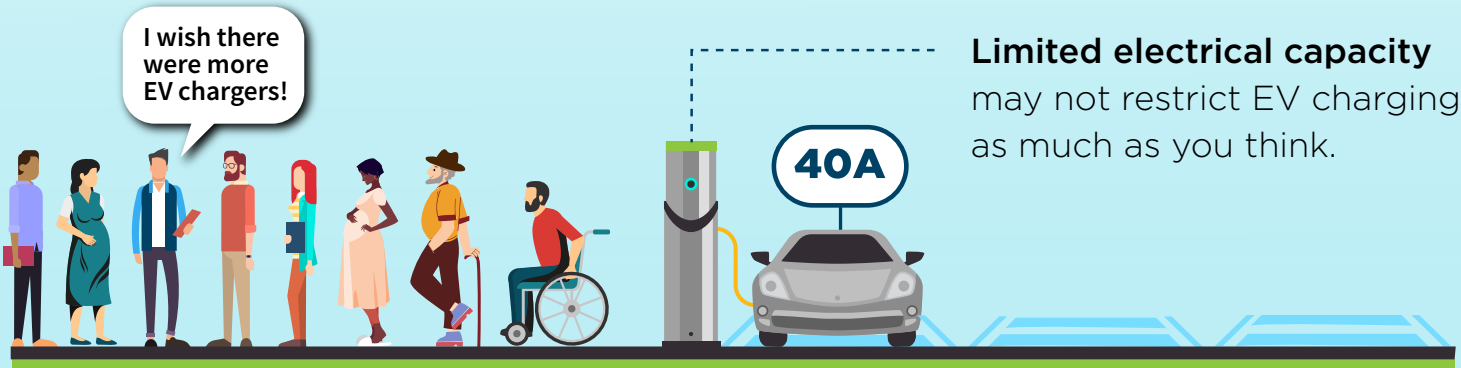
San Francisco Water Power Sewer
Services of the San Francisco Public Utilities Commission

Ver. October 26, 2026

EV CHARGE SF

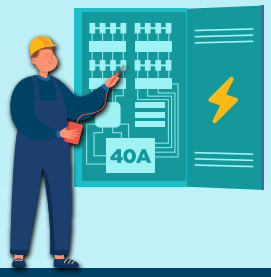
Program Handbook

For CleanPowerSF and Hetch Hetchy Power Customers



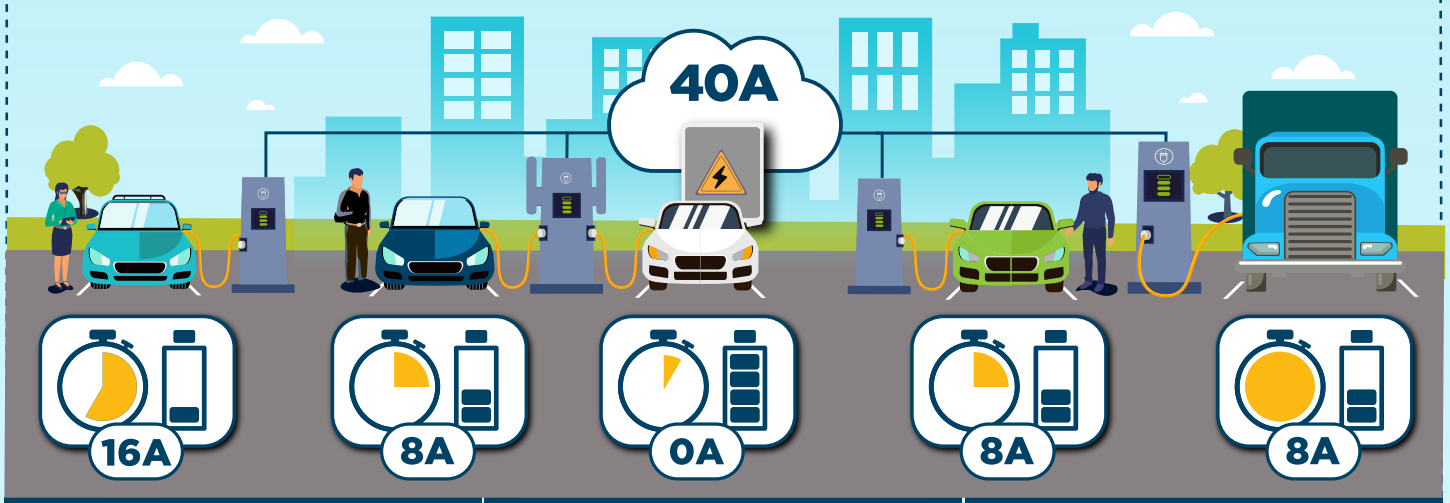
Limited electrical capacity may not restrict EV charging as much as you think.

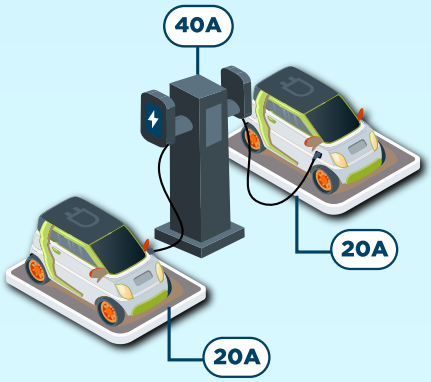
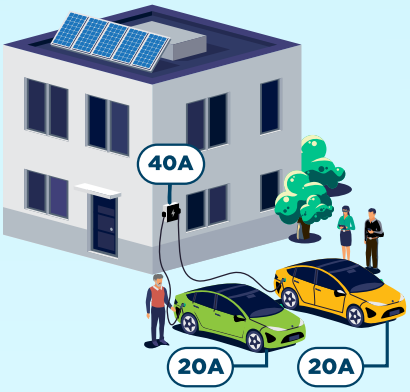
MAXIMIZE EV CHARGER ACCESS BY STRETCHING CAPACITY WITH FREE TECHNICAL ASSISTANCE



Explore strategies to **maximize affordable and convenient EV charger access** within your available capacity.

