



**atlantic city**  
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AN EXELON COMPANY



# **Atlantic City Electric**

EVsmart Program  
Program Manual  
2021-2026

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## I. Purpose

The purpose of this document is to serve as a key resource for participants in Atlantic City Electric's EVsmart Program. This manual contains information including program summaries, eligibility requirements, available incentive levels, descriptions of key documents and equipment, and a walkthrough of the application process.

## II. Program Summaries & Eligibility Requirements

Under the Exelon EVsmart brand, Atlantic City Electric (ACE) will provide a suite of sub-programs to significantly expand clean electric transportation options in southern New Jersey and help make the transition to electric vehicles (EVs) more convenient and affordable. ACE has teamed up with ICF to conduct customer outreach and engagement, process and deliver incentives, and manage program data. These programs will help develop new EV charging infrastructure in the region and support customers interested in clean transportation options with new rebates and incentives to help cover the cost of installing EV charging stations at homes and businesses.

With a focus on "make-ready" support, the EVsmart Program aligns with the New Jersey Board of Public Utilities' (BPU) September 2020 order, which outlined a shared responsibility model for EV infrastructure development. The [approved make-ready programs](#) provide incentives toward pre-wiring of electrical infrastructure at residential, commercial or parking spaces to facilitate easy and cost-efficient future installation of EV chargers. Rebate programs are expected to last through December 31, 2026, or until program funds are fully exhausted.

Atlantic City Electric's EVsmart Program aims to meet three primary market needs:

1. address consumer concerns about how they will charge their EV at home and in commercial/public spaces by improving access to charging stations in an easy and more affordable manner;
2. encourage consumers to install "smart chargers" that have networking capability; and
3. based on a growing base of residential and commercial smart chargers, establish a foundation for more advanced managed charging programs that may be offered by the utility over time.

When you are ready to start construction on your EV charger project, it is recommended that you hire a qualified electrician who is familiar with EV charging equipment. If your electrical panel or service needs to be upgraded or you need a new service installed, you will need to contact ACE and submit a new/upgraded service request. Costs and timing for upgrades may vary. A new/upgraded service request can be submitted at the following link:

<https://www.atlanticcityelectric.com/MyAccount/MyService/Pages/ServiceRequests.aspx>

The ACE EVsmart Program includes six sub-programs with the following goals:

**Table 1: EVsmart Sub-Programs and Goals**

Sub-Program	Level 2 Ports	DC Fast Charger Ports	Program Incentive	Incentive Cap
<b>Residential Charging</b>	1,500	-	50% of make-ready costs up to \$1,000	maximum 1 rebate per household
<b>Multifamily</b>	200	-	75% of make-ready costs up to \$5,000 per port (100% in LMI communities up to \$6,700 per port)	maximum 10 ports per site; 20% entity cap
<b>Workplace</b>	300	-	50% of make-ready costs up to \$4,500 per port	maximum 10 ports per site; 20% entity cap
<b>Fleet</b>	150	-	50% of make-ready costs up to \$2,500 per port	maximum 10 ports per site; 20% entity cap
<b>Public DCFC</b>	-	100	90% of make-ready costs up to \$60,000 per port	maximum 2 ports per site; 20% entity cap
<b>Public Level 2</b>	1,000	-	50% of make-ready costs up to \$4,500 per port	maximum 2 ports per site; 20% entity cap

## Residential EV Smart Charger Program

The Residential EV Smart Charger Program offers rebates toward the installation of smart Level 2 (L2) EV charging equipment in homes that have ACE residential electric service. This residential offer is targeted at customers that have a garage or parking area under their control. A residential customer is eligible for one rebated smart Level 2 EV charger installation within the program cycle. Each residential rebate will be for up to 50% of the eligible make-ready installation costs (net of other applicable incentives), capped at \$1,000.

