



Transportation Electrification Program Policies and Procedures Handbook

Commercial Electric Vehicle Charger Rebates

Launch date June 1, 2024



Public Service Company of New Mexico (“PNM”) offers Commercial Electric Vehicle Charger Rebates to facilitate the installation of electric vehicle charging infrastructure. PNM has contracted DNV Energy Services USA Inc. (“DNV”) to implement the Commercial Electric Vehicle Charger Rebate Program. The Commercial Electric Vehicle Charger Rebate Program provides rebates for commercial customers who install qualifying electric vehicle chargers. This document is intended to convey the rules, policies, and procedures that govern Commercial Electric Vehicle Charger Rebate Program administration, including contractor and customer participation.

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PROGRAM OVERVIEW

The goal of the program is to support the installation of electric vehicle chargers at locations throughout PNM's service territories.

PNM offers a number of electric vehicle charger offerings. These offerings include public charging, workplace and fleet charging, multi-family, and mass transit infrastructure rebates.

Installations must be permitted through the local building authority and installations must be performed by a New Mexico EE98 licensed electrical contractor.

PNM rebates are offered with the approval of the New Mexico Public Regulation Commission ("NMPRC").

PNM is not responsible for operation or maintenance costs of electric vehicle charging stations installed through this program.

PNM is not responsible for consumption changes or billing changes due to the customer's decision to install an electric vehicle charging station(s).

1 DEFINITIONS

This section includes a list of terms defined for common use within this program handbook.

Account Holder: The PNM customer of record for the proposed installation location is also known as the account holder. The customer's name must appear exactly as the name on the PNM account and billing information. The customer is responsible for making any changes to their PNM bill prior to submitting an application. Persons listed as co-applicants on the PNM bill may apply as the customer.

Application: The initial form located online to be completed by the customer wherein the project information is provided. The Application is then reviewed, and the customer is notified if additional information is needed.

Applicant: The party responsible for preparing the Application and Final Application in the Online Application portal, typically the PNM account holder or their designated installation contractor.

Application Corrections: Requested by the reviewer if the Application is missing documentation or information necessary for approval.

Contractor: Contracting company hired by the account holder to perform the make ready work and conduct the installation of the charger(s).

Connector: The physical plug inserted into the vehicle receptacle.

Dedicated Parking Spaces for EV Charging: EV charging stations installed with an assigned individual parking space.

Designated Applicant: An individual or entity designated by the PNM account holder to apply on their behalf.

Direct Current Fast Charger ("DCFC"): A charging station utilizing 480 volt, three-phase power. May also be referred to as a level 3 charger. The minimum output for eligible chargers shall be 50kW to participate in PNM rebate programs.

Electric Vehicle or EV: Any vehicle powered by electricity from an external source and registered with the New Mexico Motor Vehicle Division for travel on public roads.

EV Charger: a device with one or more electrical outlets for recharging the batteries of electric vehicles.

EV Charging Station or Charging Station: The equipment that is used to charge at least one EV. A charging station may have more than one connector and is sometimes also called a charging point.

EV Charging Station Rebates: PNM rebate program supporting the installation of Level 2 and/or DCFC stations that

serves residential, multifamily, workplace, fleet, public convenience, mass transit and low to moderate income (“LMI”) subprogram applicants.

Electric Vehicle Supply Equipment (“EVSE”): Electric vehicle supply equipment refers to any equipment or electrical components used specifically in charging electric vehicles at a specific location. EVSE does not include any equipment located on the electric vehicles.

Eligible Make Ready Project Costs: Tangible materials and labor for the installed system, including any work between the PNM meter and the base of the charger, which by definition excludes any PNM line extension costs.

Final Application: The final set of forms to be completed in the application process wherein final documentation is provided and project costs are established.

Rebate Cap: For all rebate categories the rebate cap will be defined per premise (please see the definition for “premise” below).

Installation Location: The installation location is the actual, physical address where the EVSE is being installed. The account holder should be the owner of the utility account in service for this address.

Integration Communications: Describes the open communication protocols that are required for integration with the utility. Some examples are Open Automated Demand Response (“OpenADR”) or Open ChargePoint Protocol (“OCPP”), and transport layer protocols of Wi-Fi and cellular.