AUTOMATED LOAD MANAGEMENT



CIRCUIT SHARING	SMART OUTLETS	DIRECT WIRING
		

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1. EXECUTIVE SUMMARY

1.1. Introduction[1]

EV Charge SF (Program) is an Electric Vehicle (EV) charging infrastructure program designed and operated by the San Francisco Public Utilities Commission (SFPUC). Through EV Charge SF's incentives, the SFPUC is encouraging the deployment of EV Charging Equipment for Multifamily and Non-residential Buildings to support the transition to a clean energy transportation future.

Program eligibility is limited to CleanPowerSF and Hetch Hetchy Power customers[2]. The Program is available to Multifamily and Non-residential Existing Buildings and New Construction Projects served under a Qualifying Electric Rate.

The Program offers customers, on a first come, first served basis:

- Financial incentives for installing EV Charging Equipment and related infrastructure
- EV charging educational resources
- Technical assistance for many Projects

Since January 2018, San Francisco's EV Readiness Code has required New Construction Projects to be prepared for EV charging. (See the EV Charge SF website for fact sheets describing these requirements.) EV Charge SF provides incentives for EV Charging Equipment and infrastructure that exceed code requirements.

Eligibility Note: EV Charge SF Program rules for Multifamily Properties limit eligibility to properties with 5 or more dwelling units. In addition, EV charging in Private Garages only accessible to a single unit or tenant for all property types are not eligible. See Section 4.3 for detailed information on Program eligibility.

1.2. Benefits of Participation

EV Charging Projects in Existing Buildings and in New Construction Projects are eligible for financial incentives up to an annual maximum of $100,000 per Project Site. EV Charging Projects for 100% Affordable Housing Sites are eligible for incentives up to an annual maximum of $120,000 per Project Site. Participation in the Program helps buildings add a valuable clean energy amenity, i.e., greater convenient access to EV charging for occupants. This may also help increase property values and tenant attraction and retention.[3] In addition to promoting EV Charging Projects, the Program promotes installing infrastructure for future EV charging investments.[4]

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[1] All capitalized terms are defined in Section 3, Definitions.
[2] A New Construction Project being served under temporary "construction power" may enroll in the Program by committing to becoming a CleanPowerSF or Hetch Hetchy Power customer in the EV Charge SF Enrollment Agreement.
[3] The SFPUC makes no warranty or guaranty, express or implied, that any of the listed benefits, results, or cost savings to be derived from participation in the EV Charge SF Program will occur.
[4] Identifiable branded products included in images in this document do not represent an endorsement of that brand or product. EV Charge SF is a vendor-agnostic Program.

2. PROGRAM OVERVIEW

2.1. About SFPUC Power Services

For over 100 years, Hetch Hetchy Power has generated 100% greenhouse gas-free electricity for San Francisco. As the City's municipally owned electric utility operated by the SFPUC, Hetch Hetchy Power provides electricity to municipal services such as MUNI and San Francisco General Hospital, redeveloped neighborhoods like Treasure Island, and some large developments such as the Salesforce Transit Center. Hetch Hetchy Power is proud to provide nearly 20% of the City's electricity with 100% greenhouse gas-free electricity.

CleanPowerSF is San Francisco's community choice energy program operated by the SFPUC and provides renewable, affordable, and accessible electricity to more than 385,000 customers. CleanPowerSF empowers residents and businesses to choose a more sustainable future, today.

2.2. Program Goal

SFPUC's EV Charge SF Program is designed to help promote broader, local EV adoption by supporting:

1. convenient access to EV charging, ideally at home and at work where vehicles are parked for long time periods;
2. affordable access to EV charging – where the many cost-efficiencies of EVs (compared to internal combustion vehicles) are not outweighed by infrastructure and equipment costs, electricity costs, and service fees; and
3. early and strategic EV charging investments in New Construction Projects to go beyond the requirements of the San Francisco EV Readiness Code.

The Program helps customers pursue these outcomes in their own buildings through consumer education resources on the Program website, incentives that support extending limited electrical capacity to electrify more parking stalls, and optional technical assistance to help apply these resources to the Project Site.

2.3. Program Process and Key Parties

The EV Charge SF Program is organized around the four steps summarized below. For additional details about these Program elements, please see Section 3, Definitions and Section 5, Program Structure.

0. **Pre-Enrollment:** All Applicants are encouraged to visit the EV Charge SF website to review this Program Handbook and helpful background materials about EV charging.

1. **Program Enrollment:** The Applicant will complete a Program Enrollment Agreement, attend an Initial Meeting, and view a Technical Orientation to enroll in the Program.

2. **Technical Assistance & Incentive Agreement:** To reserve incentives, the Applicant completes an Incentive Agreement and provides the proposed EV Charging Project Scope. Applicants may request no-cost technical assistance from the Program to help develop the EV Charging Project Scope.

3. **Incentive Reservation:** Upon approval of the Incentive Agreement and Incentive Reservation Amount, SFPUC issues an Incentive Reservation Notice. At this point, the Applicant may purchase the EV Charging Equipment. For New Construction Projects, the incentive reservation is valid for 24 months from the Incentive Reservation Notice date. For all other Projects, the incentive reservation is valid for 12 months from the Reservation date.

4. **Project Completion & Incentive Payment:** After completing Project construction, the Applicant notifies the Program and submits required verification documentation. Program staff's verification process often includes an on-site verification. If the Project is constructed as per the Incentive Agreement and all Program requirements are met, the SFPUC issues the Program incentive. Payments are made by check and mailed to the address indicated on submitted IRS W-9 forms.

