



EV ChargeSmart FAQs

Key Terms

What is managed charging?

Managed charging is a broad term that refers to any strategy that optimizes electric vehicle (EV) charging. Passive managed charging relies on customer behavior to adjust charging habits, whereas active managed charging requires direct communication between the utility and vehicle or charger. Adjusting the times that customers charge their vehicles can lower energy prices, alleviate stress on the grid, and reduce greenhouse gas emissions.

What is a conservation event?

A conservation event is a period of high demand when Central Hudson encourages customers to lower their electricity usage. This balances the demand on the grid by encouraging customers to shift when they consume electricity.

What are load-growth areas?

Load-growth areas are certain areas of Central Hudson's territory where distributed energy resources such as conservation events can be used to defer or eliminate the need for costly upgrades to the grid. If you live in one of these areas, you may qualify for Peak Perks Charging Rewards.

Program Overview

What is the EV ChargeSmart Program?

Central Hudson is implementing a managed charging program to incentivize grid-friendly charging behavior among residential EV customers. Central Hudson's EV ChargeSmart Program offers customers two ways to earn incentives depending on if they qualify for one or both pathways:

EV ChargeSmart Program – Central Hudson customers that qualify can earn incentives by shifting their charging habits to off-peak hours (after 7 p.m. and prior to 2 p.m.).

Peak Perks Charging Rewards – Central Hudson customers that qualify can earn **additional incentives** during the summer season (June through September). Central Hudson will call conservation events and automatically pause or reduce the participant's charging session. But don't worry, you will always have control over your charging. Participants are allowed to opt out of up to two events per season without forfeiting their seasonal participation incentive (\$40/season). As a part of this program, customers can also earn a "**Summer Streak bonus**" (\$20) for not opting out of an event all season.

In order to be eligible for Peak Perks Charging Rewards, you must live in an area with [increasing electric demand](#).

Why is Central Hudson offering this and what are the benefits?

As EV adoption in New York state grows, Central Hudson is looking to help customers charge smarter. Central Hudson is offering financial incentives to shift and/or pause when you charge in order to benefit your community. By charging off-peak and/or responding to conservation events, you will help to alleviate grid stress in your community and reduce greenhouse gas emissions, all while saving money.

How do I enroll in the EV ChargeSmart Program?

Visit the EV ChargeSmart website at CentralHudson.com/ChargeSmart to enroll.

How do I stop participating in the program?

To unenroll from the program, please email us at EVChargeSmartCH@icf.com.

Eligibility

How do I know if I am eligible to participate in the program?

To see if you can participate, view the [program eligibility requirements](#).

Why is my EV or home charger not eligible for the program?

The program requires chargers and/or vehicles to be able to connect to the internet to share data and/or receive signals from Central Hudson. Not all chargers and vehicles have this functionality, and those that do must enter into an agreement with Central Hudson to participate. Additional chargers and/or vehicles may be added to the program in the future.

What can I do if my device is ineligible?

Please email us at EVChargeSmartCH@icf.com with your device details. We will notify you if your device is added to the program.

Why does my device require a subscription to participate?

Some EVs require an app or subscription to allow data sharing. Participants must ensure that they have access to their vehicle app and telematics is enabled. Without the appropriate app or subscription, participants won't be able to connect their device to the platform. Estimated subscription costs can be found [here](#).

I live in a multi-unit dwelling (MUD). Am I still eligible to participate?

If your charger is connected to the same electric meter as your unit/apartment, you may be eligible to participate. MUDs with shared community chargers are not eligible to participate. Ask your electrician or property manager to verify that your charger's electricity usage is billed on the same meter and account as the rest of your home.

Participation

How do I earn participation incentives for the EV ChargeSmart Program?

Just charge your car at home during off-peak times and save! You can achieve this by plugging your car in or by scheduling your charging to occur during off-peak times (after 7 p.m. and prior to 2 p.m.) through your EV or charger app.

How does a conservation event work?

During the summer season (June through September), Central Hudson will notify participants via text and/or email of a conservation event, during which the utility will pause or reduce the charging of a participant's device to ease stress on the grid and benefit the community. No action is required on your part!

What if I need to charge my car during a conservation event?

Sometimes, you may be unable to respond to a conservation event. That's OK! Participants are allowed to opt out of a maximum of two events per season without forfeiting their seasonal participation incentive. Simply choose to opt out via the text and/or email notification you received from Central Hudson. However, if you participate in every conservation event for a whole season, you will receive a "Summer Streak" bonus of \$20.

Incentives

How will I receive my incentives?

Your incentives can either be provided as a credit on your Central Hudson bill or mailed to you via check. You can choose your preference when filling out the application.

When will I receive my incentives?

Your incentive payment timelines will depend on which incentives you qualify for.

- Enrollment incentive – within 60 days of being approved for the program.
- ChargeSmart participation incentives – within 60 days of the end of the quarter.
- Peak Perks Charging Rewards participation incentives – within 60 days of the end of the season.

Connectivity

Why do I need to have a reliable internet connection to participate in the program?

Your device (the charger or car you registered to participate with) needs to be able to communicate with Central Hudson to:

- Measure the amount of energy and the time of your energy usage to help us calculate your incentives.
- Respond to conservation events called by Central Hudson if you're enrolled in Peak Perks Charging Rewards.

What do I do if my charger loses connection to the internet?

Please refer to your charger manufacturer's support line for assistance with charger connectivity-related issues.

What happens if my charger or vehicle breaks and I am temporarily unable to respond to events?

Please email us at EVChargeSmartCH@icf.com if your device breaks. We will pause your account while you fix or replace your device. You will be unable to earn participation incentives while your account is paused.

Homeowner App

Do I need to use the Homeowner App to participate?

No, you do not need to have the Homeowner App. This tool serves as an additional resource for you with information on your energy usage and event participation.

Where can I download the Homeowner App?

The [Homeowner App](#) is a web-based application that you can access via a web browser.

Do I need a smartphone to access the Homeowner App?

No, you can access this web-based application via a web browser on your computer or phone.

I can't log in or access my account in the Homeowner App. What should I do?

Reset your account password. Alternatively, you may also use this [link](#) to initiate a secure link that we'll send to your email address.

Security and Data

What information is collected?

The program only collects information necessary for customers to enroll and participate in the program. This information includes but is not limited to customer's name and residential address; customer's utility account; and charging information registered, recorded, or collected by the customer's device. See the program Terms and Conditions for more details regarding program data.

Are my EV and/or home charger data secure?

Yes. Data is encrypted and stored securely.

Why do I have to provide information on my EV and home charger?

This is so we can connect your device to the program platform.

Customer Support

Who do I contact if have questions about the program?

Please contact our customer support team at EVChargeSmartCH@icf.com or **845-763-4001** with any questions about the program.