

Interim Updates on JuiceBox Chargers from UI

Enel X to Continue to Support Chargers...For Now

We have published a previous [post](#) and updates following the announcement from Enel X, maker of JuiceBox chargers, of their abrupt withdrawal from the North American market. The original announcement was that while the chargers would work, the software would no longer be available. Not only would that negate the smart charger functionality of the equipment, these units were approved for the charging incentives offered by Eversource and UI and they would no longer be able to track compliance with the managed charging program. Commercial chargers would be completely dead without the software.

Subsequent to the initial announcement, Enel X said they would continue to support the software for both residential and commercial for the time being. Per UI, Enel plans to auction off their North American business to a third party.

Still Solving for Managed Charging

Having some interim software support for the chargers does not equate to the utilities being able to track the data they need. UI reports that at present it has lost visibility and that its back-end provider is working on a solution with Enel. This may take a couple of weeks. At that point, they expect to be back in business until at least the end of the year. This prospective solution may work beyond that but that is still tbd at this time.

UI and Eversource have different back-end providers, so it is

not a given that there is a solution in the offing for Eversource. We have not received an update from them.

Vehicle Connection (Telematics)

If your vehicle is able to enroll via telematics, both utilities recommend going that route. For your viewing pleasure, below is a list of every eligible telematics vehicle. The list is not identical for Eversource and UI.

Eversource Customers	
Electric Vehicle Make	Electric Vehicle Model
Acura	ZDX: 2024 models and newer
Audi	A5 PHEV: 2022 models and newer

Eversource Customers	
Electric Vehicle Make	Electric Vehicle Model
	A7 PHEV: 2021 models and newer
	A8 PHEV: 2020 models and newer
	e-tron: 2019 models and newer
	Q4 e-tron: 2022 models and newer
	e-tron GT: 2022 models and newer
	e-tron Sportback: 2022 models and newer
	A7 TSFlē: 2022 models and newer
	Q5 TFSle: 2020 models and newer
	Q5 PHEV: 2022 models and newer
	Q8 e-tron: 2022 models and newer

BMW	3 Series PHEV: 2016 models and newer
	5 Series PHEV: 2017 models and newer
	7 Series PHEV: 2017 models and newer
	330e: 2021 models and newer
	530e: 2022 models and newer
	745e: 2022 models and newer
	i3: 2017-2021 models
	i3 (+REX) : 2017-2021 models
	i5: 2024 models and newer
	i4: 2021 models and newer
	i7: 2023 models and newer
	i8: 2016-2020 models
	iX: 2021 models and newer
	X3 PHEV: 2020-2021 models
	X5 PHEV: 2016 models and newer
	X5 xDrive45e: 2022 models and newer
	Cadillac
ELR: 2015-2016 models	
LYRIQ: 2023 models and newer	
Chevrolet	Blazer EV: 2024 models and newer
	Bolt EV: 2017 models and newer
	Bolt EUV: 2022 models and newer
	Spark EV: 2015-2016 models

Eversource Customers	
Electric Vehicle Make	Electric Vehicle Model

	Volt: 2015-2019 models
	Silverado EV: 2024 models and newer
	Equinox EV: 2024 models and newer
Chrysler	Pacifica Hybrid: 2017 models and newer
Dodge	Hornet PHEV: 2023 models and newer
Fiat	500e: 2024 models and newer
GMC	Hummer EV: 2022 models and newer
Honda	Prologue: 2024 models and newer
Hyundai	IONIQ Plug-In Hybrid: 2018 models and newer
	IONIQ Electric: 2017-2021 models
	Ioniq 5: 2022 models and newer
	Ioniq 6: 2023 models and newer
	Kona Electric: 2019 models and newer
	Santa Fe PHEV: 2022 models and newer
	Sonata Plug-In Hybrid: 2017-2019
Tucson PHEV: 2022 models and newer	
Jaguar	I-Pace: 2019 models and newer
Jeep	Grand Cherokee 4xe: 2022 models and newer
	Wrangler 4xe: 2021 models and newer
Kia	EV6: 2022 models and newer
	EV9: 2024 models and newer
	Sorento PHEV: 2022 models and newer
	Optima PHEV: 2017-2020 models
	Niro EV: 2019 models and newer
	Niro PHEV: 2018 models and newer
	Soul EV: 2017-2020 models
	Sportage PHEV: 2023 models and newer