### Residential Eligibility Requirements

#### Equipment Eligibility

- Limited to new EV charging infrastructure
- Target of 1,500 EV owners on a first come, first serve basis
- Incentive limited to one incentive per residential service address
- Limited to installation of new qualified smart L2 chargers with rated nameplate capacity of at least 3.8kW
- Requires installation of standard SAE J1772 L2 connector

#### Operational Eligibility

- Site hosts must share charging data from chargers that receive make-ready incentive funds with ACE as a condition of receipt of make ready incentives
- Make Ready work to be completed by a licensed electrician
- Incentive to be capped at 50% of make ready costs up to \$1,000

#### Term

Term of the program beginning from February 17, 2021, and lasting until December 31, 2026, or until program funds are fully exhausted.

## Multi-Unit Dwelling EV Smart Charger Program

Multi-unit dwelling customers within ACE electric service territory are eligible for make-ready rebates. The applying “customer” may be a resident or a commercial entity controlling the property (i.e., landlord, homeowners’ association, etc.). In these applications, the chargers are typically installed in parking lots or decks shared by residents. ACE will provide make-ready rebates for a maximum of 10 ports per location. A multi-unit dwelling customer is eligible for rebates covering up to 75% of eligible installation costs (net of any other applicable incentives) up to \$5,000 per port.

Customers operating multi-unit dwelling facilities in overburdened communities are eligible for rebates up to 100% of the make-ready installation costs, up to \$6,700 per port. See *Section III* below for details on how overburdened communities are defined under this program.

### Multi-Unit Dwelling Eligibility Requirements

#### Equipment Eligibility

- Limited to new EV charging infrastructure
- Limited to installations of new L2 charging stations at multi-family dwellings located in ACE’s service territory
- Limited to incremental costs associated with new charging stations
- Limited to installation of new qualified smart L2 chargers with rated nameplate capacity of at least 3.8kW
- Requires installation of standard SAE J1772 L2 connector

#### Operational Eligibility

- Incentive to be capped at 75% of make ready costs up to \$5,000 per smart charging port for market rate multi-family dwellings; up to 100% and \$6,700 per port for multi-family dwellings situated in overburdened communities
- Charging stations must be sited in locations accessible to all EV driving residents of the family dwelling
- Incentive to be limited to a maximum of 10 ports per site
- No one customer can account for more than 20% of total program budget in totality for all of a customer’s locations
- Make ready work to be completed by a licensed electrician
- Incentive to be distributed on a per port basis, with a target of 200 charging ports eligible for the incentive
- Site hosts must share charging data from chargers that receive make-ready incentive funds with ACE as a condition of receipt of incentive
- Site hosts are permitted to determine charging prices to EV drivers

#### Term

Term of the program beginning from February 17, 2021, and lasting until December 31, 2026, or until program funds are fully exhausted.,

## Workplace EV Smart Charger Program

Commercial customers providing workplace chargers for use by their employees are eligible for rebates covering up to 50% of eligible installation costs up to \$4,500 per port, for a maximum of 10 ports per location.

### Workplace Eligibility Requirements

#### Equipment Eligibility

- Limited to new EV charging infrastructure
- Limited to installations of new L2 charging stations at workplace facilities located in ACE's service territory
- Limited to incremental costs associated with new charging stations
- Limited to installation of new qualified smart L2 chargers with rated nameplate capacity of at least 3.8kW
- Requires installation of standard SAE J1772 L2 connector

#### Operational Eligibility

- Make ready rebate incentives to cover 50% of make ready costs up to \$4,500 on a per port basis
- Site hosts must agree to share charging data with ACE as a condition of receipt of make ready incentives
- Make ready work to be completed by a licensed electrician
- Incentive to be limited to a maximum of 10 ports per site
- No one customer can account for more than 20% of total program budget in totality for all of a customer's locations
- Site hosts must agree to share charging data from chargers that receive make-ready incentive funds with ACE
- Site hosts are permitted to determine charging prices to EV drivers

#### Term

Term of the program beginning from February 17, 2021, and lasting until December 31, 2026, or until program funds are fully exhausted.

## Fleet EV Smart Charger Program

Commercial customers installing chargers for use by their fleet vehicles are eligible for rebates covering up to 50% of eligible installation costs up to \$2,500 per port, for a maximum of 10 ports.

