

New Software Vendor for JuiceBox Chargers

VoltiE Assumes Enel X (JuiceBox) Customer Accounts

For those who have had a “bricked” charger sitting in their garage (or parking lot), or who have been living dangerously using the units as a dumb charger, this news is just out.

A Florida-based company called VoltiE has been notifying JuiceBox EVSE owners that they will now be offering their software solution for use with this hardware. Below is the text of the email they sent. It addresses both commercial and residential customers. We have not been in touch with VoltiE.

Judging by this read, it looks like the JuiceBox units will regain functionality. There is nothing in there that addresses the security flaw (potential exposure of user’s WiFi credentials) that was reported by Consumer Reports in a letter sent to the Federal Trade Commission, which we wrote about [here](#).

Managed Charging Not Included

This announcement does not make any reference to managed charging. Eversource confirmed that their managed charging partner is not integrated with VoltiE. Our speculation is that re-enrollment in managed charging will not be a simple or quick process. It may require recertification. Since the security flaw came to light, it may give Eversource and UI pause about moving forward altogether. We will report further when we have more information.

As our readers learn more specifics, we encourage them to reach out to us to facilitate information sharing.

From VoltiE

We are thrilled to introduce you to VoltiE, your new partner in electric vehicle (EV) charging solutions. With decades of collective expertise in the EV industry, VoltiE's team specializes in delivering innovative and reliable charging solutions tailored to meet the evolving needs of EV drivers and businesses.

Our capabilities include:

- **Comprehensive Charging Network Solutions:** We operate a robust and scalable EV charging network that provides seamless access and connectivity for users.
- **Cutting-Edge Technology:** From advanced analytics to enhanced charging capabilities, we design and deliver the tools you need for an optimal charging experience.
- **Dedicated Support:** Our team is committed to providing responsive, personalized assistance to ensure your satisfaction.
- **Commitment to Growth:** We're continually expanding our offerings, including new apps and network tools, to keep you ahead of the curve in EV technology.

Now, as part of the VoltiE family, we are here to ensure your JuiceBox charger continues to perform at its best while introducing you to a range of new features and enhancements.

Customer Designation

To better serve you, we kindly ask that you let us know whether you are a commercial or residential customer. This information helps us tailor our services to your specific needs.

- If you are a commercial customer, you may be eligible for advanced analytics, fleet management tools, and multi-charger network support.
- If you are a residential customer, we offer features designed to optimize your at-home charging experience. Please select your customer type when you register your JuiceBox charger online.

To get started, we kindly ask you to take the following steps:

1. Visit support.voltie.us.
2. Create a customer account, or log in if you already have one.
3. Register Your JuiceBox Charger: After logging in, click on "Register New VoltiE Products" and follow the instructions, including your customer designation.
Completing this process will allow us to activate your support and network access seamlessly.

What to Expect During the Transition:

We understand that transitioning to a new network may raise questions, and we are here to make the process as smooth as possible for you. Once you register your JuiceBox charger:

- Minimal Service Disruption: Your existing charger will remain functional during the migration.
- Gradual Rollout of Enhanced Features: Registered users will be prioritized for access to new features as they are introduced. These include expanded charging capabilities, advanced analytics, and improved network tools, which will become available incrementally over the coming weeks and months.
- Personalized Assistance: Our dedicated support team is available to guide you through every step of the transition if needed.

Exciting News!

We are also developing new mobile apps and a web app to enhance your experience. These tools will offer better performance monitoring, scheduling, and reporting features, giving you greater control over your EV charging needs. By registering your charger, you'll be among the first to gain access to these tools as they roll out!

We appreciate your prompt action and look forward to providing you with the best possible experience. If you encounter any issues, don't hesitate to reach out to us.

Enel X Way Pulling Out of North America

Enel X Way, Maker of JuiceBox EV Chargers That Are Part of the CT EV Charging Incentive Program, Shutting Down in North America

Update Oct. 13 – Enel X has apparently found a workaround and software service will not be disrupted. (Customer service for the hardware is offline.) This is an article in [Electrek](#) with more detail. Based on this, participants in the managed charging programs should be able to continue. We have had several members send us communications from Enel X or the utilities. Please keep us updated.

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Enel had previously announced big plans for a USA and Canada charging network, including installing 10,000 DCFC chargers by 2030. Now they are closing it down, though they are a huge company that remains in business in many other countries.

According to a statement posted on the JuiceBox website:

“After careful consideration, Enel X Way North America has decided to close its electric mobility business in the US and Canada, operated by the local subsidiary of Enel X Way USA, effective October 11, 2024.”

This is what they say about how it affects customers:

- Residential charging hardware (JuiceBox) will maintain the physical operating ability to charge vehicles, but that is it. (In other words, they become dumb chargers.)
- All Enel X Way software will be discontinued. Commercial charging stations will no longer work absent software.
- The Enel X Way App and all other Enel e-mobility apps in North America will be discontinued and removed from the App Store.
- Enel X Way customer support is no longer available, effective immediately. Any Enel X Way related questions and claims should be directed **in the coming days to the claims information page (available soon)**. (The emphasis is theirs.)

The entire website, except for this one status page has been taken offline.

Impact on Managed Charging Incentives

There are Juicebox chargers that are approved equipment for EV charging incentives offered through Eversource and United Illuminating. Without software support, it will not be possible for the consumer to schedule charging nor for the utility to track it. The utilities were not given advance notice of the Enel decision.

We have been forwarded a few emails from members that were sent from Eversource and Enel X. Enel X is reporting that they are working to transition to the software of a third party. It sounds like they have made progress and there may be no interruption in service.