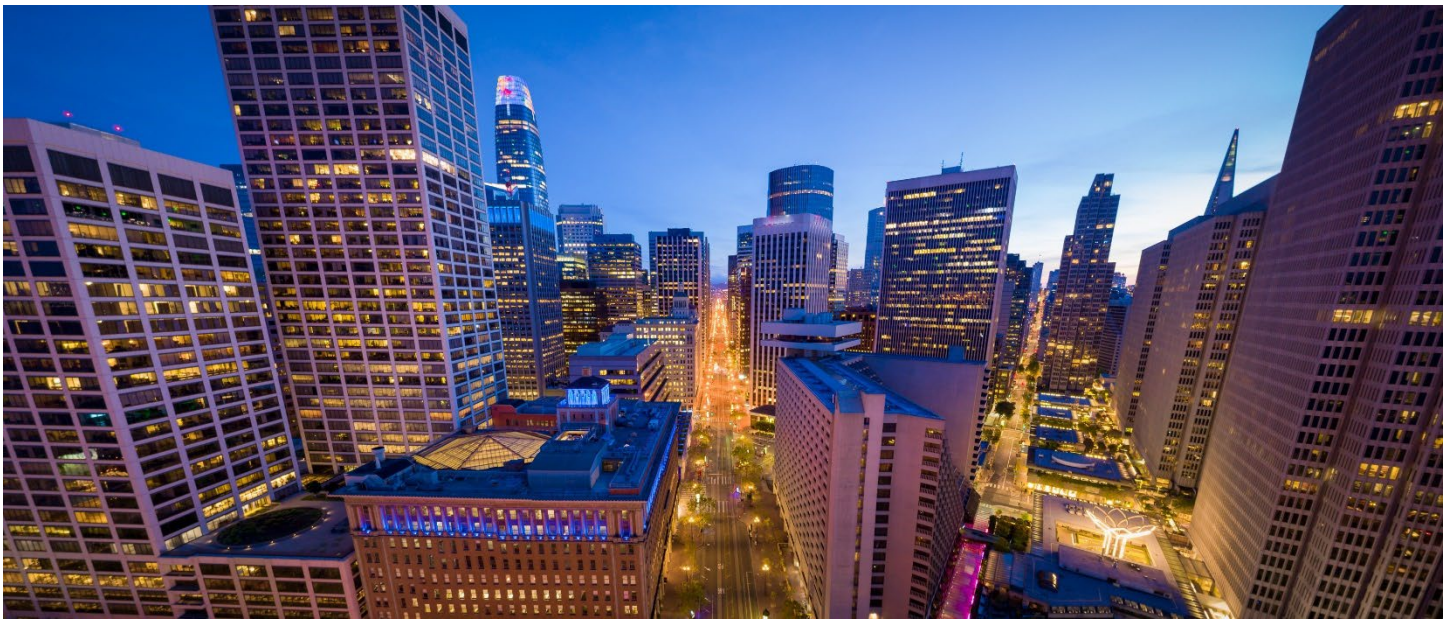
The Program process includes roles for several key parties, described in the table below. In some cases, an individual (or entity) may fill multiple roles, such as a property owner who is both the Applicant and Site Host, and, perhaps, the Utility Customer as well. See Section 3, Definitions for more details.

Key Parties	Role
Applicant	Signs Enrollment and Incentive Agreements and has overall responsibility for overseeing the EV Charging Project; attends Technical Orientation and optional technical assistance; receives all official correspondence from the Program; submits official Project verification documentation; if not also the Site Host, obtains permission from Site Host for design phase of EV Charging Project.
Authorized Agent (as applicable)	Individual or entity designated by the Applicant and authorized to communicate with the Program on their behalf. While this entity may facilitate applying for and managing Program participation, the Applicant retains primary responsibility for their role.
Utility Customer	Signs Incentive Agreement and receives incentive (unless designating others via Incentive Agreement).
Site Host	Provides Site access and documentation for the Site; signs Incentive Agreement authorizing EV Charging Project construction at the Site.
Vendor/Contractor	Hired by the Applicant to supply/construct EV charging infrastructure at the Site.

Program forms and instructions are available on the Program website or by contacting an SFPUC Program representative at (415) 554-0773 or PowerPrograms@sfwater.org.

2.4. Affordable Housing Reservation

The EV Charge SF Program will prioritize Affordable Housing Sites for incentive reservations if demand for incentives exceeds 90% of available Program incentives in any Program Year. A market rate EV Charging Project may be eligible for an incentive reservation in the following Program Year, subject to available funds, if the incentive reservation is not available due to the Affordable Housing prioritization.



3. DEFINITIONS

Affordable Housing
Residential buildings that consist entirely of below market rate units and the rental or sale prices are governed by local agencies to be affordable based on area median income.

Applicant
The individual or entity who submits a Program application and is responsible for the EV Charging Project. For Existing Buildings, this may be the property owner or manager, a homeowners' association (HOA), an individual homeowner (e.g., of a condo unit), or a tenant who is an SFPUC electric Utility Customer. For New Construction Projects, this may be the developer, property owner, Project manager, or similar positions who are empowered to make EV charging infrastructure investment decisions for the Site, or, after building occupancy, a Utility Customer or other entities listed for Existing Buildings. See Section 2.3 for Applicant's additional responsibilities.

Authorized Agent
The Applicant may assign this individual or entity to communicate with the Program on their behalf. This assignment would take effect only after the Applicant completes the Program's Initial Meeting and Technical Orientation to complete the enrollment process. Even if an Authorized Agent is assigned, the Applicant must be copied on all communications and engage at major milestones and decisions. These milestones include submitting the Incentive Agreement and verification documentation to the Program and other milestones if requested by Program staff.

Automated Load Management System (ALMS)
A system designed to manage load across one or more vehicle stalls with EV Charging Equipment to share electrical capacity and/or automatically manage power at each connection point.[5]

Code Baseline
The required EV Charging Equipment or EV-ready infrastructure for a New Construction Project or EV Charging Project under the applicable code cycle.