Level 2 Charging Station: A charging station utilizing 240-volt, single phase power or 208-volt, three phase power.

Multi-Family Parking Spaces for EV Charging: EV charging stations installed in communal areas where they can be accessed by all residents.

Networked Charging Station: A charging station that has the capability to connect to a system network via an internet connection and offers smart management functions. Some functions offered include managed charging capabilities, price setting, scheduling, user management, and data collection and reporting.

Port: A charging connection to the electric vehicle which is capable of independently charging an EV simultaneously with any other port.

Project Completion: The electric vehicle charging station project is considered completed when it is completely installed, the building permit is satisfied, and the system is capable of being used in the manner for which it was designed. If selected for program inspection, the system is considered completed only once the inspection is completed and passed.

Project Coordinator: The individual in charge of Application review and payment processing.

Public Service Company of New Mexico: Referred to as the Company or PNM.

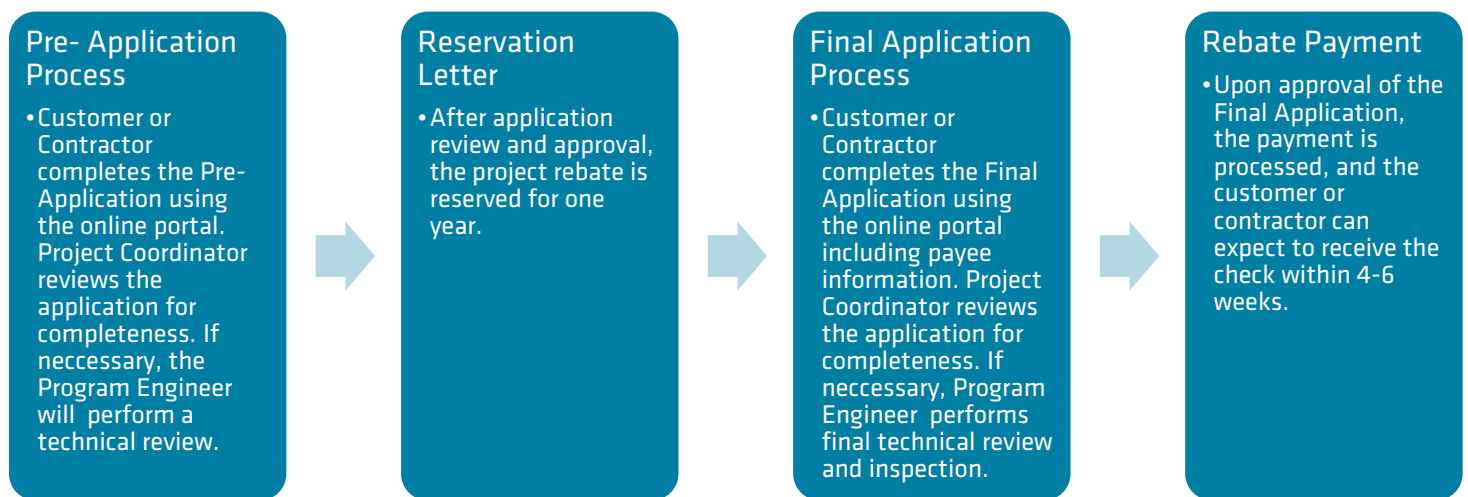
Qualified Products List (QPL): Online listing of the electric vehicle supply equipment that qualifies for the Transportation Electrification Program.

Reservation Letter or Reservation: The Reservation Letter is issued upon pre-approval of the Application by PNM. It will confirm the amount of rebate funds held for the customer, the commercial installation location, output power and brand of EV charging system. The Reservation Letter expires one year from the date of issuance.

2 PROGRAM START DATE

EV Charger Rebate Applications will be accepted through the PNM Online Application portal beginning June 1, 2024. The Final Application must be submitted by the expiration date listed on the Reservation Letter. If the Applicant fails to submit a Final Application by the expiration date listed on the Reservation, or the date granted for the extension, the Reservation is forfeited and ineligible for the rebate payment. The customer may request an extension of up to 90 days with documentation showing why the project is delayed.