### Fleet Eligibility Requirements

#### Equipment Eligibility

- Limited to new EV charging infrastructure
- Limited to installations of new L2 charging stations at fleet locations situated in ACE's service territory
- Limited to incremental costs associated with new charging stations
- Limited to installation of new qualified smart L2 chargers with rated nameplate capacity of at least 3.8kW
- Requires installation of standard SAE J1772 connector

#### Operational Eligibility

- Make ready rebate incentives to cover 50% of make ready costs up to \$2,500 on a per port basis
- Site hosts must agree to share charging data with ACE as a condition of receipt of incentives
- Make ready work to be completed by a licensed electrician
- Incentive to be limited to a maximum of 10 ports per site
- No one customer can account for more than 20% of total program budget in totality for all of a customer's locations
- Site hosts are permitted to determine charging prices to EV drivers.
- Available to customers with light-duty commercial vehicle fleets.

#### Term

Term of the program beginning from February 17, 2021, and lasting until December 31, 2026, or until program funds are fully exhausted.



## Public EV Charger Program

ACE will provide incentives to encourage development and installation of public chargers, including both Level 2 and DC fast charging (DCFC) equipment. Parameters for public accessibility are described in detail below:

A charger located on public land, a community location, or a travel corridor. Such chargers are owned and operated by site owner, property manager or management company, EVSE Infrastructure Company or, in limited cases, an Electric Distribution Company that is accessible to the public 24 hours a day, seven days a week; however, generic parking restrictions or requirements, such as in a commercial garage, or emergency restrictions, including construction, street cleaning, etc., are not applicable. Such chargers may charge the EV owner a fee for charging; such fees will be clearly displayed to the user.

## Public DCFC Eligibility Requirements

### Equipment Eligibility

- Limited to new EV charging infrastructure
- Limited to installation of new qualified smart DCFC chargers with rated nameplate capacity at a minimum of 50kW.
- Limited to incremental Make Ready costs associated with new charging stations
- Stations with proprietary charging connectors must collocate with at least one charging station with both an SAE CCS Combo and SAE CHAdeMo port to receive incentive; Incentive to cover shared make ready costs on collocated proprietary and standard equipment on a single site

### Operational Eligibility

- Incentive will be distributed on a per port basis, with a target of 100 charging ports
- Limited to a maximum of 2 ports per site
- Incentive to be capped at 90% of Make Ready costs up to \$60,000 per smart charging port
- No one customer may account for more than 20% of total program budget in totality for all of a customer's locations
- Site hosts must agree to share charging data from chargers that receive make-ready incentive funds with ACE as a condition of receipt of make ready incentives
- Site host must guarantee public accessibility and operational functionality in a manner consistent with the definitions for "publicly accessible" and "operational" as defined in "Definitions"
- Public DCFC charging stations must feature use of multiple forms of payment
- Site hosts are permitted to determine charging prices to EV drivers

### Term

Term of the program beginning from February 17, 2021, and lasting until December 31, 2026, or until program funds are fully exhausted.

## Public Level 2 Eligibility Requirements

### Equipment Eligibility

- Limited to new EV charging infrastructure
- Limited to installation of new qualified smart L2 chargers with rated nameplate capacity of at least 3.8kW
- Limited to incremental Make Ready costs associated with new charging stations
- Requires installation of standard SAE J1772 connector
- Stations with proprietary charging connectors must collocate with at least one charging station with an SAE J1772 connector port to receive incentive

### Operational Eligibility

- Incentive will be distributed on a per port basis, with a target of 1000 charging ports
- Limited to a maximum of 2 ports per site
- Incentive to be capped at 50% of make ready costs up to \$4,500 per smart charging port
- No one customer may account for more than 20% of total program budget in totality for all of a customer's locations
- Site hosts must agree to share charging data from chargers that receive make-ready incentive funds with ACE as a condition of receipt of make ready incentives
- Site host must guarantee public accessibility and operational functionality in a manner consistent with the definitions for "publicly accessible" and "operational" as defined in "Definitions"
- Public L2 charging stations must feature use of multiple forms of payment
- Site hosts are permitted to determine charging prices to EV drivers

### Term

Term of the program beginning from February 17, 2021, and lasting until December 31, 2026, or until program funds are fully exhausted.

### III. General Requirements

Payment of a rebate is subject to eligibility and program funding. Rebates will be paid out on a first-come, first-served basis up to the funding amount. The rebate amount will not exceed the purchase and installation cost combined.

