

## **EV Smart Rewards NM**

### **1. What is the EV Smart Rewards NM Program?**

This is a managed charging program that rewards participants for allowing their EV charging to be scheduled by El Paso Electric, to take advantage of charging during the cheapest, greenest time. This program is open to the first 220 customers who enroll compatible hardware and are based in the following ZIP codes:

87930,87931,87933,87936,87937,87940,87941,88001,88002,88005,88007,88008,88011,88012,88021,88024,88027,88030,88032,88044,88046,88047,88048,88052,88058,88063,88072,88081. We will use your personal settings such as your tariff and ready-by time to start and stop the charge session remotely during the off-peak time period.

### **2. What are the on-peak and off-peak hours?**

On Peak: June-September 3pm-7pm

Off Peak: October-May

Super Off-Peak – 12am-8am, year round

### **3. Why is off-peak charging important?**

Charging off-peak is important because that is when demand for electricity is the lowest. EV owners that charge off-peak are helping reduce the cost of electricity for everyone and reducing load demand on the electrical grid. This is increasingly important as EVs become more popular across New Mexico and Texas.

### **4. What rewards are available for this program?**

- We offer a one-time enrollment incentive of \$125 after a verified customer of El Paso Electric charges >1kWh with their connected EV or charger
- \$50 annual incentive after 12 months of participation in the program where 80% of your charging is scheduled by El Paso Electric and ev.energy, without opting out for more than 20% of the time.
- Up to \$5/month for participating in Demand Response and Low Carbon Events. These are paid at a rate of \$1/event.

### **5. Which EV models and chargers are eligible?**

#### **Vehicles:**

Tesla: Model 3, Model S, Model X, Model Y, Cybertruck

Audi: e-tron 2019+, Q4 e-tron 2022+

BMW: i3 2016-2021, 3 series PHEV 2016+, 5 series PHEV 2017+, 7 series PHEV 2017+, i8 2014-2021, X3 PHEV 2020-2021, X5 PHEV 2016+, i4 2021+, i5 2024+, i7 2023+

Volkswagen: e-Golf 2020, ID.4 2021+, Tiguan PHEV 2023+

Toyota: RAV4 Prime 2021+, Prius Prime 2022+, bZ4x 2023+

Chevrolet: Bolt 2017+, Volt 2015-2019

Kia: EV6 2022+, EV9 2024+

Lexus: RX450h 2023+, RZ 2023+

### **Chargers:**

ChargePoint: Home Flex

Wallbox Pulsar Plus

Emporia

Please note that to connect your vehicle to us, you'll need an active connected services subscription.

If you don't see your EV or charger, please reach out to us! We'll add you to the waitlist and be in touch if the integration becomes available.

### **6. How do I enroll in the program?**

Please click on 'Enroll Now' and fill out the form, you'll then be directed to enroll your compatible EV or charger via the ev.energy app.

### **7. How do I unenroll from the program?**

If you would like to unenroll from the program at any time, please email us at [epe-nm@ev.energy](mailto:epe-nm@ev.energy)

### **8. What is ev.energy?**

El Paso Electric and ev.energy have partnered to create the EV Smart Rewards NM program.

### **9. Why does my EV start charging when I plug in the vehicle?**

The ev.energy app will shift charging predominantly to the off-peak hours when you have the smart schedule set up, however a small burst of energy may be delivered to your vehicle when you first plug in until the app polls the EV or charger to schedule the charge. If you would like to prevent this, open the app immediately after you plug your vehicle in. This action will trigger the app to poll your EV or charger right away.

#### **10. What if I need to charge right away?**

If you need to charge your EV outside of your scheduled charge, tap the 'Boost' button within the Dashboard tab. Please note that if you boost for more than 20% of the time in a single month, you will not be eligible for the annual incentive.

#### **11. Are my EV or charger credentials secure?**

ev.energy does not see or store your EV and/or charger username and password. Once you enter your username and password, we instantly exchange them with the vehicle and/or charger manufacturer for a secure token that allows us to be able to continue to access your account to optimize your charging throughout the program. This token is stored securely and encrypted in ev.energy's cloud platform, hosted by Amazon Web Services.

#### **12. What is a Low Carbon Event? How will I know when one is starting?**

A Low Carbon event is triggered when there is little to no carbon on the electric grid. When this happens, a push notification is sent to your mobile device encouraging you to charge during the specified time.

#### **13. What is a Demand Response event? How will I know when one is starting?**

A Demand Response event is triggered when there is peak load on the electric grid. When you receive a push notification to your phone notifying you of a Demand Response event, we ask that you avoid charging during that time.

#### **14. I couldn't pair my Tesla to smart charge. Is this normal?**

Under certain circumstances, Tesla's can take up to 12 hours to pair the virtual key. If it is outside the 12 hours and you still cannot pair, please reach out to our support team at [epe-nm@ev.energy](mailto:epe-nm@ev.energy)

#### **15. How is the cost per charging session calculated?**

To calculate the session cost, we use a weighted average of the standard residential energy rate, or standard residential energy rate + WHEV rider. As our rates vary seasonally and are dependent on the amount of kWh used in your household, a weighted average was calculated. Once your charging session is recorded, we multiply the weighted average rate by the amount of kWh used.

**16. Why do some of my charging sessions not have costs?**

As we are managing your at home charging only, we are unable to determine your energy cost at a public charger. Any charges that take place away from home will still be recorded in the app for your convenience.

**17. Why does the cost per charge session in the app differ from my bill?**

The app only takes your EV charging into account, whereas your bill reflects the total kWh usage for your entire home.

**18. What if I need to charge away from home?**

Please go ahead and charge as normal away from home! We will record this in the app, however your EV will charge on demand when outside your home. Please note that only at home charging is eligible for rewards.

**19. I selected my tariff but the cost per kWh does not match my bill**

For this program, we are using a weighted average to calculate the cost per kWh. This average is based on both tiers within the standard rate, as well as taking the seasonal rate change into account.

**20. Why do I need a connected services subscription?**

For us to smart charge your vehicle, we need to communicate to send start/stop charge commands. This is done through the vehicle telematics, however some manufacturers require a subscription to allow us access to their data. Should you have any questions regarding your subscription, please contact your EV manufacturer directly.