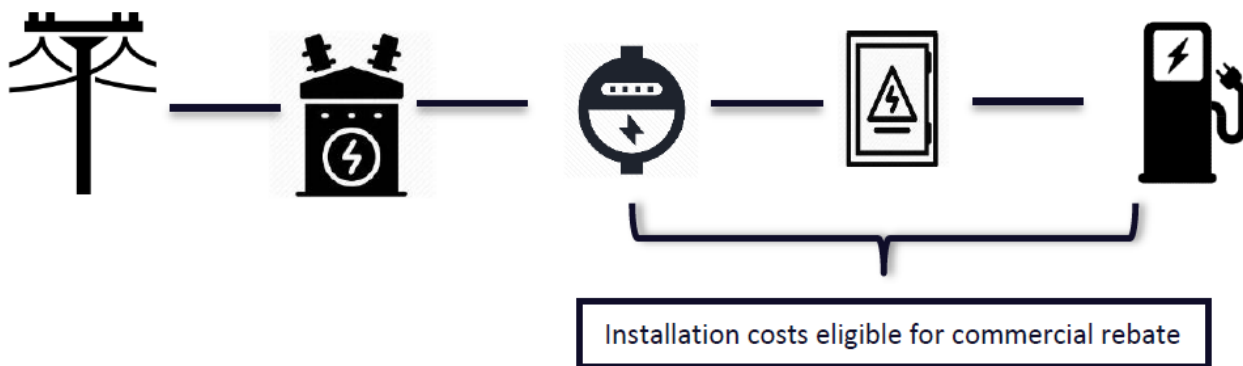
Figure 1. Rebate Application Process



3 ELIGIBILITY

3.1 Customer and Equipment Eligibility

The commercial rebate program is structured around the cost to install infrastructure to the base of the charger. The figure below shows the portion of the required infrastructure that is eligible for a rebate. This differs from the residential category because the commercial charging stations may be manufactured by the owner/operator and the units can become profit centers for themselves. PNM does not believe it is appropriate for the utility to assist a company in purchasing the company’s own equipment.



Charging equipment must be listed on the [Qualified Products list](#) to be eligible for make-ready rebates.

PNM Customers on the following commercial power rates are eligible to participate in the program and apply for rebates:

- Small Power – 2A and 2B
- General Power – 3B, 3C, 3D, 3E, and 3F
- Large Power – 5B
- Mining ≥ 9 MW – 5B
- Irrigation – 10A and 10B
- Water & Sewage Pumping – 11B
- Public Universities – 15B
- Manufacturing ≥ 30 MW – 30B
- Large Service for Station Power – 33B
- Large Power Service ≥ 3 MW – 35B
- SSR – Renewable Energy Resources – 36B

Projects must be located on a PNM customer premise. PNM customers who subscribe to a Distribution Only Service (“DOS”) rate are not eligible for rebates.

3.2 Income-Qualified Communities

Income-qualified communities will be determined using the EPA EJScreen mapping tool, available at <https://ejscreen.epa.gov/mapper/>. Income-qualified communities will be defined as those communities within the Low-Income Population of 80-100 percentile. The tool defines the percentile group as the percent of individuals whose ratio of household income to poverty level in the past 12 months was less than 2 (as a fraction of individuals for whom ratio was determine). The income-qualified community rebates such as the multifamily housing and mass transit rebates will use this tool as guidance for eligibility of program funds.

3.3 Public DCFC

PNM Public DCFC rebates are capped at \$50,000 *per station*. Customers who receive a rebate for the DCFC installation will be required to enroll in the commercial charging rate 3F unless discouraged by electrical system architecture.

To qualify for the rebate, charging stations must meet all of the following criteria:

- Qualified DCFC with minimum 50 kW capacity.
- Accessible to the public.
- Listed by a Nationally Recognized Testing Laboratory
- Provide a non-proprietary charging plug, either SAE Combo or CHAdeMO
- Be networked to a public charging network.
- Smart charging capabilities to program charging windows and respond to external signals through OpenADR or OCPP communications protocol.
- If fee to be charged, DCFC shall have *at least* two payment methods, such as Europay, MasterCard, Visa (EMV) chip reader, app-based payment, or contactless credit card to allow for Point-of-Sale transaction.
- Charging data shall be shared with PNM.
- Installation must be completed after implementation date of the 2024-2026 PNM Transportation Electrification Program.
- For projects intended to serve income-qualified users, the charger ports must be located in an area identified as underserved.
- Proof of completed installation (such as a signed statement) may be required.
- Customer shall enroll in the commercial charging Rate 3F unless discouraged by electrical system architecture.
 - As a default, customers are required to include a price differential to the end-user at the same ratio as Rate 3F (3:1 in the Summer and 2:1 all other months).
- Alternatively, charging stations funded under the National Electric Vehicle Infrastructure (“NEVI”) Formula Program must meet the following requirements in addition to any requirements evaluated by the NEVI reviewers:
 - Must submit proof of funding under NEVI Formula Program.
 - Charging data shall be shared with PNM.
 - Installation must be completed after implementation date of the 2024-2026 PNM Transportation Electrification Program.
 - For projects intended to serve income-qualified users, the charger ports must be located in an area identified as underserved.
 - Proof of completed installation (such as a signed statement) may be required.

- Customer shall enroll in the commercial charging Rate 3F unless discouraged by electrical system architecture.
 - As a default, customers are required to include a price differential to the end-user at the same ratio as Rate 3F (3:1 in the Summer and 2:1 all other months).

3.4 Public L2 Chargers

Public L2 electric vehicle supply equipment can be sited at any public parking space where electrical infrastructure can be installed. Public EV Chargers can either be on a dedicated service or behind an existing customer meter. Customers should be aware of any potential added demand charges if equipment is installed on an existing service.

To qualify for the rebate, Public Level 2 charging stations must meet all of the following criteria:

- Qualified Level 2 charging station.
- Accessible to the public.
- Listed by a Nationally Recognized Testing Laboratory
- Networked to a public charging network.
- For projects intended to serve income-qualified users, the charger ports must be located in an area identified as underserved.
- Smart charging capabilities to program charging windows and respond to external signals through OpenADR or OCPP communications protocol.
- Europay, MasterCard, Visa (EMV) payment capability, either EMV Contact Chip and/or EMV Contactless Chip technologies, must be offered to allow for point-of-sale transaction if a fee is to be charged for the charger's use.
- Charging data shall be shared with PNM.
- Installation must be completed after implementation date of the 2024-2026 PNM Transportation Electrification Program.
- Proof of completed installation (such as a signed statement) may be required.

3.5 Multifamily L2 Chargers

To qualify for the rebate, charging stations must meet all of the following criteria:

- Qualified Level 2 charging station.
- Accessible to residents of multifamily community.
- Listed by a Nationally Recognized Testing Laboratory.
- Networked to a public charging network.
- Smart charging capabilities to program charging windows and respond to external signals through OpenADR or OCPP communications protocol.
- Charging data shall be shared with PNM.
- Installation must be completed after implementation date of the 2024-2026 PNM Transportation Electrification Program.
- Proof of completed installation (such as a signed statement) may be required.

3.6 Workplace L2 Chargers

Commercial customers can access PNM EV Charger rebates to support and encourage their employees to drive EVs by offering workplace charging, as well as achieve electrification of their own business fleet.

To qualify for the rebate, EV Charger installed must meet all of the following criteria:

- Qualified Level 2 charging station.
- Accessible to employee's vehicles at the workplace.
- Listed by a Nationally Recognized Testing Laboratory.
- Networked to a public charging network.
- Smart charging capabilities to program charging windows and respond to external signals through OpenADR or OCPP communications protocol.
- If no fee is charged, signage indicating maximum parking time of 4 hours during business hours to facilitate the increase of the number of vehicles able to access the station during business hours.
- Charging data shall be shared with PNM.
- For projects intended to serve income-qualified users, the charger ports must be located in an area identified as underserved.
- Installation must be completed after implementation date of the 2024-2026 PNM Transportation Electrification Program.
- Proof of completed installation (such as a signed statement) may be required.

3.7 Fleet L2 Chargers

Business fleets represent a significant number of vehicles on the road, and, as such, must be increasingly electrified to support the environmental goals of the TE Statute. To support businesses seeking to replace internal combustion engine vehicles with EV's, PNM will incentivize installation of Level 2 charging stations for fleet vehicle charging.

