge Smart NY app.

- The app polls data at a cadence which is dependent upon the OEM and stores the current status, adding up the data points and calculating the total energy delivered after the charging session has finished.

The Charge Smart NY application will be considered the source of truth for the purposes of calculating your plan's monthly kWh allowance. If you find a discrepancy between the charging data in the smartphone app and your OEM telematics and wish to submit a dispute, please follow the below instructions:

You may dispute your total sum of energy used if:

- In a given month there is more than a 15% discrepancy or
- In one individual charging session if kWh data usage is greater than (>) 50 kWh in your OEM telematics.

To submit a dispute, please email the Customer Success Team at ChargeSmartNY@ev.energy using the following template. **Be sure to input the information indicated in green font:**

Subject: ChargeSmart NY: Charge Session kWh Dispute

Email Body: I am emailing regarding a discrepancy found between the Charge Smart NY mobile app and my OEM telematics for the charging session (s) that occurred on **<Input the date (s) of the discrepancy/ies>**.

Below provides the information needed to review and advise on the discrepancy:

- 1. Account email address: <Input the e-mail address you enrolled with in the app>**
- 2. National Grid Account Number: <If known, input your account number>**
- 3. Attach within or input into the body of the e-mail a picture the following:**
 - a. Screenshot of total kWh data from your OEM mobile application reflecting the total energy charged in your vehicle telematics for the charging session you are disputing:
 - b. Screenshot of total kWh data from ChargeSmart app for the charging session you are disputing.



Canceling your Plan

If you would like to cancel your plan, you may do so by closing your account in the app. Go to settings, tap 'Personal Details', and then tap 'Unenroll from this Program'. Your account will enter a seven-day account closure period, during which you can cancel closure any time. After seven days, your account and plan will be closed.

Terms and Conditions

You will have the opportunity to read and accept the Program Terms and Conditions when you create an account on the app. Should you not wish to accept the Terms and Conditions, your account will be automatically deleted after 30 days.