



TERMS AND CONDITIONS

Eversource Massachusetts Residential Electric Vehicle Managed Charging Program

These Terms and Conditions govern NSTAR Electric Company, doing business as Eversource Energy ("Eversource"), Massachusetts Residential Electric Vehicle (EV) Managed Charging program ("Program"). By submitting a signed application, the customer acknowledges that they have read, understand and agree to these Terms and Conditions. Funding for the Program is limited to the current program term and available only while funds last.

Managed Charging incentives are available to Eversource residential electric customers with an eligible EV or EV charger.

GENERAL REQUIREMENTS

To be eligible to participate in the Program, customers must:

- Be an Eversource residential customer with an active electric account ("Customer"). A residential customer is defined as an existing Eversource Massachusetts customer living in a single-family home or in a multifamily property with four or fewer units.
- Own or lease a plug-in hybrid EV or a battery EV.
- Customers receiving an EV Charger and Wiring Upgrade rebate are required to enroll in Managed Charging and remain enrolled for at least 12 months from the date their device connection is completed.
- Customers enrolling in Managed Charging (and not receiving a charger or wiring upgrade rebate) are required to remain enrolled in the Program for at least 12 months from the date their device connection is completed.
- Customers cannot receive both an EV Charger or Wiring Upgrade rebate and a Managed Charging enrollment incentive when connecting a qualified Charger or EV into the program.
- Enrollment may take the form of up to two vehicles participating via telematics OR one networked Smart Charger.

MANAGED CHARGING REQUIREMENTS

PERFORMANCE INCENTIVES

- Customer enrolled in Managed Charging will receive ongoing performance-based incentives. Customers must meet the minimum Program requirements to earn incentives.
- If eligible, Customer will receive participation incentives semi-annually (spring and fall), reflecting the previous six months of performance.
- **Off Peak Rewards**
 - Customers may earn up to \$120 per year, at \$10 per month for meeting participation goals.
 - Customers successfully meet participation goals by charging at least 90% of the time during off-peak hours (anytime outside of 1pm to 9pm on weekdays) and completing one 15-minute home charging session in a month.
 - If customer charging data is received by the utility customers will receive a monthly notification summarizing their performance from the previous month.
- **Scheduled Charging**
 - Customers may earn up to \$120 per year, at \$10 per month for meeting participation goals.
 - Eversource will coordinate the daily charging schedule.
 - Customer is responsible for adhering to the schedule and must complete at least two 15-minute charging sessions per month without overriding the schedule more than twice to charge on peak.
- Certain customers may be eligible for enhanced and time-limited Managed Charging program offers and incentives. Enhanced incentives may be available only to customers in certain towns or meeting



other geographic requirements defined by Eversource. Please refer to [Eversource.com](https://www.eversource.com) for the latest offerings available.

VEHICLE CONNECTION REQUIREMENTS

- Limit of two incentivized vehicle connections per electric account.
- Enrollment in Managed Charging is required to receive a Vehicle Connection enrollment incentive.
- Vehicles listed on the Electric Vehicle and Charger Qualified Products List (“QPL”) may be eligible to participate. Customers will be provided with activation instructions for connecting their EV or EV charger during the enrollment process. Please refer to the current QPL available at [eversource.com/home-ev-charging](https://www.eversource.com/home-ev-charging)

SMART CHARGER REQUIREMENTS

- The Smart Charger must be listed on the QPL and be installed at the Customer’s service address listed on the application.
- Eversource must be able to confirm manufacturer-supported network connectivity and data availability.

MANAGED CHARGING PARTICIPATION TIMELINE AND WITHDRAWAL

- Customer may unenroll from Managed Charging without penalty after completing the minimum required months of participation.
- Enrollment continues automatically unless Customer unenrolls by emailing: MAManagedCharging@eversource.com.
- If Customer unenrolls prior to completing the minimum required months of participation, they must repay a prorated portion of any EV Charger and Wiring Upgrade rebate (if applicable) or enrollment incentive they may have received. Exceptions may be granted at the sole discretion of Eversource.
- Customers who move within the Eversource service territory may continue to participate if the new residence meets eligibility requirements. Moving outside the service territory is an approved reason for early unenrollment without penalty. Customer must communicate any change of Program participation status to the Program team by emailing MAManagedCharging@eversource.com.
- Rebates and incentives may be changed, modified, substituted, replaced, ceased, or terminated at any time at the discretion of Eversource and/or the State of Massachusetts, with or without notice. Customers’ continued participation in Managed Charging constitutes acceptance of all such changes, replacements, assignments, or terminations.

HOLIDAYS

- For purposes of this Program, holidays are those recognized by the State of Massachusetts, including:
 - New Year's Day, Martin Luther King, Jr. Day, Presidents' Day, Patriots' Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Indigenous Peoples' Day, Veterans' Day, Thanksgiving Day, Christmas Day.
 - On holidays falling on weekdays, participants are not required to curtail their charging.

