



Transportation Electrification Program

Policies and Procedures Handbook

Home Electric Vehicle Charger Rebates

Launch date June 1, 2024



Public Service Company of New Mexico (“PNM”) offers the Residential 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 Program and process rebates for residential customers who install qualifying electric vehicle chargers in their home. This document is intended to convey the rules, policies and procedures that govern Residential Electric Vehicle Charger Rebate administration, including contractor and customer participation.

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WELCOME & OVERVIEW

Welcome to the PNM Transportation Electrification Program. You are joining a growing number of New Mexicans committed to a sustainable and clean energy environment and for that we thank you!

PNM has you in mind as we work together to increase the adoption of EVs throughout our communities and provides financial support to offset the cost(s) of purchasing and installing an EV charger for your home.

In this handbook, you will find helpful guidance and information about how to apply and qualify for Program rebates.

The Program offers a rebate up to \$500 toward the purchase of a qualifying home charger plus up to \$1,500 to offset the cost of installation. Income qualified applicants are eligible for a rebate up to \$750 toward the purchase of qualifying EV charging equipment plus up to \$3,500 to offset the cost of installation. Residential EV Charger Rebate Applications are reviewed and approved on a first-come, first-served basis, until funds are exhausted. Home charger rebates are limited to two per service address and the installation rebate is limited to one per service address.

Please feel free to contact us for more information or with any questions at phone # (505)355-6286, toll free at (888)-505-1873, or via email at TEP@pnm.com.

Sincerely,

The PNM Transportation Electrification Program Team

1 DEFINITIONS

This section includes a list of commonly used acronyms and terms found throughout this 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 application.

Application: The initial form to be completed by the customer or their hired contractor 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.

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

Auto Dealer: The NM automotive dealer that has entered into agreement with PNM to provide point-of-sale rebates to income-qualified customers.

Contractor: Contracting company hired by the Applicant to conduct the installation of the charger(s).

Connector: The physical plug inserted into the vehicle receptacle.

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.

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

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

Project Coordinator: The individual in charge of the application review and rebate payment process.

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

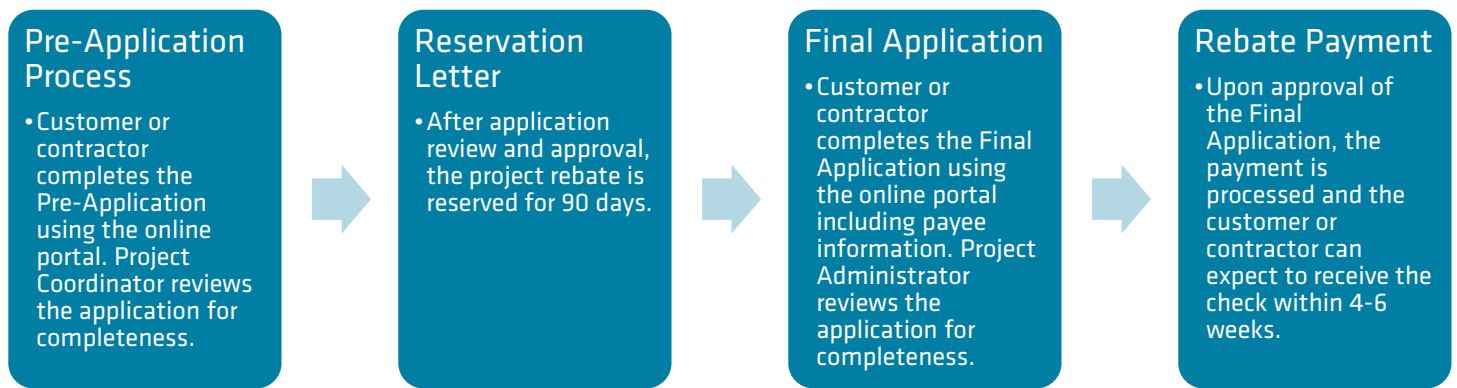
Reservation Letter or Reservation: The reservation letter is issued upon approval of the Pre-Application by the Program. It will confirm the amount of the rebate funds held for the customer, the project (application) number, application type, and equipment installation address. The reservation letter expires 90 days from the date of issuance.