The emails we have seen from Eversource haven't yet mentioned this. It may well be coming. But at this point, they suggest

that if a vehicle is eligible for telematics, the customer can re-enroll and continue that way. Otherwise, they will be paid out through September and no longer part of the program. There is also the opportunity to subsequently re-enroll if the charger is replaced with an approved unit.

GM vehicles, which are not on the Eversource list of eligible telematics vehicles, are apparently able to connect through OnStar, which may require a paid subscription. GM vehicles are on the list of UI telematics vehicles.

Eversource is Paying Me to Charge My Electric Vehicle

Photo above – JuiceBox Home EV Charger

EV Club member, **Vincent Giordano**, has utilized the Eversource incentives to buy a level 2 home EV charger and participate in the incentive to charge off-peak. In the 2-part post below, also published in the Ridgefield Press, he describes his experience and how the incentive worked for him. Vincent is a member of the Ridgefield Action Committee for the Environment (RACE).

The process whereby consumers have been accessing these incentives has not always been without hurdles, but we have been receiving reports from consumers that the utilities have been responsive in addressing issues. The club has a description of the program on its [incentives](#) page. The incentives he describes from Eversource are also available, with some small differences, from United Illuminating. So, take it away, Vincent...

Level 2 Home Charger

If you have an electric vehicle (EV) or are thinking about buying one, Eversource will help you pay for an electrical upgrade, a networked level 2 EV charger, and for charging the EV. Hard to believe – but it is true. Eversource currently has a program to rebate up to \$500 for a wiring upgrade to 240 volts for your EV charger, another \$500 for purchasing a network-ed level 2 EV charger, and up to \$300 per year if you sign up for the advanced managed charging program.

Why is Eversource offering these incentives? It is because they realize the huge impact EVs are going to have on the grid and the importance of managing the demand for power. According to CT DMV data, Ridgefield residents own more than 515 EVs and there are more than 30,000 registered EVs in CT. Having networked EVs allows Eversource to minimize EV charging when the grid is under pressure. In the future, with bidirectional charging, Eversource will also be positioned to buy power back from EVs.

I didn't need to upgrade my electric wiring so I passed on the wiring rebate. However, since I ran over my charger cord with the snow blower this past winter, a new and improved EV charger was intriguing. In April I purchased one of the Eversource approved EV chargers, a JuiceBox. Then I attempted to apply for my \$500 rebate and to register for the advanced managed charging program. I would like to be able to report a seamless rebate and registration process. But in truth, it was more convoluted and difficult than it had to be. Thankfully, each time I ended up in some administrative trap or do-loop, the Eversource EV team came to my rescue.

This week, I received a \$500 rebate check, and in October I should be receiving a gift card with the managed charging payment. The demand response season is June – September. If you are interested in these rebates, a good starting point is

the Eversource FAQs for the managed charging program.

With CT's grid 90 percent renewable energy by 2030, transitioning from fossil fuels to CT's grid will help to save the planet and reduce US reliance on dictators with huge oil reserves and territorial ambitions.

December Update and Managed Charging

I just received a \$95 check from Eversource for charging my Chevy Volt for 5 months (May to September). During those months I used 693.43 kWh of electricity to charge my car. At 10.45 cents per kWh, my cost was \$72.46. So the \$95 check more than covered my outlay. And now that I understand the programs better, I could have earned even more.

In an earlier article, I explained the fantastic Eversource rebate program for electric chargers and any needed electrical upgrade. In this article, I share my experience with Eversource's charging programs. There are more than 600 electric vehicles registered to Ridgefielders and just 90 of us are enrolled in Eversource's charging programs.

Our family has a 2016 Chevy Volt plug in hybrid. It is our day to day; go-to vehicle. Other than in the coldest months, the Volt has a 60-mile range which easily meets all our local travel needs. We go about our business and charge at home. Starting each day with a full charge. When I read that Eversource would pay up to \$300 per year to charge our car, I decided to give their programs a try.

There are two programs. A baseline and advanced charging program. The baseline program rewards participants who shift at least 80% of their charging to off-peak periods. Off-peak charging is charging outside of the hours of 3 pm to 9 pm on weekdays. If, in a given month, you manage to charge 80% or

more during the off-peak period, you earn a \$10 incentive for that month. That's a potential earnings of \$120 annually.

There is an additional incentive for participating in optional Demand Response (DR) Events. These events can happen between June and September and only occur on non-holiday weekdays. You must participate in all optional DR events in a given month in order to receive the \$20 incentive during DR Season. Full participation in all four months of the DR Season, and you earn an additional \$80. The baseline tier incentives are capped at \$200 per year.

The advanced charging program gives Eversource more control over your charger. You are rewarded for partnering with them to coordinate your charging. You are required to create a charging schedule and to do your best to not override this schedule. You specify how much of a charge you would like and by when (e.g. 100% charge by 8 am). The charging schedule is created at the time you enroll via energy hub. Hang onto that email if you want to change your schedule in the future. Participation in the advance program pays the participant \$25 per month, capped at \$300 per year

So how did I earn \$95. It turns out that I just missed the off-peak goal in May (76% vs. the 80% goal). In June, I missed the goal again (66% vs. 80% goal), but I didn't opt out of any DR events in June so I earned \$20. In July, I joined the Advanced Program and earned the advanced Tier incentives for July, August, and September (\$25/month = \$75). Thus a total of \$95. For our charging habits, the advanced charging program seems to be just fine.