MANAGED CHARGING INFORMATION SHARING

Customer agrees and authorizes the following:

- Eversource may send emails, text/SMS messages and notifications related to Managed Charging, including enrollment updates and adjustments to the connected charger or vehicle setting.
- Eversource may send emails related to incentive fulfillment.
- The vehicle and/or charger manufacturer will share certain Customer information, potentially including personally identifiable information (PII), charging behavior, opt-outs, and connectivity status (collectively, “Customer Information”), with Eversource or its Program provider for enrollment and participation.
- Eversource may use Customer Information to:
 - Operate, administer, market, evaluate, analyze, change, or improve Managed Charging.



- Prepare aggregated or anonymized reports for third parties, including governmental entities such as the electricity system regulatory bodies.
- Understand and evaluate charging habits to inform the development and creation of utility programs and load planning.
- Eversource may also use and publish information regarding your participation in Managed Charging and your use of the Smart Charger so long as the information is presented in an anonymized, aggregated format (i.e., in a manner that does not identify Customer).
- Eversource will not share or utilize PII outside of Program administration.
- When applicable, Eversource may access up to 12 months of historical charging data prior to enrollment.
- Eversource may use your Program Data for purposes of participating in the Massachusetts Clean Peak Energy Standard (“Clean Peak Standard”).
 - Eversource may share your Program Data with governmental or regulatory entities involved in the Clean Peak Standard, such as the Massachusetts Department of Energy Resources (“DOER”), and third-party program administrator designated by DOER, such as the Massachusetts Clean Energy Center.
 - The Program does not include title to, or the benefits associated with, any environmental attributes associated with the capability of the Program to produce energy, capacity or demand response services, or the reduction of emissions of carbon dioxide or other greenhouse gasses from any anthropogenic source (the “Environmental Attributes”, as further defined herein).
 - Note that if you choose not to participate in the Program, you still have the option of either applying to the Clean Peak Energy Standard Program on your own or working with a separate third-party who can apply on your behalf.

PAYMENT

Payments for complete and accurate applications are issued through the U.S. Postal Service and may require several additional days for delivery. Questions may be directed to EversourceMAResidentialEV@resource-innovations.com.

APPROVAL AND VERIFICATION

EVERSOURCE DOES NOT MAKE ANY WARRANTIES OR REPRESENTATIONS OF ANY KIND, WHETHER STATUTORY, EXPRESSED, OR IMPLIED FOR THE PERFORMANCE OR INSTALLATION OF THE EQUIPMENT AS A RESULT OF THE APPROVAL AND VERIFICATION PROCESS. Customer also grants Eversource the right to confidentially share Eversource account number information internally for rebate processing procedures.

TAX LIABILITY

Eversource is not responsible for any tax liability that may be imposed on Customer resulting from rebates or incentives received.

ENDORSEMENT

Eversource does not endorse any manufacturer, contractor, vendor, product, retailer, or system design.

LIMITATION OF LIABILITY

Eversource’s liability is limited solely to paying the Managed Charging enrollment incentives (if applicable) and participation rewards specified herein, if performance goals were met. Eversource is not liable for any damages arising out of or resulting from participation in the Program, including but not limited to loss of profits, loss of revenues, failure to realize expected savings, loss of data, loss of business opportunity, or similar losses of any kind, as well as any indirect, incidental, punitive, special, or consequential damages, or for any damages in tort connected with or resulting from participation in this Program.

Customer understands that Program funding is provided by Eversource ratepayers with approval from the Massachusetts Department of Public Utilities (“MA DPU”). Eversource does not guarantee ongoing availability of funding and is not responsible for any costs or damages incurred by Customer if funding is reduced or



eliminated by the Commonwealth of Massachusetts or MA DPU action. Funding is subject to change at any time without notice.

CUSTOMER CERTIFICATION

Customer certifies that he/she has purchased the equipment listed on this Application and that the Smart Charger was installed by a licensed contractor at the defined location. Customer agrees that all information is true and that Customer has conformed to all Program and equipment requirements listed.

WARRANTIES

EVERSOURCE DOES NOT WARRANT THE PERFORMANCE OF INSTALLED EQUIPMENT, EXPRESSLY OR IMPLICITLY. EVERSOURCE MAKES NO WARRANTIES OR REPRESENTATIONS OF ANY KIND, WHETHER STATUTORY, EXPRESSED, OR IMPLIED, INCLUDING WITHOUT LIMITATIONS, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE REGARDING THE EQUIPMENT OR SERVICES PROVIDED BY A MANUFACTURER, CONTRACTOR, OR VENDOR. EVERSOURCE SHALL NOT BE RESPONSIBLE FOR COSTS OR CORRECTIONS OF CONDITIONS ALREADY EXISTING IN THE PROPERTY WHICH FAIL TO COMPLY WITH APPLICABLE LAWS AND REGULATIONS. CONTACT YOUR RETAILER, MANUFACTURER, VENDOR OR CONTRACTOR FOR DETAILS REGARDING EQUIPMENT, PERFORMANCE AND WARRANTIES. ELIGIBILITY REQUIREMENTS FOR EV CHARGER AND WIRING UPGRADE AND/OR VEHICLE CONNECTION REBATES.