Land Rover	Range Rover PHEV P400e: 2019-2021 models
	Range Rover Sport PHEV P400e: 2019-2021 models
Lexus	RX 450h PHEV: 2023 models and newer
	RZ: 2023 models and newer
Lincoln	Aviator Grand Touring: 2022 models and newer

Eversource Customers	
Electric Vehicle Make	Electric Vehicle Model
	Corsair Grand Touring: 2021 models and newer
Mazda	CX-60 PHEV: 2024 models and newer
	CX-90 PHEV: 2024 models and newer
	MX-30: 2022 models and newer
Mercedes-Benz	GLC PHEV: 2019-2020 models
	S-Class PHEV: 2019 models and newer
	EQ Series: 2022 models and newer
Mini	SE Countryman E: 2018 models and newer
	SE Hardtop: 2020 models and newer
Nissan	Ariya: 2023 models and newer
	LEAF SV: 2018 to 2022 models
	LEAF SL: 2018 to 2022 models
Porsche	992 PHEV: 2022 models and newer
	Cayenne PHEV: 2020 models and newer
	Taycan: 2020 models and newer
Ram	1500 REV: 2025 models and newer

Rivian	R1T: 2022 models and newer
	R1S: 2022 models and newer
Subaru	Solterra: 2023 models and newer
Tesla	Model 3: 2017 models and newer
	Model S: 2012 models and newer
	Model X: 2016 models and newer
	Model Y: 2020 models and newer
	CyberTruck: 2023 models and newer
Toyota	bZ4X: 2023 models and newer
	Prius Prime: 2017 models and newer
	Rav4 Prime: 2021 models and newer
Volkswagen	e-Golf: 2020 models and newer
	ID.4: 2023 models and newer
	Tiguan PHEV: 2023 models and newer
Volvo	S60 PHEV: 2019-2022 models
	S90PHEV: 2018-2021 models
	V60 PHEV: 2020-2022 models

Eversource Customers	
Electric Vehicle Make	Electric Vehicle Model
	XC60 PHEV: 2018-2021 models
	XC90 PHEV: 2016-2022 models

United Illuminating Customers			
Car Make	Car Model and Year	Eligible Tier	
		Baseline	Advanced
Acura	ZDX 2024+	√	√
Alfa Romeo	Tonale 2023+	√	√
Audi	A5 2022+	√	
	A7 2021+	√	
	A8 2020+	√	
	e-tron 2019+	√	√
	Q4 e-tron 2022+	√	√
	Q5 2020+	√	
	3 Series 2016+	√	√
	5 Series 2017+	√	√
	7 Series 2017+	√	√
	i3 2016 – 2021	√	√
	i3 REX 2016 – 2021	√	
BMW	i4 2021+	√	√
	i5 2024+	√	√
	i7 2023+	√	√
	i8 2016 – 2020	√	
	iX 2021+	√	√
	X3 2020 – 2021	√	√
	X5 2016+	√	√
	CT6 2017 – 2018	√	
Cadillac	ELR 2015 – 2016	√	

	LYRIQ 2023+	√	√
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Car Make	Car Model and Year	Eligible Tier
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		Baseline	Advanced
Chevrolet	Blazer EV 2024+	√	√
	Bolt EUV 2022+	√	√
	Bolt EV 2017+	√	√
	Equinox EV 2024+	√	√
	Silverado EV 2024+	√	√
	Spark EV 2015 – 2016	√	√
	Volt 2015 – 2019	√	
Dodge	Hornet 2023+	√	√
Fiat	500e 2024+	√	√
GMC	Hummer EV 2022+	√	√
Honda	Prologue 2024+	√	√

Hyundai	Ioniq 5 2022+	√	√
	IONIQ 6 2023+	√	√
	IONIQ Electric 2017 – 2021	√	√
	IONIQ PHEV 2018+	√	√
	Kona Electric 2019+	√	√
	Santa Fe PHEV 2022+	√	√
	Sonata PHEV 2017 – 2019	√	√
	Tucson 2022+	√	√
Jaguar	I Pace 2019+	√	√
Kia	EV6 2022+	√	√
	EV9 2024+	√	√
	Niro EV 2019+	√	√
	Niro PHEV 2018+	√	√
	Optima PHEV 2017 – 2020	√	√
	Sorento 2022+	√	√
	Soul EV 2017 – 2020	√	√
	Sportage PHEV 2023+	√	√
Land Rover	RR P 400 E 2019 – 2021	√	√
	RR Sport P 400 E 2019 – 2021	√	√
Lexus	RX 450 H 2023+	√	√
	RZ 2023+	√	√
Lincoln	Aviator Grand Touring 2020+	√	
	Corsair Grand Touring 2021+	√	