#### III.1 Required Documents

In addition to completing an application, the customer must submit required supporting documentation depending on program type. If applicable, documentation must meet the following standards:

- **Valid ACE Electrical Account #** of the charger installation location. This will be a required field during application submission.
- **Installation Invoice** which must include:
  - Electrical company/contractor letterhead
  - Address matching electrical service address
  - Installation date on or after 2/17/2021 (anticipated installation date can be indicated if the work has not yet been completed)
  - Invoice must be marked as paid/completed before final incentive payment
- **Photo of Serial Number** must be clear and legible.
- **Site Plan** (not needed for residential projects) which must include:
  - Nearby public roads labeled
  - Electrical panel where charger breakers are located
  - Chargers and associated parking spaces
  - Electrical paths from the electrical panel to the chargers
  - Description of each chargers' use

### III.2 Eligible/Ineligible Costs

There are some customer incurred expenses that may be necessary for the installation of a new charger at a site but cannot be incentivized through the ACE EVsmart Program. Eligible costs should be for charger “make-ready” materials and labor (e.g. panel, conduit, cable, breakers) and many of the ineligible costs are for the EV charger and closely related expenses which are outside the scope of this program (e.g. charger warranties, networking fees, EV signage, bollards, wheelstops).

### III.3 Utility-Side Costs

Customers may be responsible for costs associated with upgrading or installing new service at an electrical service location where EVSE is planned to be installed. In projects requiring new or upgraded service, ACE customers will need to work with the ACE estimating team to understand the total costs of their project. A new/upgraded service application can be submitted at the following link:

[Service Requests | Atlantic City Electric - An Exelon Company](#)

### III.4 Eligible Plug Types

**Plug Type:** All charging locations must include non-proprietary plugs as defined in Figure 1 below. DC fast charging locations must include units with both CCS and CHAdeMO plugs on the unit. Locations with proprietary charging connectors must co-locate with at least one charging station with both an SAE CCS Combo and SAE CHAdeMo port to receive incentives. The incentive will go towards covering shared make-ready costs on co-located proprietary and non-proprietary equipment on a single site.

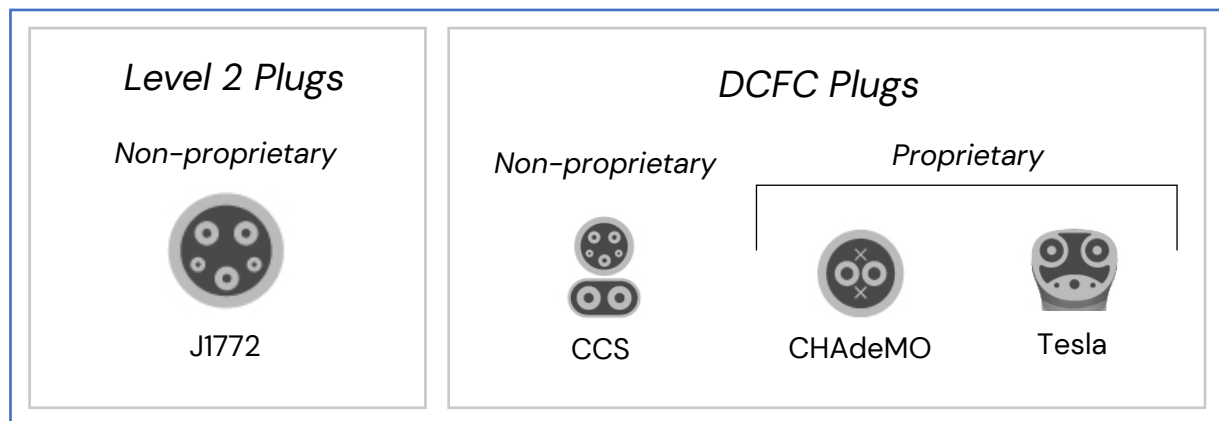


Figure 1. Proprietary and non-proprietary EV charging plugs.