To qualify for the rebate, EV Charger installed must meet all of the following criteria:

- Qualified Level 2 charging station.
- Accessible fleet vehicles of the workplace. They should not be available to the public.
- Listed by a Nationally Recognized Testing Laboratory.
- Networked to a public charging network.
- Smart charging capabilities to program charging windows and respond to external signals through OpenADR or OCPP communications protocol.
- Charging data shall be shared with PNM.
- For projects intended to serve income-qualified users, the charger ports must be located in an area identified as underserved.
- Installation must be completed after implementation date of the 2024-2026 PNM Transportation Electrification Program.
- Proof of completed installation (such as a signed statement) may be required.

3.8 Fleet DCFC

PNM supports the electrification of fleets by offering rebates for the development of Fleet DCFC charger installations.

To qualify for the rebate, EV Charger installed must meet all of the following criteria:

- Qualified DCFC with minimum 50 kW capacity.
- Charger must not be accessible to the public.

- Listed by a Nationally Recognized Testing Laboratory
- Networked to a public charging network.
- Smart charging capabilities to program charging windows and respond to external signals through OpenADR or OCPP communications protocol.
- Charging data shall be shared with PNM.
- Installation must be completed after implementation date of the 2024-2026 PNM Transportation Electrification Program.
- Proof of completed installation (such as a signed statement) may be required.
- Customer shall enroll in the commercial charging Rate 3F unless discouraged by electrical system architecture.
 - As a default, customers are required to include a price differential to the end-user at the same ratio as Rate 3F (3:1 in the Summer and 2:1 all other months).

3.9 Mass Transit

PNM supports the electrification of mass transit by incentivizing the installation of en route charging stations and/or depot charging stations for municipal mass transit and institutional mass transit that service underserved communities.

- Be used to charge mass transit EVs that have *at least 2 stops* within income-qualified communities.
- Listed by a Nationally Recognized Testing Laboratory
- Smart charging capabilities to program charging windows and respond to external signals through OpenADR or OCPP communications protocol.
- Charging data shall be shared with PNM.
- Installation must be completed after the implementation date of the PNM Transportation Electrification Program
- Proof of completed installation (such as a signed statement) may be required.

4 PROGRAM AUTHORIZED CONTRACTOR REQUIREMENTS

To create a positive customer experience and to ensure that program funds are being administered correctly and accurately, a Program Authorized Contractor must adhere to standards of acceptable behavior and performance. This includes, but is not limited to:

- Complete and accurate program Applications.
- Accurate representations of the program to customers.
- Submission of original customer signatures on Final Applications.
- Submission of valid product invoices that accurately match the chargers submitted for rebates.
- Submission of valid supporting documentation.
- The complete and accurate installation of qualified new (not used) chargers represented in an Application.
- Adherence to all applicable policies and procedures in this document.

Violation of any one of these standards could result in notification to customers of concerns regarding the contractor, exclusion from future Application submission or any bonus offers (should they become available), and, if applicable, removal of a program authorized contractor from the PNM Authorized Contractor network. Should an alleged violation occur, the contractor will be contacted and, if necessary, a meeting will be called within five business days to discuss the issue and determine possible steps that might be taken.

4.1 PNM Authorized Contractor Network Requirements

Contractors, vendors, and service providers who meet certain training and program participation standards are given PNM Program Authorized Contractor status. Inclusion in this network is designed to improve familiarity with the program benefits, increase customer satisfaction and provide the program team with a better understanding of how to interact with and support contractors, vendors, and service providers in the marketplace.

To become an authorized PNM Program Authorized Contractor, all of the following requirements must be met:

- Submit a signed PNM Authorized Service Provider participation agreement and a signed W-9 (W-9 must have a physical address of business; a P.O. Box will not be accepted).
- EV Charger installation contractors must possess a current New Mexico EE98 license.
- Provide a certificate of insurance with the required policy limits, additional insured, and waiver of subrogation per the contractor agreement.
- Attend an initial program orientation & training and annual program training session.
- Submit at least one rebate application per program year resulting in payment.

Once the applicant business completes these requirements, they will be granted PNM Program Authorized Contractor status. The Program reserves the right to remove authorized contractors from the network should any issues arise with their company while participating as a service provider.