Direct Wiring (of EV Charging Equipment to dwelling unit panel)
A fully wired circuit connecting EV Charging Equipment directly to an individual dwelling unit electrical panel, in a garage setting where, previously, the affected parking areas were served only by a shared/common electricity circuit.

Electric Vehicle (EV)
A broad category of vehicles that includes vehicles that are fully powered by an electric motor or electricity.

EV Charging Connector (Connector)
The physical point of connection on the EV Charging Station that plugs into an EV. Connectors eligible for the Program utilize either the SAE J1772 or J3400 standard.

EV Charging Equipment
A general term that, when used in this document, includes both EV Charging Stations/EV Chargers and EV Outlets/receptacles.

EV Charging Equipment Network Agreement (Network Agreement)
An EV service provider contract that supports the EV Charging Equipment operations as well as elements of the driver experience. Connected to a central server, an EV service provider manages the software, communication, and database interface that enables some aspects of "smart" EV Charging Equipment functionality, especially billing of individual users.

EV Charging Project (Project)
The design and construction of EV Charging Equipment being incentivized by the Program.

[5] See the California Title 24 Building Code.

EV Charging Project Scope (Project Scope)
Description of the planned EV Charging Project and Project Site, including, for Existing Buildings, the existing electrical system and disclosure of existing EV Charging Equipment and EV-ready circuits.

EV Charging Station/Charging Station/EV Charger
A device mounted to the building, including the conductors - both ungrounded and grounded - and equipment grounding conductors, EV connectors (either SAE J1772 or J3400), and all other fittings, power outlets, or apparatus installed specifically for the purpose of transferring energy between the premises' wiring and the EV (adapted from NEC Chapter 6, Article 625). Charging Stations generally fall into three categories, (though Program incentives must meet additional specific requirements):

- Level 1 (L1): Using a common household 120V circuit, this type of charging is most appropriate for overnight or longer periods of time. While Level 1 Charging Stations are uncommon, Level 1 EV Outlets (see below) are the most common method for EV charging in the United States.
- Level 2 (L2): This type of Charging Station provides faster charging speeds than Level 1 charging. Standard Level 2 Charging Stations are installed on 208-to-240V circuits; they may be hardwired to a branch circuit or plugged into an outlet (though only hardwired Charging Stations qualify for Program incentives). Level 2 charging is most appropriate where vehicles will be parked for a few hours.
- Level 3 (L3, Direct Current Fast Charger - DCFC): With a Direct Current Charging Station, the current flows in one direction and is similar to the power that would typically come from a battery. For this type of charging, the station uses an external charger and provides direct current, typically at 40 kW or higher.

Existing Building
A Multifamily or Non-residential Building that meets eligibility requirements for the Program and does not meet the definition of a New Construction Project.

Incentive Agreement
The EV Charge SF form in which the Applicant, Site Host, and Utility Customer 1) specify which EV Charging Equipment is being included in the EV Charging Project, and 2) agree to the associated Program terms and conditions.

Incentive Cap for Installed Equipment
The maximum incentive allowed by the Program for the purchase and installation of a specified type of EV Charging Equipment. See Section 7.1, Incentives.

Incentive Reservation Amount
The Applicant's estimated Program incentive amount for the Site determined by SFPUC Program staff and calculated based on the Program's incentive structure and Project information from the Incentive Agreement. SFPUC notifies the Applicant of this amount through an "Incentive Reservation Notice".

Initial Meeting
After submitting an Enrollment Agreement, the Applicant will attend a meeting with Program staff to discuss the Applicant's responsibilities as a participant in the Program as well as Program offerings that may be useful to the Applicant. Meeting topics include the Applicant's objectives for the EV Charging Project at the Site, and the current status and initial approach to EV charging. For New Construction Projects, the Applicant should include key design team members to help describe the Site's current design phase and key constraints.

Level 1 (L1) EV Charger/Level 1 Charging Station
A fully wired 20 amp 110-120V circuit dedicated to EV charging, terminating with an EV Charging Station and Connector. (Considered to be uncommon)

Level 1 (L1) EV Outlet
A fully wired, 120V circuit dedicated to EV charging, including, at minimum, a 15-20 amp circuit breaker, terminating at a parking stall with an outlet/receptacle. Two or more outlets/receptacles that share a circuit will be considered individual outlets/receptacles for the purpose of incentive calculations if they can simultaneously deliver 1.4 kW (equivalent to 12 amps at 120V) per receptacle when multiple vehicles are plugged in, and electrical equipment (conductors, breakers, etc.) are sized appropriately for multiple receptacles on a single circuit.

Level 2 (L2) EV Charger/Level 2 Charging Station
A fully wired, 208-240V circuit dedicated to EV charging, terminating at a parking stall with an EV Charging Station and Connector. See Section 5.3 for information on Level 2 EV Chargers serving multiple parking stalls by using "circuit sharing".

Level 2 (L2) EV Outlet/Low Power Level 2 (LPL2) Outlet
A fully wired, 208-240V circuit dedicated to EV charging, including a minimum 20 amp circuit breaker, terminating at a parking stall with an outlet/receptacle. This type of outlet, a common requirement for CALGreen code, provides charging speeds between a Level 1 EV Outlet and a Level 2 Charging Station.

Multifamily Building/Multifamily Property/Multifamily
Multiunit housing (apartments, condos, etc.) with 5 or more dwelling units.

New Construction Project
Building projects that are permitted as new construction by the local permitting authorities and meet all requirements set forth by State and local building codes. This includes buildings in active construction and completed buildings for a period of one year after the New Construction Project's building permit has been closed.

Non-residential Building/Non-residential Property/Non-residential
Facilities and properties used for retail, restaurants, schools, hotels, malls, commercial parking garages and lots, government facilities, employee and fleet parking, and other similar properties not mentioned in this Handbook.

