

Frequently Asked Questions

Hawai'i Energy Electric Vehicle Charging Station (EVCS) Incentive Program

(Updated: 07/01/20)

Please note that Hawai'i Energy had made changes to rebate amount allocations and deadlines, effective July 1, 2020. Please see Frequently Asked Question #(4) below and refer to the Program Requirements attached to the Incentive Application on our webpage for more details. If you have any questions, please contact Susan Tai at Hawai'i Energy at susan.tai@leidos.com or feel free to contact our main office at hawaiienergy@leidos.com or 808-839-8880 / 877-231-8222 (toll-free). Thank you!

(1) What is the rebate level for installing an Electric Vehicle (EV) charging station?

Hawai'i Energy has been selected by the Hawai'i Public Utilities Commission to administer an Electric Vehicle Charging Station (EVCS) incentive program funded by State of Hawai'i HB 1585 signed into law as Act 142 under contract with the Hawai'i Public Utilities Commission.

Applicants may apply for the following rebate levels for multi-port Level 2 EV charging stations with network connectivity and DC Fast Charging stations with network connectivity (N.B., Applicants will be paid a total amount of rebates not to exceed the full project cost less any other rebates received):

- Level 2 EVCS: \$4,500 per EVCS (where none previously existed); \$3,000 per EVCS to replace a previously existing unit
- DC Fast-Charging EVCS: \$35,000 per EVCS (where none previously existed); \$28,000 per EVCS to replace a previously existing unit.

(2) What is the bonus incentive rebate level available to affordable housing developments?

In addition to the standard rebates funded by the State of Hawai'i Act 142, Hawai'i Energy is offering a bonus incentive for AC Level 2 multi-port EV charging stations (and not DC fast-charging stations) to existing or new affordable housing facilities serving households in Hawai'i making no more than 100% of the Area Median Income (AMI) as defined per county in the state of Hawai'i. Thanks to the generous support of Ulupono Initiative, affordable housing development Applicants served by Kaua'i Island Utility Cooperative are also eligible for bonus incentives, as funds are available (please contact Hawai'i Energy for updates).

Affordable housing development Applicants may apply for the following bonus incentives levels for multi-port Level 2 EV charging stations with network connectivity (N.B., Applicants will be paid a total amount of rebates not to exceed the full project cost less any other rebates received):

- Existing affordable housing developments: \$5,000 per station
- New affordable housing developments: \$1,500 per station

For example:

- An existing affordable housing development may receive up to \$4,500 plus \$5,000 for a first-time installation
- A new affordable housing development may receive up to \$4,500 plus \$1,500 for a first-time installation

Additionally, Hawai'i Energy may provide funding to help offset maintenance expenses and network connectivity fees, as funding is available, thanks to the generous support by Ulupono Initiative. Please contact Hawai'i Energy for more details and for funding updates.

(3) Is Kaua'i eligible for these incentives?

Yes! The standard incentives funded by the State of Hawai'i (via taxpayer dollars allocated through Act 142) are open to Applicants in all counties in Hawai'i, including Kaua'i.

The bonus incentives for existing and new affordable housing developments are also available to Kaua'i Applicants. The portion of these bonus incentives funded through Hawai'i Energy's Public Benefits Fund budget are available Applicants served by the Hawai'i Electric family of utilities (i.e., utility account holders of HECO, MECO and HELCO), while the affordable housing development bonus incentives for Kaua'i Applicants are made available through the generous donation of Ulupono Initiative.

(4) How much funding is there for EV charging station incentives and when are they available?

The State legislature has allocated a total of \$400,000 for EVCS installation projects completed between January 1, 2020 and June 30, 2021.

