



## **PowerShift Dealer Partner Workshop Series**

### **Transcript of Questions & Responses**

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**Q:** Does the DCFC incentive program have a public use requirement?

**A:** No - only the Level 2 charging port incentive has that requirement, but not for DCFC.

**Q:** Does the charging system have to be approved before it's ordered to be able to apply the incentive?

**A:** You need to reserve the incentive through the application portal first. Then you have 12 months to install it. Remember anything bought before the reservation is made isn't eligible. Go through the application portal first to get approved based on a quote.

**Q:** Our dealership has two Level 1 and one Level 2, but OEM requires that we upgrade our equipment. Does the incentive program apply?

**A:** If you are buying new ones, yes it does! NV Energy has done a lot of surveys to know about EV customers; a majority of EV customers charge at home and this is one of the reasons we have the residential charging incentive for Level 2.

**Q:** Tesla stopped offering charging cables to customers. How do people receive the rebate money at home for the Level 2 charger?

**A:** We send them a check after their incentive application is approved. Customers can even get set up at home with a charger through this incentive before they get their EV.

**Q:** Is there a requirement for the contractors, which ones can be used?

**A:** They must be C2 certified contractors.

**Q:** Does the TOU rate apply to businesses too?

**A:** We do not have a specific TOU rate right now for businesses; only for residential.

**Q:** I've been told that if we put in a separate meter for our chargers that the rate will be different?

**A:** Yes it can be. There are other business rate structures that we work out per business.

**Q:** For the DC Fast Chargers - is the incentive per system or per charger?

**A:** It's per system.

**Q:** Does the incentive program include if you wanted to upgrade. Let's say you have some chargers at the store and want to upgrade to a new charger?

**A:** If the charger is new - yes. But we do include installation costs in the program. Installation costs include make ready, trenching.

**Q:** Is there a pre approval process? Do we submit the invoice afterward or do we need to be pre-approved?

**A:** What we ask is that you do the application first. You'll submit quotes, specs for the chargers, and total projected costs. Then we analyze the application and issue a reservation notice - then you have six months to install. And you'll know how much your incentive will be. We have analysts that can jump on a call and help you through the process. If you need any technical information - just reach out to me directly (Alex). We can help you with the application.

If you are planning a bigger project for your business, if you want to combine with solar, etc. we can provide assistance with design/benefit cost analysis. Through NFADA they have some resources as well.

**Q:** We can do the ground work in advance right?

**A:** Of course. But, if you want to include that cost in the project so we can analyze the total cost - and it can be eligible for the incentive - don't install anything before getting the reservation.

**Q:** Because construction is challenging - if they have a reservation and plan to install within six months, but something happens out of their control (no conduit, no steel, etc.). What happens if you fall out of the timeline?

**A:** If you feel that things are delayed, let NV Energy know before the 60 days and they can extend the reservation.

(Dealer notes that some of their reservations for construction are 12 months out)

**Q:** We have a 208 line in and based on kw needed for DCFC, we are going to have to pull another trunk line in where you bring it in and have a separate meter. Is that something we can consider a "separate site" and get the incentive program for?

**A:** Yes, considered a different parcel. It's important especially with DC Fast Chargers that you submit a "new business" request with NV Energy so that we can make sure we plan for the extra demand as well.

**Q:** We've heard that we cannot get the power.

**A:** It is challenging, and we can provide you with the tech assistance that you need to figure out what kind of upgrades are necessary from the beginning. We will work with you and give you an estimate for what the best arrangement will be for you. Sometimes you have to upgrade panels as well. DCFC is fascinating but challenging.

For example, we (NV Energy) are working with Carson City school district. We are helping with electric school buses, but they also need charging, like 350-400kw at each charging station. We have been working with them - they have a small transformer in

their bus yard, they have to change the transformer. The program includes that transformer cost in the incentive.

**Q:** For Low-Income rebate, can they apply for that once they have an order and reserve the car?

**A:** Yes. You can apply for the rebate with the order. You have 60 days from the order, and/or 60 days from when you buy the car.

**Q:** How often is NV Energy doing the EV expo events?

**A:** Flexible - twice per year right now.