Owner of EV Charging Equipment
The EV Charging Equipment may be owned by the Applicant, the Site Host, the Utility Customer, or the owner of the dwelling unit in cases where the unit is occupied by a renter and is specified in the Incentive Agreement. Vendor cannot be the Owner. Owning the equipment brings certain rights and responsibilities under the Incentive Agreement, including the obligation to maintain and operate the EV Charging Equipment for at least three years.

Power Sharing
A hardware device, e.g., an Electric Vehicle Energy Management System (EVEMS), that allows EV Charging Equipment to be connected to an electrical panel or circuit which would otherwise not have sufficient capacity to allow the connection; or software that similarly controls EV charging such that the electrical load does not exceed a panel or circuit's rated capacity.

Private Garage
Parking stalls in a dedicated garage with access to only a single residential unit or tenant.

Program Year
The Program's operational and funding cycle, as specified by the SFPUC and typically associated with SFPUC's fiscal year of July 1 to June 30.

Project Site (Site)
The location of the EV Charging Project or New Construction Project, based on the utility service address and utility account number that will serve the EV Charging Project.

Qualifying Electric Rates
CleanPowerSF and Hetch Hetchy Power residential, commercial, and industrial rate schedules, per SFPUC rates, as well as enterprise municipal rates. General Use Municipal electric rates, such as CG- and IG rate schedules, are not Qualifying Electric Rates.

San Francisco EV Readiness Code
San Francisco's Green Building Code, sections 4.106 & 5.106.

SFPUC
The San Francisco Public Utilities Commission, Power Enterprise. SFPUC operates two utility operations for the City and County of San Francisco: Hetch Hetchy Power is the City's publicly owned utility (POU) and CleanPowerSF is the City's community choice aggregation (CCA) program.

Single-family, Duplexes, and Townhomes with Separate Garages
One-and-two-family dwellings and townhomes, as defined in the San Francisco Building Code, with attached or adjacent Private Garages.

Site Host
Individual or entity with authority to grant access to visit the Site, and to make the building improvements being incentivized by the Program.

Technical Orientation
A brief presentation by the Program introducing Applicants and stakeholders to basic EV charging concepts and technologies needed to fully benefit from the Program. The Applicant attends or views this orientation as the final step for Program enrollment.

Total EV Charging Project Incentive Cap
The maximum amount of incentive reservations for a single site during a consecutive 12-month period.

Utility Customer
The customer of record for a current CleanPowerSF or Hetch Hetchy Power electric account. This party receives the Program incentive, unless designating others to receive it through the Incentive Agreement.

4. PROGRAM REQUIREMENTS

The EV Charge SF Program is currently available to EV Charging Projects in Existing Buildings and New Construction Projects that meet the following criteria:

4.1. Location

The property must be located in San Francisco, California, or served by Hetch Hetchy Power if outside of San Francisco.

4.2. Customer Type

The customer account serving the EV Charging Project must receive electric service from CleanPowerSF or Hetch Hetchy Power and must be on qualifying residential, commercial, industrial, or enterprise municipal electric rates. (General Use Municipal rates served by Hetch Hetchy Power are not eligible. See definition of Qualifying Electric Rates in Section 3.)

New Construction Projects served by temporary construction power from PG&E may enroll in EV Charge SF while their service from CleanPowerSF or Hetch Hetchy Power is pending. However, before receiving an EV Charge SF incentive, the Project must have a CleanPowerSF-enrolled or Hetch Hetchy Power-enrolled electric account.

4.3. Project Type

The EV Charging Project must be served by an eligible electric account in a Multifamily or Non-residential Property.

1. For Multifamily Properties with 5 or more dwelling units, both shared and assigned parking stalls are eligible, and both publicly accessible and private parking are eligible, as long as they are not Private Garages accessible only by a single residential unit. EV Charging Projects that include Private Garages are eligible only if, prior to the Project, electricity to this area is provided by a common/shared electric meter and not the electric meter associated with the residential unit that is utilizing that Private Garage. EV Charging Projects in Single-family homes and Multifamily Properties with less than 5 dwelling units are ineligible.
2. For Non-residential Properties, the EV Charging Project does not need to be publicly accessible. Eligible parking types include employee parking, fleet, retail, restaurants, schools, hotels, malls, parking garages, government-owned facilities, etc. Curbside charging, transit and school bus charging, and public EV charging hubs of Level 3 EV Chargers are ineligible for the Program at this time.
3. New Construction Projects (see Section 3, Definitions) are subject to the Program's new construction rules and incentives for one year after final sign-off of the building permit. Residential new construction where access and electricity use for the parking area is not limited to a single residential unit is eligible, regardless of the number of dwelling units.

4.4. Program Incentives Must Be for Beyond-Code Work

All EV Charging Projects must be voluntary and surplus of EV Charging Equipment required to be installed by a regulation, local ordinance, building code, or other legal obligations. These ordinances include San Francisco's Commercial Garage Electric Vehicle Charging Ordinance. For Projects subject to other EV-charging-related codes that substantively change the baseline conditions for the Project (such as the above-mentioned Commercial Garage Ordinance), application of the EV Charge SF Program will be based on the code-mandated baseline conditions. An exception to this rule is when the EV Charging Project itself triggers additional EV readiness requirements, the Program, at its discretion, may allow the EV Charging Project's eligible Project costs to include compliance with those EV readiness requirements.

4.5. Incentive Layering and Restrictions

Generally, Projects may combine EV Charge SF incentives with other available EV charging funding programs (for example, PG&E's Multifamily & Small Business EV Charger Program), except if SFPUC is also the funding source of the other program incentive. The Applicant and other key parties must notify Program staff where other incentives and grants will

apply to the EV Charging Project. After accounting for non-SFPUC incentives for a Project, SFPUC will adjust the EV Charge SF incentive amount such that total incentives from all programs do not exceed 100% of the Project cost, as described in Section 7.2. Additionally, EV Charge SF incentives are limited to no more than the Incentive Cap for Installed Equipment shown in Section 7.1.

