



# Transportation Electrification Program Policies and Procedures

## *Commercial Electric Vehicle Charger Rebate Program*

Launch date December 15, 2022



Public Service Company of New Mexico ("PNM") offers the Commercial Electric Vehicle Charger Rebate Program to facilitate the installation of electric vehicle charging infrastructure. PNM has contracted DNV Energy Services USA Inc. ("DNV") to implement the Commercial Electric Vehicle Charger Rebate Program. The Commercial Electric Vehicle Charger Rebate Program provides rebates for commercial customers who install qualifying electric vehicle chargers. This document is intended to convey the rules, policies, and procedures that govern Commercial Electric Vehicle Charger Rebate Program administration, including contractor and customer participation.

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## PROGRAM OVERVIEW

The goal of the program is to support the installation of electric vehicle chargers at locations throughout PNM's service territories.

PNM offers a number of electric vehicle charger offerings. These offerings include public charging, workplace and fleet charging, multi-family, and mass transit infrastructure rebates.

Installations must be permitted through the local building authority and installations must be performed by a New Mexico EE98 licensed electrical contractor.

PNM rebates are offered with the approval of the New Mexico Public Regulation Commission ("NMPRC").

PNM is not responsible for operation or maintenance costs of electric vehicle charging stations installed through this program.

PNM is not responsible for consumption changes or billing changes due to the customer's decision to install an electric vehicle charging station(s).

## 1 DEFINITIONS

This section includes a list of terms defined for common use within this program handbook.

**Account Holder:** The PNM customer of record for the proposed installation location is also known as the account holder. The customer's name must appear exactly as the name on the PNM account and billing information. The customer is responsible for making any changes to their PNM bill prior to submitting an application. Persons listed as co-applicants on the PNM bill may apply as the customer.

**Application:** The initial form located online to be completed by the customer wherein the project information is provided. The Application is then reviewed, and the customer is notified if additional information is needed.

**Applicant:** The party responsible for preparing the Application and Final Application in the Online Application portal, typically the PNM account holder or their designated installation contractor.

**Application Corrections:** Requested by the reviewer if the Application is missing documentation or information necessary for approval.

**Contractor:** Contracting company hired by the account holder to perform the make ready work and conduct the installation of the charger(s).

**Connector:** The physical plug inserted into the vehicle receptacle.

**Dedicated Parking Spaces for EV Charging:** EV charging stations installed with an assigned individual parking space.

**Designated Applicant:** An individual or entity designated by the PNM account holder to apply on their behalf.

**Direct Current Fast Charger ("DCFC"):** A charging station utilizing 480 volt, three-phase power. May also be referred to as a level 3 charger. The minimum output for eligible chargers shall be 50kW to participate in PNM rebate programs.

**Electric Vehicle or EV:** Any vehicle powered by electricity from an external source and registered with the New Mexico Motor Vehicle Division for travel on public roads.

**EV Charger:** a device with one or more electrical outlets for recharging the batteries of electric vehicles.

**EV Charging Station or Charging Station:** The equipment that is used to charge at least one EV. A charging station may have more than one connector and is sometimes also called a charging point.

**EV Charging Station Rebates:** PNM rebate program supporting the installation of Level 2 and/or DCFC stations that serves residential, multifamily, workplace, fleet, public convenience, mass transit and low to moderate income ("LMI") subprogram applicants.

**Electric Vehicle Supply Equipment ("EVSE"):** Electric vehicle supply equipment refers to any equipment or electrical components used specifically in charging electric vehicles at a specific location. EVSE does not include any equipment located on the electric vehicles.

**Eligible Make Ready Project Costs:** Tangible materials and labor for the installed system, including any work between the PNM meter and the base of the charger, which by definition excludes any PNM line extension costs.

**Final Application:** The final set of forms to be completed in the application process wherein final documentation is provided and project costs are established.

**Rebate Cap:** For all rebate categories the rebate cap will be defined per premise (please see the definition for "premise" below).

**Installation Location:** The installation location is the actual, physical address where the EVSE is being installed. The account holder should be the owner of the utility account in service for this address.