A business who becomes a PNM Program Authorized Contractor has access to certain aspects of the program that are not available to all contractors, such as:

- Access to the PNM Authorized Contractor portal.
- Listing in the online EV Charger Authorized Contractor directory.
- Opportunity to participate in advisory and focus groups.
- Presentations at events with multiple customers.
- Large-customer visits with program team members.
- Supplies of printed or digital PNM program marketing materials.
- Ability to identify themselves as designated PNM Authorized Contractors in the Program.

5 THIRD PARTY PAYMENT AUTHORIZATION

Customers may assign payment of Application rebates to third parties in one of the following two scenarios:

5.1 Program Authorized Contractor or out of network Contractor

Customers may assign payment of their rebates directly to a contractor that performs work included in that Application only if the following eligibility requirements and procedures are met:

- To receive third-party payment, the contractor must provide the customer with the third-party payment authorization form that must be completed and signed by the customer and submitted with the Final Application.
 - This form is available to contractors via the Online Application.
 - The contractor will deduct the rebate from the balance of their final invoice to the customer.
 - The payee's W-9 must be submitted with the Online Application; failure to provide the W-9 will result in any rebates being made payable to the PNM account holder.
- A PNM Authorized Contractor that violates any of the standards listed above may be removed from third-party payment eligibility following the steps listed above.

- This removal includes any and all other contractor affiliations, DBAs and other employment relationships.
- If a contractor has been removed from the PNM Authorized Contractor network, any assigned rebate payments will be made payable to the customer.

5.2 Landlord/Tenant

Customers may assign payment of Application rebates directly to a landlord or tenant, but only if the following eligibility requirements and procedures are met:

- The tenant must be located within the landlord’s facility identified in the project Application.
 - Being “located” is defined as doing business within the location.
 - An inspection may be required to confirm eligibility.
 - Failure to prove eligibility will result in any rebates being made payable to the PNM account holder (customer).
- To receive third-party payment, the landlord/tenant must provide the customer with a landlord/tenant payment authorization form that must be completed and signed by the customer and submitted with the Final Application.
 - This form is available to qualified landlords and tenants provided by the program team and is required to be submitted with the Final Application.
 - The landlord/tenant’s W-9 must be attached to the form; failure to provide the W-9 will result in any rebates being made payable to the PNM account holder.

6 PROJECT SITING

Multifamily Charging: Charging Stations must be available for tenants of the multifamily property and cannot be in an area inaccessible to them.

Workplace Charging: Charging Stations must be available for employees and cannot be located in parking areas inaccessible to workers.

Public L2 and DCFC Charging: Charging Stations must be available to the public and cannot be located in areas inaccessible to the public.

Fleet Charging: Charging stations must be available for charging the fleet vehicles of a business.

Mass Transit: Charging stations must be available for mass transportation vehicles.

7 REBATES

Rebates in excess of \$600 annually may be considered taxable income. If rebates or incentives received from PNM are in excess of \$600, this information will be reported to the IRS, and the customer will receive a Form 1099.

7.1 Public Direct Current Fast Charger Make-Ready Rebate

To support businesses that would like to install DCFCs, a total budget of \$6,250,000 for installation of approximately 125 DCFC chargers was approved by the NMPRC. PNM rebates are capped at 100% of the project costs, up to \$50,000 per DCFC.

No single service address shall qualify for more than four rebates.

7.2 Public Level 2 Charger Make-Ready Rebate

Level 2 public charging stations must be sited at publicly accessible parking spaces. Public chargers can either be a dedicated service or behind an existing customer meter. Customers should be aware of any potential added demand

charges if chargers are installed on an existing service. A total budget of \$625,000 for the installation of approximately 125 Level 2 public charging ports, with a cap of \$5,000 per port was approved by the NMPRC. All project rebates are capped at 100% of total project cost.

No single service address shall qualify for more than four rebates.

7.2.1 Public Level 2 Charger Make-Ready Rebate - Income-Qualified

A budgetary carve-out of 20% of the Public Level 2 Charger Make Ready budget (\$125,000) is reserved for the installation of public level 2 chargers in underserved communities. Rebates are capped at 100% of the total project cost, up to \$5,000 per port.

No single service address shall qualify for more than four rebates.