2 APPLICATION PERIOD AND SELECTION DATES

Home EV Charger Rebate Applications are accepted through the online application portal:

<https://evready.pnm.com/apply/pnm>. The customer may submit a Final Application without prior reservation of rebate funds. The Final Application is required to be submitted within 20 days of project completion, but no later than the expiration date of the Pre-Application reservation letter, if applicable. If the applicant fails to submit a complete Final Application by the expiration date listed on the reservation, the reservation is forfeited and ineligible for the rebate payment. In the event a reservation is forfeited, a customer may reapply, pending eligibility of funds.

Figure 1. Rebate Application Process



You may use your discretion when applying for a rebate to submit a Final Application without first reserving rebate funds through submission of a Pre-Application. A Pre-Application is not required but is the only method to reserve funds for their project. A Pre-Application is suggested where completed installation of equipment may take more than 30 days, or if Program budget is nearing exhaustion.

3 ELIGIBILITY

3.1 Customer and equipment eligibility

If your home service is on residential power rates 1A or 1B, you are eligible to apply. No single service address shall qualify for more than two home charger rebates and one installation rebate. To qualify, you must consent to share EV charging data with PNM, agree to be automatically enrolled in the Whole Home EV (“WHEV”) rate, and you or your installation contractor must provide proof of purchase and a charger data sheet showing that the charger meets all of the following criteria:

- Is a Level 2 charger from the Qualified Product List.
- Is listed by a Nationally Recognized Testing Laboratory (“NRTL”)
- Has smart charging capabilities to program charging windows and respond to external signals through Open ADR or OCPP communications protocol.
- Can connect to WIFI or cellular connection (Income-qualified customers who do not have WIFI already available at their home are not required to obtain WIFI to qualify for the rebate.)
- Charger was purchased after the implementation date of the 2024-2026 Transportation Electrification Program.

Proof of completed installation of your home charger is required. At final rebate application, you will need to submit proof of your EV ownership via vehicle registration at your PNM service address.

3.2 Income-qualified customer eligibility

Customers who fall at or below 200% of the federal poverty level can qualify for additional rebates for their home charger and installation. You can easily self-identify for these home charger and installation rebates by comparing your household occupancy and income in the table below.

Table 1. 2024 Poverty Guidelines: 48 Contiguous States (all states except Alaska and Hawaii) – Effective Jan. 1, 2024

| Household/ Family Size | 200% of Poverty Guideline |
|------------------------|---------------------------|
| 1 | \$30,120.00 |
| 2 | \$40,880.00 |
| 3 | \$51,640.00 |
| 4 | \$62,400.00 |
| 5 | \$73,160.00 |
| 6 | \$83,920.00 |
| 7 | \$94,680.00 |
| 8 | \$105,440.00 |
| 9 | \$116,200.00 |
| 10 | \$126,960.00 |
| 11 | \$137,720.00 |
| 12 | \$148,480.00 |
| 13 | \$159,240.00 |
| 14 | \$170,000.00 |

For more information about the poverty guidelines visit: <http://aspe.hhs.gov/poverty>.
 Source: U.S. Department of Health and Human Services, Office of the Assistant Secretary for Planning and Evaluation.

You must also meet the following criteria:

- Install a qualified Level 2 home charger as described in Section 3.1.
- Self-identify as meeting the income qualifications.
- Provide proof that installation was completed after the implementation date of the 2024-2026 Transportation Electrification Program.
- Proof of completed installation (such as a signed statement or post installation photos) is required.

4 PROGRAM AUTHORIZED CONTRACTORS

To create a positive customer experience and to ensure that program funds are being administered correctly and accurately, PNM offers a Program Authorized Contractor network to take the guesswork out of choosing and installing a qualified charger. You are encouraged, but not required, to select a network contractor; you may engage an out of network service provider of your choice. The benefit of selecting a Program Authorized Contractor is that they must adhere to standards of acceptable behavior and performance. This includes, but is not limited to:

- Complete and accurate program application submittals.
- 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 a new (not used) charger represented in an Application.
- Adherence to other provisions of this handbook.