**Integration Communications:** Describes the open communication protocols that are required for integration with the utility. Some examples are Open Automated Demand Response ("OpenADR") or Open ChargePoint Protocol ("OCPP"), and transport layer protocols of Wi-Fi and cellular.

**Level 2 Charging Station:** A charging station utilizing 240-volt, single phase power or 208-volt, three phase power.

**Multi-Family Parking Spaces for EV Charging:** EV charging stations installed in communal areas where they can be accessed by all residents.

**Networked Charging Station:** A charging station that has the capability to connect to a system network via an internet connection and offers smart management functions. Some functions offered include managed charging capabilities, price setting, scheduling, user management, and data collection and reporting.

**Port:** A charging connection to the electric vehicle which is capable of independently charging an EV simultaneously with any other port.

**Project Completion:** The electric vehicle charging station project is considered completed when it is completely installed, the building permit is satisfied, and the system is capable of being used in the manner for which it was designed. If selected for program inspection, the system is considered completed only once the inspection is completed and passed.

**Project Coordinator:** The individual in charge of Application review and payment processing.

**Public Service Company of New Mexico:** Referred to as the Company or PNM.

**Qualified Products List (QPL):** Online listing of the electric vehicle supply equipment that qualifies for the Transportation Electrification Program.

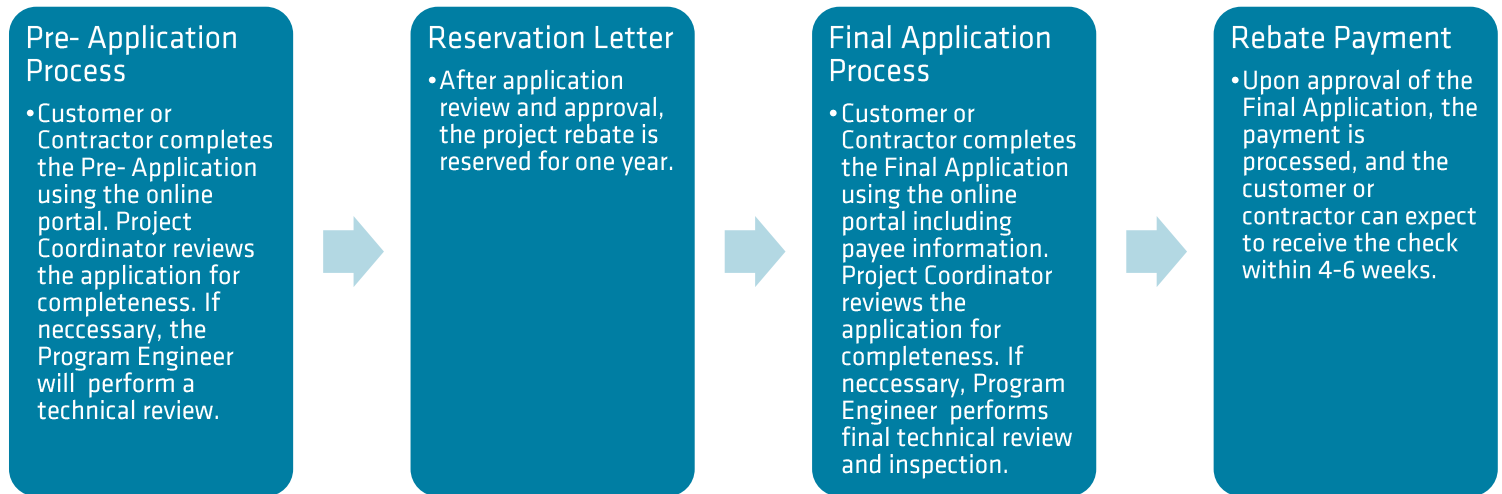
**Reservation Letter or Reservation:** The Reservation Letter is issued upon pre-approval of the Application by PNM. It

will confirm the amount of rebate funds held for the customer, the commercial installation location, output power and brand of EV charging system. The Reservation Letter expires one year from the date of issuance.

## 2 PROGRAM START DATE

EV Charger Rebate Applications will be accepted through the PNM Online Application portal beginning December 15, 2022. The Final Application must be submitted by the expiration date listed on the Reservation Letter. If the Applicant fails to submit a Final Application by the expiration date listed on the Reservation, or the date granted for the extension, the Reservation is forfeited and ineligible for the rebate payment. The customer may request an extension of up to 90 days with documentation showing why the project is delayed.