To qualify for EV Charge SF incentives, the Applicant may not purchase the EV Charging Equipment prior to the date of the Project's Incentive Reservation Notice. (Note, for Projects where the Applicant has purchased the EV Charging Equipment during the three months prior to the current Program offering, incentives will be available to the Project if it has not begun construction prior to the date of the Project's Incentive Reservation Notice.)

4.6. Labor Requirements

All work carried out on the Projects participating in the Program shall be performed by contractor companies that are licensed by the State of California.

4.7. Special Conditions

Under special or unique circumstances, the SFPUC, at its sole discretion, may waive certain eligibility or other Program rules. All waivers must be in writing.

5. PROGRAM STRUCTURE

5.1. EV Charging Technical Orientation

The Technical Orientation on EV charging fundamentals describes options for maximizing the number of parking stalls that can be electrified with limited electrical capacity, and strategies for improving the affordability of EV charging for drivers. Along with related fact sheets and resources on the Program website, the orientation is intended to help Program Applicants be well-informed customers while interacting with EV Charging Equipment vendors. Program Applicants attend this orientation as part of Program enrollment.

5.2. Technical Assistance (Optional)

For Sites intending to electrify at least four stalls, the Applicant's Project team may request technical assistance services. Technical assistance, when provided by the Program, is at no cost to the Applicant and consists of a general review of the Project's EV charging design approach and Project plans. This technical review normally requires access to the Utility Customer's electric data for the account that would serve the EV Charging Equipment. Technical assistance typically concludes with guidance on one or more Site-specific EV charging proposals. Applicants are not required to accept or implement any recommendations resulting from the technical assistance. Technical assistance is not a requirement for the receipt of EV Charge SF incentives.

The Applicant is responsible for sharing available documentation to allow Program staff to evaluate the Site including, for Existing Buildings, providing access to utility data. Documentation requests for the Project will be tailored to the Site and may include photos of the Site's electrical panels, building plans, the Site's electrical capacity analysis (if available) or, in some cases, records to facilitate conducting an electrical capacity analysis. EV Charging Projects for which necessary Site information is not provided can receive only limited technical assistance.

To request technical assistance please contact PowerPrograms@sfwater.org.

5.3. Incentives for EV Charging Equipment - Requirements

The EV Charge SF Program offers incentives for the installation of EV Charging Equipment that meet the following requirements. Please refer to Section 7 for a description of incentive amounts.

1. **Level 2 EV Chargers**
   a. Designed and installed to operate on a circuit dedicated to EV charging, and is a 208V or 240V AC circuit with, at minimum, a 20 amp, 2 pole (2P) circuit breaker, delivering a charge of at least 3.3 kW (Exception, please see circuit sharing provisions below)
   b. Utilize either the SAE J1772 or J3400 (NACS) EV Charging Connector
   c. UL or equivalent certification by a Nationally Recognized Testing Laboratory
   d. Hardwired on a wall or pedestal mounting
   e. ENERGY STAR certified (Networked "smart" EV Chargers only)
   f. Include SFPUC branding for signage, if provided by SFPUC

NOTE: At SFPUC's discretion, Level 3 EV Chargers may substitute for Level 2 EV Chargers on a one-for-one basis. Participants must contact Program staff to discuss this option. If utilizing Level 3 EV Chargers, equipment must, at minimum, meet the technical requirements of CALeVIP, Communities In Charge, or EnergIIZE programs.

NOTE: Applicants proposing to use a networked Level 2 EV Charger that is not ENERGY STAR certified may request a waiver for this requirement based on certifications or testing by a different organization. Any waiver given would be in writing and is at SFPUC's discretion.

Automated Load Management Systems (ALMS) may be used to optimize the available EV-dedicated electrical capacity at a Site. ALMS must supply a minimum of 1.4 kW during normal operation to each EV Charging Connector. EV Charging Connectors installed with ALMS qualify for Program incentives as follows:

- Circuit Shared Systems: Where one or multiple Level 2 EV Chargers serve up to four parking stalls with up to four EV Charging Connectors using the same 40 amp circuit, each stall would qualify for the full Level 2 EV Charger incentive. Each parking stall must have its own SAE J1772 or J3400 (NACS) EV Charging Connector.
- Panel Shared Systems: Where multiple Level 2 EV Chargers are installed and controlled by a panel shared ALMS with a minimum 20 amp circuit for each Level 2 EV Charger, each parking stall would qualify for the full Level 2 EV Charger incentive.

While not required, Projects are encouraged to consider the installation of ISO-15118 compliant chargers when selecting equipment. ISO-15118 provides a communication link to coordinate charging with local grid conditions and supports the exchange of data including estimated departure time, energy (kWh) needed by the vehicle, current electricity prices, current carbon intensity of local electricity, and other relevant information. ISO-15118 compliance would enable participation in future load shifting, demand response, and other programs offered through the SFPUC, PG&E, and statewide.

2. Level 1 EV Outlets

a. Designed and installed to operate on a circuit that is dedicated to EV charging, sized for a minimum 12 amp output (i.e., 15 amp circuit breaker, corresponding to 1.4 kW) per receptacle, terminating in a 120V NEMA 5-15R, 2P, single receptacle with GFCI protection, or a circuit sized for a minimum 16 amp output (i.e., 20 amp circuit breaker) per receptacle, terminating in a 120V NEMA 5-20R, 2P, single receptacle with GFCI protection

b. Labels showing EV Outlets as intended for EV charging, including SFPUC branding for signage, if provided by SFPUC

NOTE: Two or more EV Outlets that share a circuit will be considered individual outlets/receptacles for the purpose of incentive calculations if they can simultaneously deliver 1.4 kW (equivalent to 12 amps at 120V) per receptacle when multiple vehicles are plugged in; electrical equipment (conductors, breakers, etc.) must be sized appropriately for multiple receptacles on a single circuit.

