

TEP Smart EV Charging Program Guidelines

Tucson Electric Power's [Smart Electric Vehicle \(EV\) Charging Program](#) offers rebates as well as technical support to commercial customers (e.g., businesses, multi-family complexes, municipal fleets, and nonprofits) that purchase and install EV charging ports at their location. Customers located in lower-income areas may be eligible to receive higher rebates. Rebates are issued at the completion of the project upon confirmation of compliance with program requirements.

Our rebates greatly offset your end-to-end costs, making it easier to become a leader in developing sustainable EV infrastructure for our community.

Program Goals

1. Support the build-out of a robust EV charging network to combat insufficient infrastructure concerns
2. Promote efficient grid use
3. Facilitate equitable geographic distribution of EV charging across the TEP service territory
4. Support prudent investments in the future of transportation electrification in the community

Initial Eligibility Criteria

Initial requirements of the program are as follows:

- Be a commercial customer in TEP's service territory (e.g., businesses, multi-family developments, nonprofit agencies, government and transit agencies, and schools).
- Customers must purchase and install a minimum of two (but up to six) Level 2 or DC fast charging ports at their location (site). Projects that involve the installation of more than six ports will be evaluated on an individual basis and rebates may vary based on alignment with program goals.
- Agree to a Site Access Agreement and a Site Host Agreement.
- Install new EV chargers selected from the [TEP-approved list of qualified equipment](#).
- Have installation performed by a qualified and licensed contractor.
- Move to a TEP time-of-use pricing plan (including commercial EV pricing plan(s)).

Project costs eligible for rebates include:

- EV charging station and related equipment
- Electrical service upgrades required for the installation
- Design and engineering services
- Construction and installation (materials and labor)
- Service, warranty and O&M agreements

Benefits of Installing EV Chargers



Promote your organization as eco-friendly and forward-thinking



Help achieve your organization's sustainability goals



Assist with employee, customer, and resident recruitment and retention



Build goodwill by providing a community amenity



Increase your marketability and property value

Rebate Levels

Rebates are offered on a per-port basis and are tiered based on charger type, site type, site location, and project scope. Maximum rebate levels are displayed in the table below. The number of ports and dollar amount per-port incentivized may be less than the number of ports a customer wishes to install and the maximum per-port rebates listed below.

Charger Type	Site	Standard	Disadvantaged Community (DAC) Eligible Projects*
Level 2 (L2)	Workplace	Up to \$4,000/port, capped at 75% of project cost	Up to \$6,000/port, capped at 75% of project cost
Level 2 (L2)	Multi-family, Nonprofit	Up to \$5,400/port, capped at 85% of project cost	Up to \$9,000/port, capped at 85% of project cost
DC Fast Charger (DCFC)	All	Up to \$20,500/port, capped at 75% of project cost	Up to \$40,000/port, capped at 75% of project cost

Rebate levels subject to change at any time.

***DAC Eligible Projects** include those projects that meet the following criteria:

1. Project is in a U.S. Census Block Group where the low-income population percentile (relative to the state) is 80% or greater, as identified by the U.S. Environmental Protection Agency’s [EJScreen Mapping Tool](#), and;
2. Chargers are made available to the public, and are not located behind a gate or barrier, during normal business hours.
 - a. In addition to the public, customers or employees may be primary users of the chargers. Projects where chargers could be used for fleets or for-sale vehicles along with public charging are subject to additional review on a case-by-case basis.
 - b. Public chargers must be located in an easily accessible and identifiable location on the property. Property owners cannot restrict access to public chargers by blocking or reserving them for private use.

Public chargers will be evaluated against project criteria listed on pg. 5 to determine suitability for public charging opportunities (e.g., presence of nearby walkable amenities, sidewalk and streetlight presence, business type, hours of operation and use case, dwell time, etc.). The program team reserves the right to accept or reject proposed projects’ DAC eligibility, and to update this definition as appropriate with the evolution of the program.