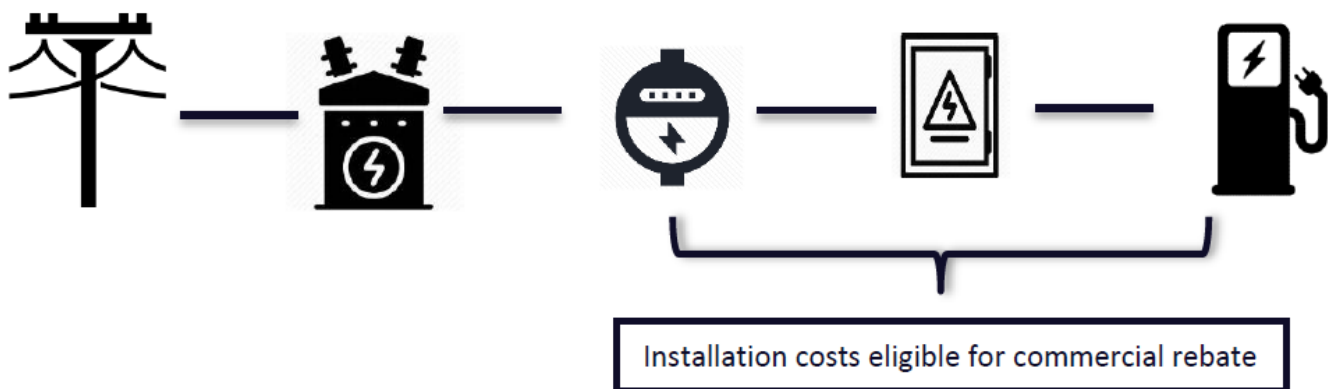
Figure 1. Rebate Application Process



## 3 ELIGIBILITY

### 3.1 Customer and Equipment Eligibility

The commercial rebate program is structured around the cost to install the infrastructure needed between the customer's meter and up to the base of the charger itself. The figure below shows the portion of the required infrastructure that is eligible for a rebate. This differs from the residential category because the commercial charging stations may be manufactured by the owner/operator and the units can become profit centers for themselves. PNM does not believe it is appropriate for the utility to assist a company in purchasing the company's own equipment.



Charging equipment must be listed on the [Qualified Products list](#) to be eligible for make-ready rebates.

PNM Customers on the following commercial power rates are eligible to participate in the program and apply for rebates:

- 2A and 2B
- 3B, 3C, 3D, 3E, and 3F
- 4B and 5B
- 10A and 10B
- 11B
- 15B
- 30B, 33B, 35B, and 36B

Projects must be located on a PNM customer premise. PNM customers who subscribe to a Distribution Only Service (“DOS”) rate are not eligible for rebates.

### 3.2 Low-to-Moderate Income Communities

LMI communities will be determined using the EPA EJScreen mapping tool, available at [ejscreen.epa.gov/mapper](https://ejscreen.epa.gov/mapper). LMI communities will be defined as those communities within the Low-Income Population of 80-100 percentile. The tool defines the percentile group as the percent of individuals whose ratio of household income to poverty level in the past 12 months was less than 2 (as a fraction of individuals for whom ratio was determine). The LMI community rebates such as the multifamily housing and mass transit rebates will use this tool as guidance for eligibility of program funds.

### 3.3 Public Direct Current Fast Charging

To support businesses that install direct current fast charging equipment for public use, PNM rebates are capped at \$25,000 per DCFC. No single service address shall qualify for more than four rebates. Customers who receive a rebate for the DCFC installation will be required to enroll in the commercial charging rate 3F. To qualify for the rebate, charging stations must meet all of the following criteria:

- DCFC with minimum 50 kW capacity.
- Accessible to the public.
- UL 2202, 2231-1, and 2231-2 listed.
- Both types of non-proprietary charging plug available (SAE Combo, CHAdeMO).
- Networked to a public charging network.
- Smart charging capabilities to program charging windows and respond to external signals through OpenADR or OCPP communications protocol.
- If fee to be charged, EV Charger shall have at a minimum the Europay, MasterCard, Visa (EMV) chip reader to allow for Point-of-Sale transaction. Other Point of Sale systems such as app-based payment, contactless credit card, and phone payment are permissible, but not required.
- Charging data shall be shared with PNM.
- Installation was completed after the implementation date of the PNM Transportation Electrification Program.
- Proof of completed installation (such as a signed statement) may be required.
- Customer will enroll in the commercial charging Rate 3F.