4.1 PNM Program Authorized Contractor Network

Contractors who meet certain training and program participation standards are given the Program Authorized Contractor status and appear on the contractor search tool. Inclusion in this network is designed to provide you with a turnkey solution to purchasing and installing qualified home charging equipment and complete the rebate application for you. This simplified path increases customer satisfaction and provides the Program Team with a better understanding of how to interact with and support contractors in the marketplace.

To become a TEP Authorized Contractor, all the following requirements must be met:

- Submit a signed PNM Transportation Electrification Program Authorized Contractor Application and a signed copy of the company's W-9 (W-9 must have a physical address of business; a P.O. Box will not be accepted).
- Possess a current New Mexico EE98 or GB-98 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 paid Application per program year.

Once a contractor completes these requirements, they will be granted Program Authorized Contractor ("PAC") status. PNM reserves the right to remove contractors from PNM Authorized Contractor Network should any issues arise with their company.

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

- Listing in our online TEP Authorized Contractor directory at <https://ev.pnm.com/easy-install/>
- Opportunity to participate in advisory and focus groups.
- Presentations at events with multiple customers.
- Large-customer visits with program team members.
- Supplies of printed PNM branded program marketing materials.
- Ability to identify their business as designated PNM TEP Authorized Contractor.

5 THIRD PARTY PAYMENT AUTHORIZATION

Rebate application rebate payments are issued to the PNM account holder/customer, however, there are two instances in which the customer may assign payment of the rebate to another party as described below.

5.1 Assignment of rebate payment to hired contractor or TEP Authorized Contractor

You may choose to have the rebate paid directly to you in a check via USPS, or you may choose to direct the payment of your rebate to your Program Authorized Contractor, who will reduce your final invoice by the amount of the rebate, providing an instant discount on your purchase.

If you assign payment of Application rebates directly to the contractor you hired to perform work included in that Application, the following eligibility requirements and procedures are met:

- To receive third-party payment, the contractor must provide you with a 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 contractor via the Online Application.

- A contractor that violates any of the standards listed above may be removed from third-party payment eligibility.
 - This removal includes any and all other contractor affiliations, DBAs and other employment relationships.
 - If the contractor has been removed from the PNM TEP Authorized Contractor program, any assigned rebate payments will be made payable to the customer.

5.2 Assignment of rebate payment to 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.
 - 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 REBATES

The Program offers a rebate of up to \$500 toward the purchase of your qualifying EV home charger plus up to \$1,500 to offset the cost of charger installation. The rebate is capped at the cost of the EV charger or \$500, whichever is less.

Income-qualified applicants can receive up to \$750 for the cost of the EV charger plus up to \$3,500 toward the installation cost of the EV charging equipment. Applications are reviewed and approved on a first-come, first-served basis until funds are exhausted.

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 RATES

See the table below for a description of the Whole Home Electric Vehicle (WHEV) rate as it would apply to customers. The rate is periodically updated by order of the NM PRC, and the most current rate is available at www.pnm.com/rates under the 1A Residential Service Rate Tariff.

Table 2. WHEV Rate

| Time period | | WHEV \$/kWh (June, July, Aug) Rate | WHEV \$/kWh (All other months) Rate |
|--|---------|---------------------------------------|--|
| 5:00 am-10:00 pm electricity usage | Block 1 | \$0.0748255 / kWh | \$0.0748255 / kWh |
| | Block 2 | \$0.1240339 / kWh | \$0.1070240 / kWh |
| | Block 3 | \$0.1664298 / kWh | \$0.1408090 / kWh |
| WHEV electricity usage (10:00 pm- 5:00 am) | | \$0.0315696 / kWh | \$0.0315696 / kWh |

In exchange for receiving the rebate, you consent to enrollment in the WHEV. With this special rate you can enjoy charging your EV at the super low rate of approximately \$.03 per kilowatt hour from 10:00PM to 5:00AM. The added bonus is that any electricity used in your home during this period is at this low rate. After your final application is processed for payment, PNM will contact you about exchanging your meter to accommodate the Whole Home EV rate.