City of Tucson Projects - please note TEP is not able to provide a rebate for project costs associated with meeting the minimum requirements of the [City of Tucson’s Commercial EV Ordinance](#). For example, if your project will have 5 charging stations and the ordinance requires the installation of 3 charging stations, TEP’s Smart EV Charging Program will only cover costs associated with 2 out of the 5 charging stations.

How to Participate*

1 Check Eligibility

Review the initial eligibility requirements (see pg. 2). Then, check if you are eligible to participate in the [TEP Smart EV Charging Program](#) based on your location.



2 Project and Site Evaluation

The program team will review your application and follow up with additional information. A site evaluation will be scheduled for projects initially aligned with program guidelines. During the site visit, a member of our team will consult with you on an appropriate scope for your project's location and objectives, confirm project eligibility based on program guidelines, and answer any questions you might have.



3 Review Your Proposal

If the program team determines your project meets all eligibility criteria, including alignment with the program's guidelines, the team will move forward to recommend a charging solution that best meets your own needs and goals within a customer rebate proposal.



4 Reserve Your Rebate

After the program team presents you with your customer rebate proposal, you can reserve your rebate by signing your proposal and Site Host Agreement within 30 days. Then, you can continue on to choose your EV chargers (ensuring they are on our [Qualified Product List](#)) along with your contractor(s) and vendor(s).

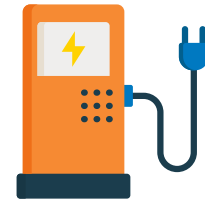


Your rebate proposal is valid for 270 days after it is originally shared with you. Participants may request extensions if projects are moving forward, but delays outside of the participants' control occur. All projects must be completed such that any rebates can be administered prior to December 31, 2025.

How to Participate* (cont.)

5 Complete Installation

After your chargers are up and running, let us know. We'll help you submit documentation and claim your rebate. *Your rebate proposal is valid for 270 days after it is originally shared with you. Participants may request extensions if projects are moving forward, but delays outside of the participants' control occur. All projects must be completed such that any rebates can be administered prior to December 31, 2025.*



6 Charge Up!

Participants must maintain their EV chargers in good working condition and remain on a time-of-use rate for at least five years. Continued operations and maintenance are the full responsibility of the customer. Be sure to ask for any up-to-date troubleshooting guidance and contract information from your EV charger vendor. Equipment warranties are specific to each brand and manufacturer installed, so please refer to your equipment vendor for details. Talk to your contractor about labor warranties.



**TEP, at its discretion, reserves the right to approve, deny, or modify (e.g., change in rebate offer, scope, or classification) a project based on an internal review and determination of alignment with program goals and guidelines.*

Project components considered in this review include, but are not limited to, the following:

- *Type of business*
- *Expected flow of traffic*
- *Current EVs on site*
- *Saturation and/or proximity of chargers in an area*
- *Proximity of chargers to high-traffic corridors/highways*
- *Number of and distance to nearby businesses or amenities*
- *Hours of operation and dwell time of business and nearby businesses or amenities*
- *Walkability of the surrounding area (e.g., presence of sidewalks, streetlights, shade, etc.)*
- *Planned use case for chargers*
- *Location of chargers on property (including parking quality, presence of lighting, distance from major arterials, proximity to other amenities, etc.)*



Roles and Responsibilities

	Participant (You)	Program (Us)
1	<ul style="list-style-type: none"> Review program guidelines Complete initial eligibility application 	<ul style="list-style-type: none"> Review initial applications Follow up with information
2	<ul style="list-style-type: none"> Sign Site Access Agreement 	<ul style="list-style-type: none"> Send Site Access Agreement Schedule site visit
3	<ul style="list-style-type: none"> Review your rebate proposal 	<ul style="list-style-type: none"> Share your rebate proposal
4	<ul style="list-style-type: none"> Sign rebate proposal and Site Host Agreement within 30 days 	<ul style="list-style-type: none"> Provide qualified product list and pre-qualified contractor information
5	<ul style="list-style-type: none"> Obtain qualifications and bids, then select vendor(s) and contractor(s) Obtain permits and easements Establish maintenance and operations plan Switch to appropriate TOU plan Install charging stations and submit documentation for rebate 	<ul style="list-style-type: none"> Help submit construction form on your behalf (if needed) Be available for process questions as needed Confirm installation Provide rebate
6	<ul style="list-style-type: none"> Maintain and operate chargers on TOU plan for at least 5 years Contact EV charger vendor as needed for troubleshooting help 	<ul style="list-style-type: none"> Answer program-related questions for your current and future projects