- As a default, customers are required to include a price differential to the end-user at the same ratio as Rate 3F (3:1 in the Summer and 2:1 all other months).

### 3.4 Multi-Family L2 Charging

No single multi-family community service address shall qualify for more than four rebates. To qualify for the rebate, charging stations must meet all of the following criteria:

- Level 2 charging station.
- Accessible to residents of multifamily community. They should not be available to the public.
- UL 2594 listed.
- Networked to a public charging network.
- Smart charging capabilities to program charging windows and respond to external signals through OpenADR or OCPP communications protocol.
- Charging data shall be shared with PNM.
- Installation was completed after the implementation date of the PNM Transportation Electrification Program.
- Proof of completed installation (such as a signed statement) may be required.

### 3.5 Workplace and Fleet L2 Charging

Commercial customers can access PNM EV Charger rebates to support and encourage their employees to drive EVs by offering workplace charging, as well as achieve electrification of their own business fleet.

No single service address shall qualify for more than eight rebates. To qualify for the rebate, EV Charger installed must meet all of the following criteria:

- Level 2 charging station.
- Accessible to employees and/or fleet vehicles of the workplace. They should not be available to the public.
- UL 2594 listed.
- Networked to a public charging network.
- Smart charging capabilities to program charging windows and respond to external signals through OpenADR or OCPP communications protocol.
- If no fee to be charged, signage shall indicate a maximum parking time of 4 hours during business hours to increase the number of vehicles able to access the station during business hours.
- Charging data shall be shared with PNM.
- Installation was completed after the implementation date of the PNM Transportation Electrification Program.
- Proof of completed installation (such as a signed statement) may be required.

### 3.6 Public L2 Charging

Public L2 electric vehicle supply equipment can be sited at any public parking space where electrical infrastructure can be installed. Public EV Chargers can either be on a dedicated service or behind an existing customer meter. Customers should be aware of any potential added demand charges if equipment is installed on an existing service.

No single service address shall qualify for more than eight rebates. To qualify for the rebate, charging stations must meet all of the following criteria:

- Level 2 charging station.



- Accessible to the public.
- UL 2594 listed.
- Networked to a public charging network.
- Smart charging capabilities to program charging windows and respond to external signals through OpenADR or OCPP communications protocol.
- If fee to be charged, EV Charger shall have at a minimum the Europay, MasterCard, Visa (EMV) chip reader to allow for Point-of-Sale transaction. Other Point of Sale systems such as app-based payment, contactless credit card, and phone payment are permissible, but not required.
- Charging data shall be shared with PNM.
- Installation was completed after the implementation date of the PNM Transportation Electrification Program.
- Proof of completed installation (such as a signed statement) may be required.

### 3.7 Mass Transit Charging

Mass transit, either in the form of municipal or institutional mass transit, typically has planned routes with known charging intervals. There is no limit on the number of installations that a single service address may apply for. To qualify for the rebate, charging stations must meet all of the following criteria:

- Be used to charge mass transit EVs that have at least 2 stops within LMI communities.
- UL 2594 / UL 2202 listed.
- Smart charging capabilities to program charging windows and respond to external signals through OpenADR or OCPP communications protocol.
- Charging data shall be shared with PNM.
- Installation must be completed after the implementation date of the PNM Transportation Electrification Program
- Proof of completed installation (such as a signed statement) may be required.

## 4 CONTRACTOR REQUIREMENTS

To create a positive customer experience and to ensure that program funds are being administered correctly and accurately, a participating contractor or a PNM Authorized Service Provider must adhere to standards of acceptable behavior and performance. This includes, but is not limited to:

- Complete and accurate program Applications.
- Accurate representations of the program to customers.
- Submission of original customer signatures on Final Applications.
- Submission of valid product invoices that accurately match the chargers submitted for rebates.
- Submission of valid supporting documentation.
- The complete and accurate installation of new (not used) chargers represented in an Application.
- Adherence to all applicable policies and procedures in this document.