Mazda	CX-60 2024+	√	√
	CX-90 2024+	√	√
	MX-30 2022+	√	√
Car Make	Car Model and Year	Eligible Tier	
		Baseline	Advanced

Mercedes-Benz	EQ Series 2022+	√	
	S-CLASS PHEV 2019+	√	
	GLC PHEV 2019 – 2020	√	
Mini	SE Countryman 2018+	√	√
	SE Hardtop 2020+	√	√
Nissan	Ariya 2023+	√	√
Porsche	992 2022+	√	√
	Cayenne 2020+	√	√
	Taycan 2020+	√	√
Ram	1500 REV 2025+	√	√
Rivian	R1S 2022+	√	
	R1T 2022+	√	
Subaru	Crosstrek-Hybrid 2019+	√	
	Solterra 2023+	√	√
Tesla	Cybertruck 2024+	√	√
	Model 3 2017+	√	√
	Model S 2012+	√	√
	Model X 2016+	√	√
	Model Y 2020+	√	√
Toyota	bZ4X 2023+	√	√
	Prius Prime 2017+	√	√
	RAV 4 Prime 2021+	√	√

Volkswagen	e-Golf 2020 – 2020	✓	✓
	ID 4 2021+	✓	✓
	Tiguan 2023+	✓	✓
Volvo	S60 2019 – 2022	✓	
	S90 2018 – 2021	✓	
	V60 2020 – 2022	✓	
	XC60 2018 – 2021	✓	
	XC90 2016 – 2022	✓	

EnelX 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.

Benefits of Workplace Charging – Upcoming Webinar

Workplace Charging – An

Underappreciated Part of EV Charging Infrastructure

UPDATE

This program featured panelists Ryan Boggio from Clean Cities, Marriott Dowden from United Illuminating, and Catherine Duncan from the CT Green Bank. Key discussion points:

- There are benefits with workplace charging that accrue to businesses, fleets, and employees.
- There are considerable financial incentives available to customers of Eversource and United Illuminating to offset the cost of the equipment and installation.
- The CT Green Bank offers affordable financing options, as well as the ability to participate in the state's nascent carbon credit market and earn money every year for each charger that is installed.

The webinar has been posted on [YouTube](#).

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We need more EV chargers. Lots more. Significant progress is being made, courtesy of recent federal legislation in particular, but the majority of the firepower is concentrated in expanding DC fast charging along major highway corridors, and to a lesser extent, downtown areas. Workplace charging can fill a critical gap and meaningfully contribute to alleviating range anxiety concerns, along with being a big win for employees and their employers.

Workplace charging benefits:

- Creates charging access for employees who lack it where they live.
- Attract/retain employees.

- Can include charging in employee benefits portfolio.
- Induce employees to go electric when they get their next car (especially if it is part of a program that educates them about EVs).
- Company can be seen as an environmental leader and be part of the conversation locally about moving to net-zero.

For those interested in learning more, there is a webinar scheduled for **June 29th at 12 PM** for one hour, presented by CT Southwestern Area Clean Cities, CT Green Bank, United Illuminating, and the Bridgeport Regional Business Council covering:

- Introduction to workplace charging: understanding the importance of workplace charging infrastructure and its role in supporting the transition to electric mobility.
- Financing an EVSE project: learn from experts at the CT Green Bank and UI as they discuss financing options and opportunities to support workplaces in implementing their EVSE projects.
- Benefits of Workplace charging: discover how workplace charging positively impacts employees, businesses, and the surrounding community.
- Q&A session: engage with our panel of experts and get technical questions answered.

Free registration at this [link](#).

Level 3 Utility Incentives

Fully Subscribed For Cycle One

Applicants Will Have To Wait

Good news/bad news. Demand is strong but the funding isn't there to fully meet it.

A crush of applications for incentives for DC Fast Chargers, the high-powered chargers that can recharge an EV to 80% inside of 30 minutes, most frequently located along highway corridors, has caused the program run by Eversource and United Illuminating to become fully subscribed just six months after its inauguration. This is a 9-year program that runs in three 3-year cycles. So the funds depletion could last until 2025.