### III.5 Overburdened Communities

Under the ACE EVsmart Program, incentives for multifamily dwellings that are *within* an overburdened community can receive a higher incentive as compared to a similar project that is *outside of* an overburdened community. The definition of an overburdened community can be found on the New Jersey state webpage at the following link:

[NJDEP | Environmental Justice | What are Overburdened Communities \(OBC\)?](#)

**Table 3: Multifamily Incentive Details**

Overburdened Community Status	Incentive Percentage Cap	Incentive Amount Cap
Outside of	75%	\$5,000
Within	100%	\$6,700

## IV. Program Contacts

All questions related to the ACE EVsmart Program should be directed to the ACE EVsmart Program team at [EVsmart-ACE@icf.com](mailto:EVsmart-ACE@icf.com) or 855-861-0151, option #4.

### IV.1 Charger Network contacts:

Network	Contact Name	Contact Email	Contact Phone
<a href="#">ChargePoint</a>	Steve Martino	<a href="mailto:steve.martino@chargepoint.com">steve.martino@chargepoint.com</a>	+1.201.481.9383
<a href="#">Enel X</a>	Luis Castro	<a href="mailto:luis.castro@enel.com">luis.castro@enel.com</a>	+1.844.584.2329
<a href="#">Blink</a>	Ted Manser	<a href="mailto:tmanser@blinkcharging.com">tmanser@blinkcharging.com</a>	+1.954.854.4345
<a href="#">EV Connect</a>	Ram Ambatipudi	<a href="mailto:rambatipudi@evconnect.com">rambatipudi@evconnect.com</a>	+1.818.606.9732

## V. Definitions

- **“Community location”** – a charging location that is not a travel corridor location and that is established in a town center, commercial area, or retail center or near concentrations of multi-family dwellings to provide vehicle charging services to local plug-in electric vehicle drivers near where they live and work.
- **“DC Fast Charger”** – EV charger that provides at least 50 kilowatts of direct current electrical power for charging an EV through a connector based on fast charging equipment standards and which is approved for installation for that purpose under the National Electric Code through an Underwriters Laboratories certification or an equivalent certifying organization.
- **“EVSE”** – an industry term, electric vehicle service equipment.
- **“EDC”** – Electric Distribution Company
- **“EVSE Infrastructure Company”** – an entity using private capital to deploy EV charging stations. An EVSE Infrastructure Company cannot be an EDC, affiliated with an EDC, or controlled by an EDC, unless otherwise approved by the BPU.

- **“Make-Ready”** – the pre-wiring of electrical infrastructure at a parking space, or set of parking spaces, to facilitate easy and cost-efficient future installation of EVSE, including, but not limited to, Level 2 EVSE and DC Fast Chargers. Making a site “charger-Ready” includes expenses related to service panels, junction boxes, conduit, wiring, etc., necessary to make a particular location able to accommodate EVSE on a “plug and play” basis. “Make-Ready” is synonymous with the term “Charger-Ready.”
- **“Multi-Family Dwelling”** – Apartments, condominiums or mixed residential locations that feature a minimum of three or more units.
- **“Operational”** – a charging location that the operator of an EV charging station would be required to maintain and promptly fix, in accordance with industry standards (greater than 95% up time each calendar year) for 5 years after installation, in the event of malfunctioning hardware or software that would impede the use of the equipment by a consumer.
- **“Overburdened community”** – any census block group, as determined in accordance with the most recent United States Census, in which at least one half of the households qualify as low-income households and either:
  - (1) at least 40% of the residents of the census block group identify as Black, African American, Hispanic, or Latino, Asian, Pacific Islander, or as members of a State recognized tribal community; or
  - (2) at least 40% of the households in the census block group have limited English proficiency. Overburdened community is synonymous with the previously used term “Equity Area.”
- **“Port”** – the part of the charging station that connects to the EV. A charging station may have one or more simultaneously operable Ports with the combined capacity up to the nameplate capacity of the charging station.
- **“Publicly-accessible charging”** – a charger located on public land, a community location, or a travel corridor. Such chargers are owned and operated by site owner, property manager or management company, EVSE Infrastructure Company or, in limited cases, an EDC that is accessible to the public 24 hours a day, seven days a week; however, generic parking restrictions or requirements, such as in a commercial garage, or emergency restrictions, including construction, street cleaning, etc., are not applicable. Such chargers may charge the EV owner a fee for charging; such fees will be clearly displayed to the user.
- **“Site owner and operator”** – site host, property manager, an EVSE Infrastructure Company, or an EDC with BPU approval that is responsible for installing EVSE.
- **“Smart charging station”** - defined as a charging station that can send and receive communications via wi-fi, cellular network, or other network connection.
- **“Smart charging network”** – a communications system that transmits, collects, and aggregates data from charging stations via a network connection, which enables customer-facing functionalities
- **“Standard connector port”** – an EV charging port that meets the technical specifications of Combined Charging System (CCS) and CHAdeMO connectors for DCFC stations and J1772 connectors for Level 2 stations. The term “standard connectors” refers to only those plug types