Violation of any one of these standards could result in notification to customers of concerns regarding the contractor, exclusion from future Application submission or any bonus offers (should they become available), and, if applicable, removal of a program-authorized service provider from the PNM Authorized Service Provider network. Should an alleged violation occur, the contractor will be contacted and, if necessary, a meeting will be called within five business



days to discuss the issue and determine possible steps that might be taken.

## 4.1 PNM Authorized Service Provider Network

Contractors, vendors, and service providers who meet certain training and program participation standards are given PNM Authorized Service Provider status. Inclusion in this network is designed to improve familiarity with the program benefits, increase customer satisfaction and provide the program team with a better understanding of how to interact with and support contractors, vendors, and service providers in the marketplace.

To become an authorized PNM Authorized Service Provider, all of the following requirements must be met:

- Submit a signed PNM Authorized Service Provider participation agreement and a signed W-9 (W-9 must have a physical address of business; a P.O. Box will not be accepted).
- EV Charger installers must possess a current New Mexico EE98 license.
- Provide a certificate of insurance with the required policy limits, additional insured, and waiver of subrogation per the contractor agreement.
- Attend an initial program orientation & training and annual program training session.
- Submit at least one Application per program year resulting in rebate payment.

Once the applicant business completes these requirements, they will be granted authorized provider (“PNM Authorized Service Provider”) status. The program reserves the right to remove contractors from PNM Authorized Service Provider status should any issues arise with their company while participating as a service provider in the PNM Transportation Electrification Program.

A contractor who becomes a PNM Authorized Service Provider has access to certain aspects of the program that are not available to all contractors, such as:

- Access to the PNM Authorized Service Provider portal.
- Listing in our online EV Charger Authorized Installer directory.
- Opportunity to participate in advisory and focus groups.
- Presentations at events with multiple customers.
- Large-customer visits with program team members.
- Supplies of printed PNM program marketing materials.
- Ability to identify themselves as designated PNM Authorized Service Providers in the program.

## 5 THIRD PARTY PAYMENT AUTHORIZATION

Customers may assign payment of Application rebates to third parties in one of the following two scenarios:

### 5.1 Contractor or Authorized Service Provider

Customers may assign payment of Application rebates directly to a contractor that performs work included in that Application, but only if the following eligibility requirements and procedures are met:

- To receive third-party payment, the contractor must provide the customer with a third-party payment authorization form that must be completed and signed by the customer and submitted with the Final Application.
  - This form is available to contractors via the Online Application.

- A PNM Authorized Service Provider that violates any of the standards listed above may be removed from third-party payment eligibility following the steps listed above.
  - This removal includes any and all other contractor affiliations, DBAs and other employment relationships.
  - If a contractor has been removed from the PNM Authorized Service Provider program, any assigned rebate payments will be made payable to the customer.

## 5.2 Landlord/Tenant

Customers may assign payment of Application rebates directly to a landlord or tenant, but only if the following eligibility requirements and procedures are met:

- The tenant must be located within the landlord's facility identified in the project Application.
  - Being "located" is defined as doing business within the location.
  - An inspection may be required to confirm eligibility.
  - Failure to prove eligibility will result in any rebates being made payable to the PNM account holder (customer).
- To receive third-party payment, the landlord/tenant must provide the customer with a landlord/tenant payment authorization form that must be completed and signed by the customer and submitted with the Final Application.
  - This form is available to qualified landlords and tenants provided by the program team and is required to be submitted with the Final Application.
  - The landlord/tenant's W-9 must be attached to the form; failure to provide the W-9 will result in any rebates being made payable to the PNM account holder.

## 6 PROJECT SITING

**Multi-Family Charging:** Charging Stations must be available for tenants of the multi-family property and cannot be in an area inaccessible to them.

**Workplace Charging:** Charging Stations must be available for employees and cannot be located in parking areas inaccessible to workers.

**Public L2 and DCFC Charging:** Charging Stations must be available to the public and cannot be located in areas inaccessible to the public.