- Effective July 1, 2020 through December 31, 2020, applicants may receive up to six (6) Level 2 EVCS rebates per site (i.e., up to a total of \$27,000 per site) or up to two (2) DC Fast-Charger rebates per customer (N.B.: one DC Fast-Charger per site; i.e., up to a total of \$35,000 per site).
 - Applications must be received by December 31, 2020 and be approved by Hawai'i Energy on a first-come first-served basis, subject to the availability of funds.
 - Each pre-approved rebate funding will be reserved for a period not to exceed four (4) months from the time the application was approved. If the EVCS installation is not completed within the four (4) months, the rebate funding will be released back into the general pool of rebate funding and the approved application will be moved to the end of the queue of approved applications.
 - However, please note that applicants are encouraged to submit an application for the site's full project scope (i.e., rebate(s) for the total number of EV charging stations to be installed at the site) with the understanding that additional rebates exceeding the above limits will be reviewed again starting January 1, 2021 for possible additional rebate funding, subject to funding availability.
- Effective January 1, 2021, new applicants (i.e., applicants who have not already submitted and received approval between July 1, 2020 and December 31, 2020) for this Incentive Program may submit their applications within 12 months of the date that a qualifying EV charging station was installed, activated, and available for use ("effective date") between January 1, 2021 and June 30, 2021, depending on remaining available funds. Funds are limited; complete applications are accepted on a first-come first-served basis and processed in the order received, as funds are available. Please refer to the EVCS webpage at www.hawaienergy.com/evcharging for a running tally of the remaining available funds.

Similarly, bonus incentives for affordable housing developments will follow the same timeline as stated above, as funds for bonus incentives last. Please contact Hawai'i Energy for funding updates.

(5) What types of charging stations are eligible for this rebate program?

The state-funded Incentive Program provides rebates for alternating current (AC) Level 2 multi-port charging stations with network connectivity and direct current fast-charging (DC Fast-Charging) EV charging stations with network connectivity to qualified Applicants to offset the purchase and installation costs of qualifying EV charging stations.

The affordable housing development bonus only applies to AC Level 2 multi-port charging stations with network connectivity.

(6) What types of facilities and use are eligible for this rebate program?

Level 2 and DC Fast Chargers must be installed at a site in the state of Hawai'i, including but not limited to commercial, workplace, municipal, multi-unit dwelling, public facility, and fleet charging locations. Each EV charging station must be publicly available, serve multiple tenants, employees and/or customers, or serve electric vehicle fleets.

Commercial facilities include but are not limited to office buildings, retail centers, hospitals, restaurants, warehouses, mixed-use facilities (e.g., combination of residential, office, and/or retail), conference centers, and government offices. Multi-unit residential dwellings are defined as a property with a minimum of five (5) housing units and eight (8) parking spots. Each EVCS is not required to be available to the general public but must be available to all authorized tenants, employees and/or guests on the Premises. A "fleet" in this program is defined as a group of two or more EVs owned or leased by a business, government agency or other organization.

Applicants may be: an individual; nonprofit or for-profit corporation; local, state, or federal government agency; homeowner association or authorized entity applying on behalf of other types of multi-unit dwellings; or any other eligible entity as defined under the rules of this EVCS incentive program.

Affordable housing developments must multi-unit dwellings that serve households making no more than 100% of the Area Median Income (AMI) as defined per county in the state of Hawai'i.

Please note, however, rebates are not intended for EV charging stations for single-family residences or individually-owned parking stalls. If you have any questions or concerns regarding these requirements, please contact Hawai'i Energy to discuss.

(7) Are there any tax credits or other incentives available in addition to your rebate?

There are currently no local, state or federal tax credits or incentives for the purchase and installation of EV charging stations, which is why this rebate is a great opportunity for you to save money and provide a useful service to EV owners around the state. However, please check back periodically on Hawai'i Energy's EVCS webpage at HawaiiEnergy.com/EVcharging for any updates for additional sources of funding.

(8) How do I apply for my EV charging station rebate?

Visit HawaiiEnergy.com/EVcharging to download the Program Requirements and Incentive Application. Complete and submit our application form along with any invoices and required specification sheets and documentation. It's that simple! If you have any questions about your eligibility or the program

requirements, please give us a call at (808) 839-8880 (O'ahu) or toll-free at (877) 231-8222 (Neighbor Islands).

(9) Why is the rebate only for Level 2 chargers and DC fast chargers? Why not Level 1?

Level 2 and DC fast-charging stations provide faster charging speeds than a Level 1 station while offering greater durability and meaningful features, such as network connectivity that provides real-time data on the status of the charging unit, the convenience of making onsite payments, and the ability to reserve time slots to utilize the charger. Faster charging speeds enable higher turnover of usage of the charging stations and, therefore, increasing the number of EV owners who can charge their EVs there per day.

These charging stations can also provide grid benefits, such as peak load shifting, by encouraging behaviors such as workplace charging during regular daytime business hours versus charging during evening peak electricity usage periods. If you'd like to learn more about the differences in charging, check out the Drive Electric Hawai'i website at <https://www.driveelectricchi.com>.