Eversource and UI have requested additional funds, so there could be funds available sooner, but it is too soon to know details. Eversource and UI advise that if you had planned to submit an application to follow through with that submission. They continue to evaluate applications and this will establish your place in the queue.

There is still a substantial amount of funding available for level 2 (240 volt) chargers and grants are being made on an ongoing basis.

This does not affect the residential incentives program (which does not include DCFC).

CHEAPR Follow-Up

The increase in the MSRP cap is fully implemented. Vehicles with an MSRP of up to \$50,000 are now rebate-eligible.

There are some vehicles that are eligible that are not yet on

the list of eligible vehicles on the DEEP website. We have gotten a few inquiries about the Ioniq 5 in particular. DEEP is aware of that one and it will be added soon. If you are shopping for an EV and you don't see it included where you think it should be, let us know and we'll pass the info along. This applies not only to newly introduced models but also a new model year of an existing vehicle.

Time To Register For Utility Incentives

Registration Flow Fixes Made

If you have been thinking of registering your EV or charger for the incentives offered through Eversource and United Illuminating, but have been hesitant due to reports of the not-ready-for-prime-time registration funnel, the corrective website development work has been finished and it should be good to go, whether registering a new charger or going the telematics route.

As reported to us by Eversource and UI (the EDCs, a.k.a. utilities) early in the year, due to the finalization of the program occurring around Thanksgiving of 2021, and its starting point of January 1, 2022, there was insufficient time to properly build out the website. This is further complicated by there being 3 parties involved as the EDCs outsource the management of the program. After they presented to the club in January, a number of members tried to register regardless and encountered all sorts of adventures, including finding themselves on an out of state EDC website.

If you register, you will notice that you will be taken from the EDC domain to an EDC subdomain on the vendor's domain. Your EDC account number will serve to link you. Pro tip – when you enter the account number, don't leave spaces. If you do, the registration won't take and the site isn't clear regarding what isn't working.

Have a graphic of your vehicle registration for uploading.

Keep in mind the charger incentives apply only to approved charger units and, similarly, telematics applies to approved vehicles. See this [page](#), which has info for both Eversource and UI.

Feel free to let us know about your experiences. We can forward reports of issues to the EDCs.

This takes you to [Eversource Connected Solutions](#). This is the page for [UI residential](#).

Presentation for Utility Commercial Incentives for EV Charging and Installation

[Eversource UI - Commercial EV Charging for EV Club of CT 5.2022 FINAL](#)

A Return Engagement With Eversource and United Illuminating

Commercial and Multi-Family Residential Is the Focus

The two major Connecticut electric distribution companies (EDCs), Eversource and United Illuminating, will speak to the club at a virtual meeting to be held on May 10th at 7 PM. (EDC is now the term of art, supplanting utility.) This applies to business fleets, businesses providing workplace charging, municipalities, nonprofits, and apartments/condos with 5+ units.

These incentives are part of the program called the EV Rate Design that was developed by the Public Utilities Regulatory Authority.

Free registration is required at this link:
https://us02web.zoom.us/meeting/register/tZ0kd0ysqDgoH9X_1SiBnVxnb75LuntzhG-

The meeting is open to the public.

Registering for Utility Incentives Via Telematics – Latest Update

EV Club Follow Up with Eversource and UI

This post concerns vehicles with telematics. Telematics is where the utility is able to communicate directly with the vehicle, as opposed to a smart charger, the latter being the basic design of the program. This information has been developing, and in some cases, changing. This is the latest. Here goes.

The basic design of the program is to provide subsidies of up to \$1000 for the purchase and installation of smart chargers. In return, the recipient is required to participate in the demand response programs where the utility can throttle the rate of charge during high demand periods. The utility pays then the customer \$200 annually for full participation in the demand response.

One thing that is different than what is in the video of our meeting is that all vehicles, including Tesla, are eligible for a smart charger subsidy. At this time, there are no approved Tesla chargers in the program. That could change if Tesla chooses to submit a charger for qualification (or possibly they have and it is in the approval process). Tesla owners can use an eligible J1772 smart charger and qualify for the hardware incentive. Of course, an adapter will be necessary.