**Fleet Charging:** Charging stations must be available for charging the fleet vehicles of a business.

**Mass Transit:** Charging stations must be available for mass transportation vehicles.

## 7 REBATES

### 7.1 Public Direct Current Fast Charging

To support businesses that would like to install DCFCs, a total budget of \$1,750,000 for installation of approximately 70 DCFC chargers was approved by the NMPRC. PNM rebates are capped at 100% of the project costs, up to \$25,000 per DCFC. Customers who receive a rebate for the installation of a DCFC will be required to enroll in the commercial charging rate described in section 7.

## 7.2 Public Level 2 Charging

Level 2 public charging stations must be sited at publicly accessible parking spaces. Public chargers can either be a dedicated service or behind an existing customer meter. Customers should be aware of any potential added demand charges if chargers are installed on an existing service. A total budget of \$450,000 for the installation of approximately 144 Level 2 public charging ports, with a cap of \$2,500 per port was approved by the NMPRC. All project rebates are capped at 100% of total project cost.

### 7.2.1 Public Level 2 Charging LMI

\$90,000 of the public level 2 budget will be reserved for the installation of 36 public Level 2 charging ports in LMI communities. Rebates are capped at 100% of the total project cost, up to \$2,500 per port.

## 7.3 Workplace and Fleet Charging

Workplaces are the second most frequent place that customers park for long periods of time. To support workplaces that want to encourage their employees to drive EVs by offering workplace charging as well as offer rebates for fleets that want to begin electrifying the fleet, a \$450,000 budget for the installation of 144 workplace chargers, with a cap of \$2,500 per port, was approved by the NMPRC. All project rebates are capped at 100% of the total project cost.

### 7.3.1 Workplace and Fleet Charging LMI

\$90,000 of the workplace and fleet charging budget will be reserved for the installation of 36 public Level 2 charging ports in LMI communities. Rebates are capped at 100% of the total project cost, up to \$2,500 per port.

## 7.4 Multifamily Charging

To encourage the installation of Level 2 charging stations at multifamily housing units, a \$300,000 budget was approved for the installation of 80 multifamily Level 2 ports. \$100,000 of the budget will be used for 40 charging ports, with a cap of \$2,500 per port. All project rebates are capped at 100% of the total project cost.

### 7.4.1 Multifamily Charging LMI

\$200,000 of the multifamily charging budget will be reserved for the installation of 40 Level 2 charging ports in LMI communities, with a cap of \$5,000 per port. All project rebates are capped at 100% of the total project cost.

## 7.5 Mass Transit Infrastructure

A total budget of \$1,500,000 for mass transit infrastructure installation was approved by the NMPRC. This should be approximately enough to install four 450 kW en-route charging stations and 15 depot charging stations with a capacity of less than 100 kW. All project rebates are capped at 100% of the total project cost.

# 8 RATES

The commercial rate varies between summer and non-summer months and is based on the cost of energy. Table 1 shows the proposed time windows and the associated energy costs for the commercial EV charging rate. The pricing ratios of on-peak to off-peak of approximately 2:1 in the non-summer months and approximately 3:1 in the summer months to incentivize customers to avoid charging during the peak periods. Table 1 shows the time windows and associated energy charges for the commercial EV charging rate.

Table 1. Commercial Charging Station Pilot – Rate Schedule #3F

	Proposed TOU hours for Rate 3F	Proposed Energy Rate
<b>On-peak</b>		
Summer	5:00-10:00pm, Monday-Sunday (35 hours/ week)	\$0.1855246/kWh
Non-summer	5:00-8:00am and 5:00-8:00pm, Monday-Sunday (42 hours/ week)	\$0.1373415/kWh
<b>Off-peak</b>		
Summer	All other hours (133 hours/ week)	\$0.0638779/kWh
Non-summer	All other hours (126 hours/ week)	\$0.0638779/kWh

## 9 PRE-APPLICATION PROCESS

Applications can be emailed or submitted online through the PNM Transportation Electrification Program Online Application portal which can be accessed here: <https://evready.pnm.com/apply/pnm>

### 9.1 Online Application Submittal

PNM Transportation Electrification Program ESVE rebate pre-applications can be submitted through the Online Application portal. To begin the Application, the customer must register for an online account. When the account has been confirmed, the Application process may begin. Duplicate Applications or multiple submissions for the same project will be rejected. Transportation Electrification Program ESVE Project Coordinators will review Applications based on a first-come first-served basis in the order submitted. Upon pre-Application approval, an Rebate Reservation Letter will be issued to the customer. Applications are reviewed within 10 business days excluding holidays, to confirm customer program eligibility and that the required documents are provided. Communications are sent by email to program participants. Accurate email addresses are required for ALL program participants.