that are advanced by a standards-making organization, such as SAE. To the extent that new connector types are approved in the coming years, ACE reserves the right to qualify additional connectors eligible in this program.

- **“Travel corridor”** – heavily used public roads in the state, as designated by the New Jersey Department of Environmental Protection, which shall include, but need not be limited to, the Garden State Parkway, the New Jersey Turnpike, the Atlantic City Expressway, federal interstate highways, and the subset of federal or state roads which collectively support the majority of long-distance travel through and within the state, as well as the majority of daily travel by local drivers.
- **“Workplace”** – defined as place of business where primarily employees would utilize charging services provided to charge non-fleet vehicles; this definition includes but is not limited to commercial office parks and office buildings, schools, industrial facilities, etc.
- **“Fleet”** – defined as a group of vehicles owned and operated by a business.

## VI. Program Equipment Descriptions

### VI.1 Level 2 EVSE



Level 2 EV charging stations offer 240-V or 208-V (commercial) charging. This voltage generally equates to 10-20 miles per charging hour. At a public charging station, a Level 2 charger can typically serve three or more customers/vehicles per day. Mounting options may be wall mounted or bollard (pedestal type). The stations can be a single port, a dual port per unit; in some cases, two dual port units can be installed on one pedestal.

For the ACE EVsmart program, participants are limited to installation of new qualified smart L2 chargers with rated nameplate capacity of at least 3.8kW. Incentives are limited to incremental Make Ready costs associated with installing new charging stations. New charging stations require installation of standard SAE J1772 connectors.

### VI.2 Direct Current Fast Charging (DCFC) Stations

DCFCs are EV chargers that charge faster than Level 1 and Level 2 EV Chargers. DCFC converts AC electricity to DC within the charger itself, eliminating the conversion step within the EV. DCFCs operate between 400-1000V, supplying 50kW and above. This results in a faster charge, typically charging a vehicle to 80% in 20-30 minutes. Limited to installation of new qualified smart DCFC chargers with rated nameplate capacity at a minimum of 50kW

For the ACE EVsmart program, participants are limited to installation of new qualified smart DCFC chargers with rated nameplate capacity at a minimum of 50kW. Stations with proprietary charging connectors must collocate with at least one charging station with both an SAE CCS Combo and SAE CHAdeMo port to receive incentive; Incentive to cover shared make ready costs on collocated proprietary and standard equipment on a single site.

### VI.3 Qualified Chargers

The EVSmart program highly encourages participants to purchase from the qualified charger list below.

Residential			
Network	Manufacturer	Model	Notes
<a href="#">ChargePoint</a>	ChargePoint	CPH50 (Home Flex)	
<a href="#">Enel X</a>	Enel X	JuiceBox 32, 40, 48	Plug-in and Hardware options
<a href="#">Blink</a>	Blink	HQ 200 Advanced	
<a href="#">EV Connect</a>	EvoCharge	EvoCharge L2 W (Wifi) Evo-Innovate	
	Wallbox	Pulsar Plus 40A, 48A	