8 PRE-APPLICATION PROCESS

Applications can be emailed or submitted online through the PNM online application portal which can be accessed at <https://evready.pnm.com/apply/pnm>. If you purchase or install your home charger prior to obtaining a notice of reservation, this is acceptable if purchased after the launch date of June 1, 2024.

8.1 Online Pre-Application Submittal

Pre-Applications can be submitted directly through the online application portal. To begin the online application you must register for an online account. When your account has been confirmed, the application process may begin. Duplicate applications or multiple submissions for the same project will be rejected. Program Project Coordinators review applications based on a first-come first-serve basis in the order submitted. Upon Pre-Application approval, a Reservation Letter will be issued to you, reserving funds for 90 days. Applications are reviewed within 15 calendar days, excluding holidays, to confirm your eligibility and that all of the required documents are provided. Communications about your application will be sent by email to you. Please ensure that you provide accurate email addresses and phone numbers in your application.

8.2 Required Pre-Application Documentation

Your Pre-Application must include the following:

- Completed and signed Terms and Conditions.

Pre Applications for home chargers are not required but are recommended to reserve funds.

8.3 Rebate Reservation

Correct and complete Pre-Applications that are approved will receive a Rebate Reservation Letter and will include the following information: application number, application type, residence address, date of reservation, expiration date of reservation, and maximum eligible rebate payment. The reservation of funds does not represent a guarantee of payment. Applicants may change their residence address on an active reservation to another address within the PNM service territory if the information provided is for the same customer. The new residence location will be recorded in the online application, but the Reservation Letter will not be revised. The terms of the original Reservation Letter would apply to the new residence location. You may withdraw your reservation at any time by submitting a written request to PNM. A reservation extension may be requested via email stating the reason(s) for the extension needed. PNM has the right to deny or grant any extension request.

8.4 Pre-Application Changes

If your Application is deemed incomplete or lacking documentation, the reviewer will request application corrections to be submitted. You must resubmit the documentation or Application with corrections within 20 business days for re-review. Deficient applications that are not corrected within 20 business days of your notification of the deficiency are canceled and the rebate is forfeited.

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.

9 FINAL APPLICATION PROCESS

9.1 Online Final Application Submittal

A Final Application can be submitted without prior Pre-Application reservation of funds and can be submitted through the online application portal after installation is complete (“straight to Final”). Final Applications are to be submitted within 20 days of project completion. If you did not submit a Pre-Application, to begin your Final Application you must register for an online account. When your 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. Applications are reviewed within 15 calendar days, excluding holidays, to confirm customer program eligibility and that the required documents are provided. Communications will be sent by email to you about your application. Please ensure that you provide accurate email addresses and phone numbers in your application.

9.2 Required Final Application Documentation

The Final Application must include the following:

- Charger Purchase Receipt.
- Data/specification sheet of the EV charger.
- Current registration for an electric vehicle matching service address within PNM service territory.
- Post installation photos of equipment.
 - Equipment make/model in place
 - Serial Number of equipment
- Completed and signed Application Agreement – all pages.
- Itemized Installation Invoice including description of work performed, labor, and material costs
- Final Application Changes

If the Application is 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 and rebates forfeited.

10 REBATE PAYMENT

Once the reviewer processes and accepts the Final Application, the project will be engineer reviewed and may be inspected. After Final Application Approval, the rebate payment in the form of a check will be issued within 4-6 weeks and mailed to the designated payee mailing address.

11 CANCELLATION, WITHDRAWAL AND FORFEITURE

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

A Final Application is forfeited if it is not submitted within 20 days of project completion but no later than 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. You 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 are available until exhausted.

12 CONTACT INFORMATION



Contact us with
any questions.

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