7.3 Workplace and Fleet Charger Make-Ready Rebate

Workplaces are the second most frequent place that customers park for long periods of time. To support workplaces that want to encourage their employees to drive EVs by offering workplace charging as well as offer rebates for fleets that want to begin electrifying the fleet, a \$625,000 budget for the installation of 125 workplace chargers, with a cap of \$5,000 per port, was approved by the NMPRC. All project rebates are capped at 100% of the total project cost.

No single service address shall qualify for more than four rebates.

7.3.1 Workplace and Fleet Charging Income-Qualified

A budgetary carve out of 20% (\$125,000) is reserved for the installation of Level 2 charging ports in underserved communities. Rebates are capped at 100% of the total project cost, up to \$5,000 per port.

No single service address shall qualify for more than four rebates.

7.4 Multifamily Charging Make-Ready Rebate

Addressing multifamily charging is key to ensuring that customers who live in multifamily properties can charge at home. Multifamily charging presents unique challenges because it can be very difficult to install typical residential chargers behind a specific resident's service panel, and it is typically more cost-effective for residents of multifamily housing units to share infrastructure. As a result, multifamily incentives are included in the commercial segment because it is expected that charger at multifamily properties will be placed behind the commercial property meter. In circumstances where a resident places a Level 2 charger behind their residential electric service meter, customer are eligible to participate as a residential Level 2 rebate applicant.

To encourage the installation of Level 2 charging stations at multifamily housing units, a \$200,000 budget was approved for the installation of 40 multifamily Level 2 ports, with a cap of \$5,000 per port. All project rebates are capped at 100% of the total project cost.

No single service address shall qualify for more than four rebates.

7.4.1 Multifamily Charging Income-Qualified

A budget of \$400,000 is reserved for the installation of 40 Level 2 charging ports in income-qualified communities, with a cap of \$10,000 per port. All project rebates are capped at 100% of the total project cost.

No single service address shall qualify for more than four rebates.

7.5 Mass Transit Rebate

A total budget of \$3,000,000 to support the electrification of mass transit was approved by the NMPRC. There is no limit on the number of installations that a single service address may qualify for; however, no single entity may receive more than one-third of the total budget for the duration of the Program.

8 RATES

The commercial rate varies between summer and non-summer months and is based on the cost of energy. Table 1 shows the proposed time windows and the associated energy costs for the commercial EV charging rate. The pricing ratios of on-peak to off-peak of approximately 2:1 in the non-summer months and approximately 3:1 in the summer months to incentivize customers to avoid charging during the peak periods. Table 1 shows the time windows and associated energy charges for the commercial EV charging rate.

Table 1. Commercial Charging Station Pilot – Rate Schedule #3F

	Proposed TOU hours for Rate 3F*	Proposed Energy Rate
On-peak		
Summer	5:00-10:00pm, Monday-Sunday (35 hours/ week)	\$0.1865171/kWh
Non-summer	5:00-8:00am and 5:00-8:00pm, Monday-Sunday (42 hours/ week)	\$0.1380762/kWh
Off-peak		
Summer	All other hours (133 hours/ week)	\$0.0642196/kWh
Non-summer	All other hours (126 hours/ week)	\$0.0642196/kWh

*Some projects may be unsuitable for separately metered service due to excessive line extension costs. Customers who are pursuing projects in this category are encouraged to discuss their particular project with the PNM Transportation Electrification Program Team to determine eligibility for a waiver to this requirement. Waivers to this requirement are granted at PNM's sole discretion, and customers who fail to place their EVSE onto a separately metered circuit will not, under any circumstance, qualify for the Non-Residential Charging Station (3F) Pilot rate; instead, the applicable tariff will be determined based on energy use and demand characteristics for the proposed service. PNM's current rates can be reviewed at <https://www.pnm.com/rates>.

9 PRE-APPLICATION PROCESS

Applications can be submitted online through the PNM Transportation Electrification Program Online Application portal which can be accessed here: <https://evready.pnm.com/apply/pnm>.