Commercial			
Network	Manufacturer	Model	Notes
<a href="#">ChargePoint</a>	ChargePoint	CT4000	All-Purpose L2
		CPF50	Fleet and Multifamily L2
		CPE250 (Express 250)	DCFC
		EXPP (Express Plus)	DCFC
<a href="#">Enel X</a>	Enel X	JuiceBox Pro 32, 40, 48	Plug-in & Hardware options
		JuicePedestal 32, 40, 48	Pedestal assembled with 2 L2s
		JuicePump 50, 100, 150, 175, 200, 350	DCFCs
<a href="#">Blink</a>	Blink	HQ 200 Advanced	Fleet L2
		IQ 200 Advanced	Multifamily, Workplace, Fleet and Public L2
		IQ 200 Smart	Multifamily, Workplace, Fleet and Public L2
		MQ 200	Multifamily, Workplace, Fleet and Public L2
	Tellus	30kW	Multifamily, Workplace, Fleet and Public L2
		60kW, 120kW, 180kW	Fleet and Public DCFC
	Tritium	50kW, 75kW	Fleet and Public DCFC
	ABB	Terra 184	Fleet and Public DCFC
<a href="#">EV Connect</a>	BTCPower	BTCPower - 30A, 40A	Pedestal/Wall and Single/Dual Port L2
		BTCPower - 70A	Pedestal/Wall and Single Port L2
	EvoCharge	EvoCharge L2	Pedestal/Wall and Single/Dual Port L2
	PowerCharge	E20XXP L2	Dual-Port Pedestal L2
	Phihong	MidCour or ICS AW32	L2
	JuiceBar	Gen 3: 32A, 40A, 48A	Single/Dual Port L2
		Gen 3: 80A	Single Port L2
	ABB	ABB - Terra 54 CJ, 175 CJ	DCFC
		ABB - Terra 94, 124, 184	DCFC
	BTCPower	BTCPower 50kW, 100kW	DCFC
		BTCPower 150kW, 200kW, 350kW Power Cabinet	DCFC
		BTCPower 350kW Dispenser	DCFC
	Tritium	Tritium RT50 50kW	DCFC
		Tritium RTM 75kW	DCFC
		Tritium PKM 150kW	DCFC
		Tritium RT175 175kW	DCFC
	Freewire	Boost Charger	DCFC
Phihong	MidCour or ICS DS60, DS120, DS180	DCFC	

## VI.4 Reporting Requirements

All chargers enrolled in the program must routinely report usage information to ACE, for aggregation and reporting to the utility. Participants are not eligible for the program should they be unable to report the data requirements to the program implementation team. Eligible chargers that are confirmed to meet these reporting expectations are listed in the Qualified Chargers list above and provided as selections within the program application. If you do not see your charger on the eligible equipment list and would like to confirm its eligibility or request its inclusion in our program, please reach out to [EVsmart-ACE@icf.com](mailto:EVsmart-ACE@icf.com).

## VII. Description of Application Process

The ACE online application portal allows customers to apply online and provide 24/7 access to check application status while collecting data. The online application can be found at the following link: <https://aceevsmart.programprocessing.com/content/Home>

### VII.1 Customer Critical Application Statuses

There are six application statuses that require the input of the applicant to move their project application forward. These statuses are described below to help illustrate the responsibilities expected. Any questions can be directed to the program implementation team at [EVsmart-ACE@ICF.com](mailto:EVsmart-ACE@ICF.com).

#### **Initial Submission:**

The initial submission of an application will require customers to gather a number of supporting documents. These documents will give the program team supporting evidence for the quotes that incentive payouts will be based on. A thorough and complete application at the start of the application process will help expedite application review and processing.

#### **Application Received:**

This status indicates the application the customer submitted was accepted by the system. Indicates both a completed project or pending project that has been submitted. Additional data information may need to be required. It is up to the applicant to supply the required supporting documents for the application to proceed.

#### **Additional Information Required - Email Sent:**

This status indicates the application is missing required documentation. An email will be sent to the email address provided in the application and will indicate the exact documentation that is missing.

**Rebate Reassignment Documentation Required** *(required if customer is allowing a third-party to collect the rebate):*

A rebate reassignment form will need to be completed when the Atlantic City Electric customer for the premise that is installing chargers is not receiving the rebate and it is be reassigned to a third-party, such as an installing contractor. The customer and third-party are both required to complete the rebate reassignment form that will be sent to the application contact via email. Once completed, the form must be either emailed to [EVsmart-ACE@ICF.com](mailto:EVsmart-ACE@ICF.com) or uploaded to the application documentation.