### 9.2 Rebate Reservation

PNM will review Pre-Applications in the order in which they are received. Correct and complete Applications will receive a Reservation Letter which will include the following information: Application number, Application type, service address, date of reservation, expiration date of reservation, and estimated maximum eligible rebate payment. A customer may withdraw a Reservation at any time, with a written request to the PNM Transportation Electrification Program. A Reservation extension may be requested via email stating the reason(s) for extension needed. PNM has the right to deny or grant any extension request.

### 9.3 Pre-Application Changes

If the Application is deemed incomplete or lacking documentation, the reviewer will request Application corrections to be submitted by the customer. The customer must resubmit the Application with corrections within 20 business days for re-review. Deficient Applications that are not corrected within 20 business days of the applicant being notified of the deficiency are canceled. Customer may re-apply using a new Application, but subsequent Applications are subject to the Program rules in place at the time of the new Application.

Account holder changes: The account holder name for an Application may be changed before Project completion by the original account holder with written request to PNM. The new utility account number in the name of the new account holder must be provided with the change request.

## 10 FINAL APPLICATION PROCESS

### 10.1 Online Application Submittal

PNM Transportation Electrification Program EV Charger Final Applications can be submitted through the Online Application portal after installation is complete. To begin the Application, the customer must register for an online

account. When the account has been confirmed, the Application process may begin. Duplicate Applications or multiple submissions for the same project will be rejected. Project Coordinators review Applications based on a first-come first-served basis in the order submitted. Applications are reviewed within 10 business days to confirm customer program eligibility and that the required documents are provided. Communications are sent by email to program participants. Accurate email addresses are required for ALL program participants. Final application and required documentation are required to be submitted within 20 days of project completion.

## 10.2 Required Documentation

The Final Application must include the following:

- Signed Final Application by customer
- Signed Third-Party Authorization (if applicable)
- W-9 for customer or third-party payee
- Detailed EV Charger project cost documentation: make ready costs, electrician costs (if applicable) and/or charger costs (invoice, receipts)
- Manufacturer's specifications for installed charging equipment
- Verification of business type for the installation location. Examples of documentation include: copy of the Business License or NAICS code. If the installation location does not have a business license, then valid eligibility documentation could include a business brochure, website, pending business license, business plan, or other document to demonstrate the installation project is for the designated commercial program category
- Site plan
- If applicable, a copy of the satisfied building permit from the local jurisdiction indicating the date of satisfactory final system inspection

## 10.3 Final Application Changes

If the Application is deemed incomplete or lacking documentation, the reviewer will request Application corrections to be submitted by the customer. The customer must resubmit the Application with corrections within 20 business days for re-review. Deficient Applications that are not corrected within 20 business days of the applicant being notified of the deficiency will be canceled.

## 11 REBATE PAYMENT

Once the reviewer processes and accepts the Final Application, the project will be engineer-reviewed and may be inspected. After the project Final Application is approved for payment, the rebate payment in the form a check to the designated payee will be issued by PNM within 4-6 weeks.

## 12 CANCELLATION, WITHDRAWAL AND FORFEITURE

Upon written request from the customer to PNM, an Application may be cancelled or withdrawn.

A Final Application is forfeited if it is not submitted by the expiration date listed on the Reservation Letter or the date granted for the extension.

Reserved funds for withdrawn, cancelled, and forfeited Applications are returned as available to the Program. Account holders may reapply to the program, but subsequent Applications are subject to the Program rules in place at the time of the new Application.

Program funds will be available until exhausted.

## 13 CONTACT INFORMATION

### **PNM Transportation Electrification Program**

EV Charger Rebates

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