For those people who already have chargers that are not qualified chargers because they are either dumb chargers or

non-approved smart chargers, another way to participate in the program is via telematics, if you have an eligible vehicle. Tesla, Chevrolet, Ford and a few other makes have eligible vehicles. This is the [page](#) that lists eligible vehicles for each company. It is subject to change and is expected to change as this is still early days. There is a \$100 enrollment incentive for people participating via telematics.

Registering for Telematics

Registering for this telematics path is difficult and confusing at this point because Eversource and UI are still in the process of building out their websites and back-end integration. The back-end part of it is further complicated because there are two external vendors involved. One vendor is managing the rebates. The other is managing the telematics. Both utilities are using the same vendor for the rebates, but they are using different vendors for telematics. Consequently, there will be different vehicles that are telematics-eligible for each utility. While it is possible to stumble your way through the process, it is better to wait for the time being. As long as the program registration is done before June, no incentive amount will be lost.

We have provided detailed feedback to the utilities about the pain points in the registration funnels as they exist now.

In the case of Eversource, there is yet another layer because it is retaining its Connected Solutions branding and transitioning it to the new program. This process is not complete and there is old content still on the website. It is possible to link to that old content from the homepage and you may find yourself answering questions that are non-sequiturs. Some members have reported landing on a Massachusetts page. This is all part of the same problem, and the advice is the same – wait.

When we booked the virtual club meeting about this program for

early in the year, we did not realize that there was still be a lot of developmental work to be done by the utilities to get to full implementation. Eversource and UI have advised us that in about a month, they will be able to give us more definitive information regarding the specifics of a more consumer-friendly telematics registration funnel and we will communicate that out when we have them.

Webinars Scheduled for EV Charging Incentive Information

EV Charging Incentive Webinars

Eversource and United Illuminating are doing a series of webinars about the new incentives, the first of them only hours from this posting. They will cover similar ground as the session with the EV Club [here](#), though they are segmenting them as you can see below. When the club presentation occurred, there were some rules that did not seem to be fully baked, so there may be some updated information here. Also, there is more likely to be some EV 101 that was not necessary for our group.

Webinar	Date	Time	Registration
EV Charging for CT Single Family Homes	02/23/22	7:00 p.m.	<u>Register Here</u>

EV Charging for Housing Authorities & Underserved Communities	03/16/22	12:00 p.m.	Register Here
EV Charging for Communities & Community Partners	03/22/22	1:00 p.m.	Register Here
EV Charging for CT Electrical Contractors	03/31/22	9:00 a.m.	Register Here
EV Charging for your Small Business	04/06/22	10:00 a.m.	Register Here
Site Host EV Charging	04/28/22	10:00 a.m.	Register Here

Utility Charging Incentive Follow Up

We have been following up with the utilities on some of the outstanding questions. These are some specific items that came up at the meeting where the information was not available or incomplete. These are a few items for which we have answers.

Plug-in Hybrids

Plug-in Hybrids are eligible! At the meeting we were told that is not the case. That correction has been provided to us.

Third Party Power Supplier

It does not matter who your power generation supplier is.

Number of Incentives Per Household

Our club has a lot of multi-EV households. Each household can sign up for a maximum of 2 incentives. At the meeting, it was said that Eversource had a limit of one, but we confirmed with Eversource that 2 incentives are permitted, the same as with UI.

Make-Ready

Make-Ready is a commercial incentive that is sometimes described as bringing power to the pad or the base upon which the charging unit will be installed. The incentive includes the cost of wiring up the charging unit.

Telematics

Telematics is where the utility communicates directly with the vehicle. It is a way for people who already own a charger, which is not an eligible smart charger to participate, IF you have a vehicle that has telematics capability. Many, though not all Teslas, have telematics. There are non-Tesla EVs that also have telematics. This [page](#) includes telematics-eligible vehicles for Eversource. There could be a slightly different list for UI as the companies use different external vendors to manage this aspect of the program.

We have received feedback that it is difficult to sign up for telematics. The registration funnel on the website is confusing. We have sent detailed feedback on this subject to the utilities and await their response.

Taxes

If you are requesting incentives with a value of more than \$600, you will be required to upload a completed IRS form W-9.

We have a March 4 call scheduled with them. We don't know if

we'll hear anything sooner. If you have anything you'd like for us to ask, or if you have gone through the application process and have comments, please mention it as a comment to the post or email the club at EVClubCT@gmail.com.