**Notice to Proceed:**

When an application is advanced to the “Notice to Proceed” status, the applicant will receive a Preliminary Incentive Disclosure letter via email notifying the participant of the anticipated incentive amount and advising the participant to commence construction of their project. If there is a dispute with the incentive amount, it should be raised with the program team as soon as possible.

**Awaiting Charger Communication:**

Once an application is in the “Awaiting Charger Communication” status, the participant must ensure their charger is properly networked and communicating with their chosen network provider. The verification team will need to know the charging network the participant’s charger will be using and the unique serial number(s) for the charger(s) receiving incentives.

## Total Application Status Summary

The table below provides the step-by-step application process for the customer's reference.

Status	Description
<b>Pre-Submission</b>	Customer fills out application and adds equipment details. Status is changed to <i>Application Received</i> .
<b>Application Received</b>	Customer adds any required supporting documentation. For example, site plan, project quotes or invoices, site satellite image, charger specifications. Once any required supporting documentation is uploaded, status is changed to <i>Initial Quality Check</i> .  Approx. 1-2 days Business Days
<b>Rebate Reassignment Documentation Required</b> <i>(required if customer is allowing a third-party to collect the rebate)</i>	Customer that is reassigning the rebate to a third-party is required to upload a signed and completed rebate reassignment form. The form will be sent out via email. Once the rebate reassignment documentation is uploaded, status is changed to <i>Initial Quality Check</i> .
<b>Initial Quality Check</b>	The Program Team reviews the application to ensure everything has been uploaded properly. If anything is missing, application status is moved to <i>Additional Information Required</i> and customer is prompted to adjust their application. If application is complete, status is changed to <i>EV Technical Review</i> .  Approx. 1-5 Business days
<b>Additional Information Required – Email Sent</b>	There is missing required documentation needed at this time. Common examples of needed requirements. <ul style="list-style-type: none"> <li>• Quote or Invoice is missing projected/completed date, contractor contact information, paid in full showing \$0 balance due, or site address that install was completed or to be installed.</li> <li>• Photo image of the serial number of the level 2 port/DCFC charger installed</li> <li>• Account number information for validation</li> <li>• Photo image of site plan. (for Non- Residential accounts)</li> <li>• Missing name of the ownership of the charger.</li> </ul>
<b>Notice to Proceed</b>	The Program Team notifies the customer of approval by sending Preliminary Incentive Disclosure and awaits the customer's confirmation of construction completion.
<b>Awaiting Charger Communication</b>	Once an application has provided all the required documentation and notified the Program Team that their charger installation is completed, the application is advanced to <i>Awaiting Charger Communication</i> . An application will remain in this status until the Program Team confirms receipt of charger data. An application could remain in this status for a prolonged period if the charger is not able to connect to the charging network partner.
<b>Application on hold-</b>	See section for Qualified Chargers above for full list of approved equipment. If your installed charger is not on that list, it will be placed on hold and flagged to be potentially included in the program at a future date.

<b>Unsupported Equipment</b>	
<b>Pending Final Approval</b>	Charger connection has been confirmed and application is ready for final review. All documents, customer/project information, charger specs, and final incentive amount are verified to be in compliance with program guidelines one final time.
<b>Application Processing Complete</b>	Funds are requested and are transferred into the proper accounts to pay out incentives.  Up to 14 days.
<b>Ready for Rebate</b>	Fund request has been completed and final rebate is processed for payment.  Up to 12 days.
<b>Application Completed</b>	Application has been fully processed and check has been sent to ACE account holder address or the address provided on the rebate reassignment form.

## VIII. Change Control Log

Date of Update	Section Updated	Description of Update
1/4/2021	All	Initial Release
3/2/2022	Qualified Chargers	Charger models updated
5/6/2022	Qualified Chargers	Charger models updated
7/7/2022	General Requirements section added, Description of Application Process updated, Program Summaries & Eligibility Requirements updated, Charger Plug Type added	Application process clarifications and eligible costs table added
8/23/2022	Qualified Chargers	Charger models updated
9/22/2022	Qualified Chargers, Contacts	Charger models updated, added charger network contacts