Frequently Asked Questions

1. Who is eligible to participate?

Any TEP non-residential customer on a [commercial rate](#) is eligible for services and assistance provided through the program.

Note a requirement of the program is that the electrical service connected to the installed EV chargers is on a time-of-use rate for at least five years. Eligible rates include:

- Small General Service Time-of-Use*
- Small General Service Demand Time-of-Use
- Medium General Service Time-of-Use
- Large General Service Time-of-Use
- Stand-Alone Electric Vehicle Charging (DCFCX)
- Large Power Service Time-of-Use

**Including with R-20, Stand-Alone Electric Vehicle Charging for Small General Service, where applicable.*

2. Do I have to use a specific kind of charger?

Yes, the program has a list of approved charging equipment that you and your contractor can review [here](#).

3. How do L2 and DCFC chargers differ?

The TEP Smart EV Charging Program offers rebates for two types of chargers: Level 2 and direct-current fast chargers (DCFC). The main difference between these chargers is how much power they deliver to the vehicle and how fast the vehicle battery can be charged. The table below shows the difference in estimated charging times for most EV types. Your program representative will provide a recommendation on what type of charger is best suited for your needs based on such factors as the type of business, the number of spaces available, who will use the chargers, and the utility infrastructure needed to make the site ready to support EV charging.

Please note that Level 1 chargers are typically used for private residential use and are not included in this program. For more information on resources available for residential charging, click [here](#).

Charger Type	Typical Output	Approx. Charging Time
L2	7-19 kW	10-25+ miles per hour; 4-10 hours full charge
DCFC	50-350 kW	180-240+ miles per hour; 20-60 minutes full charge

Frequently Asked Questions (cont).

4. Is there a cost associated with participating?

The technical assistance and site assessment is offered at no charge to the customer. Your site assessment will provide a program-recommended solution that will include approximate project costs as well as maximum rebates. Please note that these are approximate costs and may not be representative of the actual project cost, which will be determined by your selected contractor.

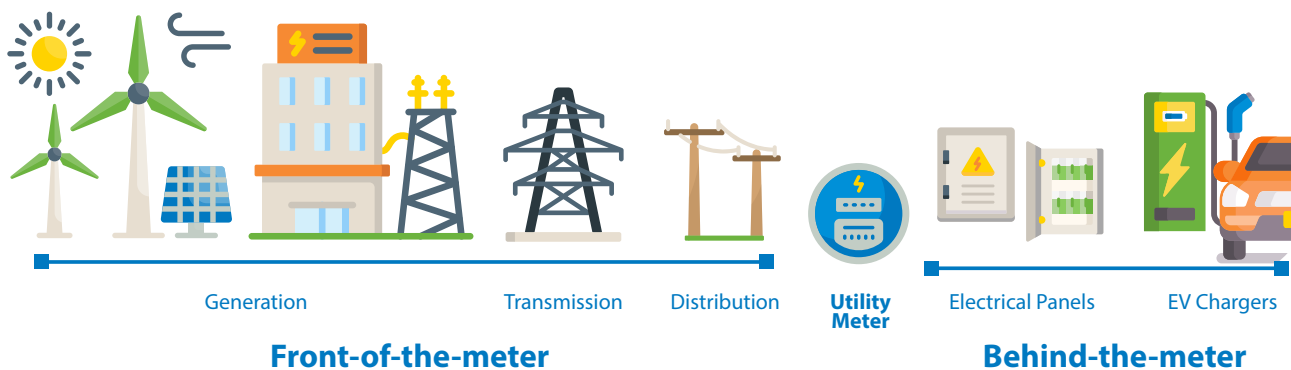
In general, costs for EV charging equipment vary widely based on the selected vendor and charger type. On average, Level 2 charging port equipment (hardware) costs alone may range from \$2,000-\$4,000+ per port. DCFC hardware costs may vary more based on charging output, as shown below:

DCFC Power Output	Approximate Hardware Cost Ranges
50 kW (~30-60 min full charge time)	~\$20,000-\$30,000+
150 kW (~20-30+ min full charge time)	~\$75,000-\$100,000+
350 kW (~≤20 min full charge time)	~\$120,000-\$150,000+

Additional costs beyond the EV charging hardware will contribute to the overall cost of a project, including:

- EV charging station installation
- Permits, construction, and commissioning
- EV charging station software and maintenance contracts
- “Front-of-the-meter” upgrades, e.g., transformer upgrades (see graphic below)
- “Behind-the-meter” upgrades, e.g., electrical panel upgrades (see graphic below)

The figures provided here and in your rebate proposal are just approximations. Actual project design and costs will be determined by your selected contractor(s) and EV charger vendor(s).



Frequently Asked Questions (cont).

5. What is included in the site assessment?

The site assessment will include a site survey. Once the survey is complete, you will receive a recommended project solution (customer rebate proposal) via email. The project solution will include a site map along with recommendations on charger locations, the type of charging equipment and quantity of charging ports eligible for rebates through our program, as well as approximations for the total project cost and eligible rebates. The program may also identify utility infrastructure upgrades needed to properly service your charging equipment.

6. What is my expected rebate amount?

Rebate amount is dependent on the use case and location as outlined in the Rebate Levels section above. You will receive an approximation of project cost and rebates. Rebates are available on a first-come, first-served basis.

7. Can I choose my own contractor?

Program participants select their own contractor. All contractors must be licensed and follow local permitting requirements for projects to be eligible for program rebates. Note that TEP does not endorse or have any formal partnerships with any contractors, electricians, or EV charger installers related to the TEP Smart EV Charging Program. Customers should check a contractor's credentials carefully before signing a contract.

Our program team is working on improvements to customer experience in this area. Additional information will be available soon.

8. What is the charger warranty? How will I maintain these chargers?

TEP is not responsible for charger warranty or maintenance. Participants in the TEP Smart EV Charging Program must agree to keep their chargers in operational condition and remain on a time-of-use rate for at least five years. Equipment warranties are specific to each brand and manufacturer installed, so please refer to your equipment vendor for details. Talk to your contractor about labor warranties.

Frequently Asked Questions (cont).

9. I'm a tenant and drive an EV, and I want my landlord to install chargers. Can I apply for the program on their behalf?

Yes! First, begin the application by entering the site address [here](#) to make sure it is eligible. Once eligibility is confirmed, fill out the questionnaire and identify yourself as a tenant. You will then be prompted to enter your property owner or property manager's information. We will contact the property owner or property manager regarding next steps. The property owner must agree to the installation.

10. I already had chargers installed at my business. Can I still get rebates for them?

No. EV chargers that have already been installed are not eligible for program assistance. You may apply for rebates for additional EV chargers at your property once per year.

11. Can I apply to the program to replace existing EV chargers?

You may apply to replace EV chargers if the ones located on the property were not part of the TEP program within the last 8 years.

12. Can I charge a fee to guests or employees who use my chargers?

Yes. All projects are eligible for charging-as-a-service and other charging options for participating sites. Talk to your EV charger vendor about site host ownership/operations options, as well as payment options for users of the chargers. You get to decide and are responsible for the pricing options set up for your chargers.



Ready to get started?

If you haven't already, start your [initial eligibility check](#).

Have questions?

Feel free to reach out to us at 520-745-3592 or EVTEP@tep.com.