9.1 Online Pre-Application Submission

PNM Transportation Electrification Program rebate pre-applications can be submitted through the Online Application portal. To begin the Application, the customer must register for an online account. When the account has been confirmed, the Application process may begin. Duplicate Applications or multiple submissions for the same project will be rejected. Transportation Electrification Program Project Coordinators will review Applications based on a first-come first-served basis in the order submitted. Upon pre-Application approval, a Rebate Reservation Letter will be issued to the customer. Pre-Applications are reviewed within 15 calendar days, excluding holidays, to confirm customer program eligibility and that the required documents are provided. Communications are sent by email to program participants. Accurate email addresses are required for ALL program participants.

9.2 Rebate Reservation

Pre-Applications are reviewed in the order in which they are received. Correct and complete Pre-Applications will receive a Reservation Letter which will include the following information: Application number, Application type, service address, date of reservation, expiration date of reservation, and estimated maximum eligible rebate payment. A customer may withdraw a Reservation at any time, with a written request to the PNM Transportation Electrification Program. A Reservation extension may be requested via email stating the reason(s) for extension needed. PNM has the right to deny or grant any extension request.

9.3 Pre-Application Changes

If the Pre-Application is deemed incomplete or lacking documentation, the reviewer will request Application corrections to be submitted by the customer. The customer must resubmit the Application with corrections within 20

business days for re-review. Deficient Applications that are not corrected within 20 business days of the applicant being notified of the deficiency are canceled. Customer may re-apply using a new Application, but subsequent Applications are subject to the Program rules in place at the time of the new Application.

Account holder changes: The account holder name for an Application may be changed before Project completion by the original account holder with written request to PNM. The new utility account number in the name of the new account holder must be provided with the change request.

10 FINAL APPLICATION PROCESS

10.1 Online Final Application Submittal

PNM Transportation Electrification Program EV Charger Final Applications can be submitted through the Online Application portal after installation is complete. To begin the Final Application if no Pre-Application was submitted, the customer must first register for an online account. When the account has been confirmed, the Application process may begin. Duplicate Applications or multiple submissions for the same project will be rejected. Project Coordinators review Applications based on a first-come first-served basis in the order submitted. Final Applications are reviewed within 21 calendar days to confirm customer program eligibility and that the required documents are provided. Communications are sent by email to program participants. Accurate email addresses are required for ALL program participants. Final application and required documentation are required to be submitted within 20 days of project completion.

10.2 Required Documentation

The Final Application must include the following:

- Signed Final Application by customer
- Signed Third-Party Authorization (if applicable)
- W-9 for customer or third-party payee
- Detailed EV Charger project cost documentation: make ready costs, electrician costs (if applicable) and/or charger costs (invoice, receipts)
- Manufacturer's specifications for installed charging equipment
- Verification of business type for the installation location. Examples of documentation include: copy of the Business License or NAICS code. If the installation location does not have a business license, then valid eligibility documentation could include a business brochure, website, pending business license, business plan, or other document to demonstrate the installation project is for the designated commercial program category
- Site plan
- If applicable, a copy of the satisfied building permit from the local jurisdiction indicating the date of satisfactory final system inspection
- If funded under the National Vehicle Infrastructure ("NEVI") Formula Program, applicant must submit proof of funding under NEVI

10.3 Final Application Changes

If the Final Application is deemed incomplete or lacking documentation, the reviewer will request Application corrections to be submitted by the customer. The customer must resubmit the Application with corrections within 20 business days for re-review. Deficient Applications that are not corrected within 20 business days of the applicant being notified of the deficiency will be canceled.

11 REBATE PAYMENT

Final Applications will be reviewed within 21 calendar days of submission. Once the reviewer processes and accepts the Final Application, the project will be engineer-reviewed and may be inspected. After the project Final Application is approved for payment, the rebate payment in the form a check to the designated payee will be issued within 4-6 weeks.

12 CANCELLATION, WITHDRAWAL AND FORFEITURE

Upon written request from the customer to PNM, an Application may be cancelled or withdrawn.

A Final Application is forfeited if it is not submitted by the expiration date listed on the Reservation Letter or the date granted for the extension.

Reserved funds for withdrawn, cancelled, and forfeited Applications are returned as available to the Program. Account holders may reapply to the program, but subsequent Applications are subject to the Program rules in place at the time of the new Application.

Program funds will be available until exhausted.

13 CONTACT INFORMATION

PNM Transportation Electrification Program

EV Charger Rebates

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