(10) Why does my charging station have to be "networked"?

Networking your charging station provides you with tools to support the upkeep of your station, including real-time monitoring and troubleshooting, customizable payment options, regular software updates, and real-time data tracking. Networking also makes it easy for drivers to find available stations, usually via a mobile app or website.

The use of non-networked chargers can be cheaper upfront, but they will cost more in the long run when you have to replace them with networked chargers that have the features electric vehicle drivers already demand.

(11) Why does my Level 2 charging station have to be multi-port?

EV demand is rising, along with the need for more charging ports! Multi-port charging stations maximize the value of the rebate by being more cost-effective per port than single-port charging stations. Additionally, workplaces and other public facilities have been responding to the increasing demand for EVs and recognizing the need for one charging station to serve more than one EV. As EV popularity continues to grow, we encourage customers to pre-wire and install a flexible dual-port station to meet future demand. According to recent data in November 2019, there were 9,184 passenger electric vehicles in Hawaii, which is an increase of 965 vehicles from the same month last year. According to a November 2018 article in Pacific Business News, Hawai'i has the second highest EV adoption rate per capita in the country, second only to California. In May 2018, a survey conducted by the American Automobile Association showed that 20 percent, or 50 million Americans will likely go electric for their next vehicle purchase, up from 15 percent in 2017.

(12) Will I need a permit to install my charger? If so, how long will that take?

Make sure you work closely with your design consultant or contractor to determine whether you need to apply for a permit. For more information, contact your local planning and permitting office. If you anticipate that your project will require permitting, please indicate that by checking the box on page 2 on your Incentive Application.

(13) Why is expanding electric vehicle charging important in Hawai'i?

The State of Hawai'i has committed to important goals of clean energy, clean transportation and carbon emissions reduction. As part of the endeavor to reach those goals, electric vehicles are a critical piece to achieving cleaner transportation. However, the lack of a robust EV charging station infrastructure throughout the state remains a barrier to EV ownership through concerns such as "range anxiety," the fear of some EV owners of running out of battery power without a place to charge nearby. Enabling facilities serving larger populations of people to provide EV charging help make EVs a more viable option for more consumers, such as residents living in multi-unit dwellings and employees who can charge their vehicles during the work day. Daytime charging also enables EV owners to help to mitigate the immense load on our electricity grid at night. Other benefits from EV charging stations include increasing property value, attracting eco-conscious employees and/or tenants, and fostering a sustainable community.

(14) Aren't you the efficiency people? Why are you encouraging more electricity use?

A large piece of energy efficiency is reducing stress on our grid during peak evening hours. By encouraging daytime charging, we're still creating a benefit for the community, and that's a win in our book.

(15) How much will installing a charging station affect my electricity bill?

Impact on the electric bill will depend on the amount of usage. However, these costs may be recovered through implementing various fee structures, such as pay-as-you-go or monthly subscriptions.

(16) Why does the application encourage me to charge fees for using my EV charging station?

EV charging station owners have the opportunity to generate revenue by charging fees to its staff, tenants and/or guests who use their charging stations. These fees can help offset capital and operational costs associated with the station and can take the form of pay-per-charge or a monthly subscription, for example.

Another added benefit to charging fees is to discourage users from occupying the parking space for an extended amount of time, which in turn helps accommodate more EV owners.

(17) This will be our first EV charging station. Any tips on how to implement building-wide charging policies?

The Hawai'i State Energy Office provides information on EVs and charging at energy.hawaii.gov/testbeds-initiatives/ev-ready-program, while Drive Electric Hawai'i provides useful information, as well, at www.driveelectric.hi.com. Hawaiian Electric's electric vehicle resources can be found at <https://www.hawaiianelectric.com/products-and-services/electric-vehicles>.

The US Department of Energy provides various resources for Workplace EV Charging on its website at afdc.energy.gov/fuels/electricity_charging_workplace.html, including a guidebook for workplace charging ("Plug-in Electric Vehicle Handbook for Workplace Charging Hosts") at https://afdc.energy.gov/files/u/publication/pev_workplace_charging_hosts.pdf.

Also, please talk to your qualified and licensed contractors for guidance. To find contractors who are part of Hawai'i Energy's Clean Energy Allies program, please check out their website at www.hawaiienergy.com/clean-energy-allies.