NOTE: Projects may substitute a Level 1 Charging Station, as defined in Section 3, for these Level 1 EV Outlet requirements.

NOTE: For commercial retail parking Sites that will use an EV Outlet charging approach, the Program recommends employing the Level 2 EV Outlet option below.

3. Level 2/LPL2 EV Outlets

a. Designed and installed to operate on a circuit that is dedicated to EV charging sized for a minimum 16 amp output (i.e., 20 amp circuit breaker), terminating in an appropriate NEMA-rated, 2P, single receptacle with GFCI protection

b. Labels showing EV Outlets as intended for EV charging, including SFPUC branding for signage, if provided by SFPUC

NOTE: Two or more EV Outlets that share a circuit will be considered individual outlets/receptacles for the purpose of incentive calculations if they can simultaneously deliver 1.4 kW (equivalent to 12 amps at 120V) per receptacle when multiple vehicles are plugged in; electrical equipment (conductors, breakers, etc.) must be sized appropriately for multiple receptacles on a single circuit.

4. Conduit for Future EV Branch Circuits

a. Empty conduit run from future panel location to future EV Charging Equipment locations, including the terminating junction box for each vehicle stall (beyond those stalls where raceways are required by code). Conduit should be sized to house wiring sufficient to supply a Level 2 EV Charger, taking conductor derating factors into account. Conduit intended to carry wiring for more than one branch circuit should be sized accordingly.

5. Requirements Applicable to All Incentivized EV Charging Equipment

a. Installations with networked (“smart”) Level 2 EV Chargers or EV Outlets must also include a Network Agreement, an operations and maintenance contract, and vendor warranty for a minimum of 3 years

b. If software is utilized for EV Chargers, it must use an open standard protocol, such as Open Charge Point Protocol (OCPP); if software is

used for “smart” outlets, use open protocol software if it is an available option

c. All equipment must be owned by the Utility Customer, the Applicant, or Site Host; this party must be identified in the Incentive Agreement
d. Equipment must be operated by the Owner of the EV Charging Equipment for a minimum of three years
e. Installations must be adding additional EV charging infrastructure. Replacement or upgrade of existing EV Charging Equipment, whether operable or inoperable, is not eligible
f. Project must use new equipment, installed for the first time, that meets indoor or outdoor California Electrical Code requirements, depending on installation location
g. All Projects must comply with local electrical code requirements. See documentation requirements in Section 6
h. Incentives are not retroactively available to Projects where EV Charging Equipment was purchased prior to the Incentive Reservation Notice date

5.4. Post-Construction Verification

1. Notification

Upon completion of Project construction, the Applicant shall notify the Program that the EV charging improvements have been completed. From the date of this notification, Applicant has up to 45 days to submit the required verification documentation as listed in Section 6. Project construction is complete when all the Project measures specified in the Incentive Agreement are installed and operational, including all hardware and software (if applicable). Applicants may request an extension of up to 30 days for the submission of the Project verification documentation, which will be granted at the discretion of the SFPUC.

2. Failure to Notify SFPUC

Failure to provide notification before the expiration date of the incentive reservation may result in the cancellation of the Incentive Agreement and loss of eligibility for the incentive payment.

3. SFPUC Verification

An SFPUC Program representative verifies the installation of the EV Charging Equipment by reviewing Project documentation and conducting an on-site verification. At SFPUC’s discretion, Sites with few incentivized parking stalls may submit additional Project documentation and photos in lieu of an on-site verification. If the Project is constructed as set forth in the Incentive Agreement, and the Project meets all other Program requirements, the incentive payment will be issued. Payments will be made by check and mailed to the address indicated on submitted IRS W-9 forms.

4. Changed Post-Construction Conditions

If the completed Project differs in any material respect from the Incentive Agreement, the SFPUC may, at its sole discretion and judgment, adjust the amount of the incentive payment to reflect the revised Project conditions.

6. DOCUMENTATION REQUIREMENTS

1. Enrollment Agreement

- Signed by an Applicant who has the authority or permission to enter into the agreement

Note: For eligible Applicants who opt for technical assistance, the Program will require additional documentation after enrollment, including, for example, photos of the electrical panel.

2. Incentive Agreement

- Signed by the Applicant and the Utility Customer whose electric account will serve the EV Charging Equipment being installed
- Signed by the Site Host authorizing the EV Charging Project at the Site
- EV Charging Project Scope
  - For Existing Buildings, part of the Project Scope includes documentation of pre-construction conditions, including a statement disclosing locations of existing EV Charging Equipment (whether functional or not) and fully wired EV Ready circuits.
- Separately, Program staff will coordinate with the Applicant to collect a W-9 for the designated payee on the Incentive Agreement

3. Verification Documentation (Post-Construction)

- Statement indicating any EV Charging Equipment installed that is different from the Incentive Agreement
- Itemized invoice(s) and proof of payment for:
  - EV Charging Equipment
  - Installation
  - Engineering and design
  - Networking or subscription fee (if applicable)
  - Operation and maintenance (O&M) contract (if applicable)
  - Other eligible Project costs detailed in Section 7.2
- Program staff will conduct an on-site verification and take photos of the following. Sites with few incentivized parking stalls will need to provide these in lieu of an on-site verification:
  - Two or more photos of installed and operational EV Chargers and EV Outlets, clearly displaying the cobranding label, if provided by the SFPUC
  - Electrical service panels with EV charging circuits marked
  - Serial numbers of each EV Charger or EV Outlet installed

SFPUC reserves the right to request additional documentation as needed for demonstration of compliance with Program requirements and to audit customer documents and attestations at its sole discretion. Examples of additional verification documentation that may be required include:

- Copy of CleanPowerSF or Hetch Hetchy Power electrical bill
- Copy of permits from local permitting agency, and (if applicable) utility permits/service orders
- Copy of electrical inspection reports including inspector sign-off
- Single line electrical diagrams
- Drawings for the EV Charging Project or for the building
- Additional evidence of actual payment for out-of-pocket costs for submitted invoices
- Other specified documentation at SFPUC's discretion

7. INCENTIVE STRUCTURE

7.1. Incentives

Incentive Structure for New Construction Projects to Exceed Minimum Code

Code Baseline	Market Rate Multifamily & Non-residential Incentives per Stall*	100% Affordable Housing Incentives per Stall*	Incentive Cap for Installed Equipment
	L2 EV Chargers	**L2 EV Chargers**	
Parking stalls required to install fully wired 40 amp electrical circuit (but not a L2 EV Charger) or a fully wired 20 amp circuit (e.g., a LPL2)	**$1,000**	**$1,200**	Up to 100% of Project cost
All other parking stalls that are NOT required to install EV Charging Equipment or infrastructure	**$2,000**	**$2,400**	Up to 100% of Project cost
	L1 or L2 EV Outlets	**L1 or L2 EV Outlets**	
Parking stalls NOT required to install a fully wired 20 amp (e.g., LPL2) or 40 amp circuit	**$1,000**	**$1,200**	Up to 100% of Project cost
	Empty Condit for Future Branch Circuits	**Empty Condit for Future Branch Circuits**	
Parking stalls NOT required to install a fully wired 40 amp electrical circuit or to be "EV capable" (where code requires installing conduit)	**$250**	**$300**	Up to 100% of Project cost
	Additional Options	**Additional Options**	
Direct Wiring Option**	**$500**	**$500**	
Power Sharing Option**	**$250**	**$250**	

* Only one EV Charge SF Program incentive per vehicle stall, except for Direct Wiring and Power Sharing incentives.
** Direct Wiring and Power Sharing incentives apply to either Level 2 EV Chargers or Level 1 or Level 2 EV Outlets. Note, Direct Wiring required by code is ineligible for incentives.

NOTE: Annual Project Incentive Caps apply, see Section 7.2.

NOTE: SFPUC will consider substitutes of Level 3 EV Chargers for Level 2 EV Chargers on a one-for-one basis.

See the SF EV Readiness Code and fact sheets on the EV Charge SF website for a description of code requirements which form the Code Baseline. Only EV Charging Equipment and infrastructure that is beyond minimum code requirements qualify for incentives. See Section 4.3 for eligibility requirements and Section 5.3 for equipment requirements.

Incentive Structure for Existing Buildings

Property Type	EV Charging Equipment*	Incentive per Stall	Incentive Cap for Installed Equipment
Market Rate Multifamily	L2 EV Charger	**$4,500**	Up to 75% of Project cost
Market Rate Multifamily	L1 or L2/LPL2 EV Outlet	**$2,000**	Up to 100% of Project cost
Market Rate Multifamily	Conduit for Future EV Charging	**$250**	Up to 100% of Project cost
100% Affordable Multifamily	L2 EV Charger	**$5,400**	Up to 100% of Project cost
100% Affordable Multifamily	L1 or L2/LPL2 EV Outlet	**$2,400**	Up to 100% of Project cost
100% Affordable Multifamily	Conduit for Future EV Charging	**$300**	Up to 100% of Project cost
Non-residential	L2 EV Charger	**$4,500**	Up to 75% of Project cost
Non-residential	L1 or L2/LPL2 EV Outlet	**$2,000**	Up to 100% of Project cost
Non-residential	Conduit for Future EV Charging	**$250**	Up to 100% of Project cost
All	Direct Wiring Option**	**$500**	
All	Power Sharing Option**	**$250**	

* Only one EV Charge SF Program incentive per vehicle stall, except for Direct Wiring and Power Sharing incentives.
** Direct Wiring and Power Sharing incentives apply to either L2 EV Chargers or L 1 or L2/LPL2 EV Outlets.

NOTE: Annual Project Incentive Caps apply, see Section 7.2.

NOTE: SFPUC will consider substitutes of Level 3 EV Chargers for Level 2 EV Chargers on a one-for-one basis.

NOTE: Parking stalls with existing EV Charging Equipment or fully wired EV circuits are ineligible for incentives. See Section 4.3 for eligibility requirements and Section 5.3 for equipment requirements.

7.2. Incentive Cap and Eligible Project Costs

1. Total EV Charging Project Incentive Cap

EV Charging Projects in Existing Buildings and New Construction Projects may receive incentives up to an annual maximum incentive cap of $100,000 per Project Site, or $120,000 for 100% Affordable Housing Sites. For Project Sites with more than one utility service address and/or utility account number (not applicable to direct wiring projects), the incentive cap applies to the utility service address/utility account number that will serve the EV Charging Project. Exception: The Total EV Charging Project Incentive Cap is $500,000 for customer accounts with annual electricity use of more than 200 million kWh.

For Existing Buildings and New Construction Projects with more than one EV Charging Project (including where Projects span multiple Program Years), the incentive reservations per Project Site may not exceed the Total EV Charging Project Incentive Cap in any 12-month period.

Project incentive caps are inclusive of all EV Charge SF incentive types. All incentive types are capped at a percentage of Project costs (Incentive Cap for Installed Equipment).

2. Eligible Project Costs

Project costs can only include the Applicant and Utility Customer's out-of-pocket costs for eligible expenses required to install the EV Charging Project as indicated in the Project Scope. SFPUC requires itemized invoices fully documenting the Project costs prior to issuing the incentive payment. The following costs will be considered eligible Project costs when determining the Incentive Cap for Installed Equipment and the total Project cost:

- Utility service upgrades, net of any utility service allowance
- Design and engineering services
- EV charging infrastructure hardware (EV Chargers and EV Outlets)
- Networking or subscription costs, if applicable
- Service, warranty, and O&M agreements associated with EV charging infrastructure, if applicable
- Costs associated with extended Wi-Fi or cell connectivity for EV charging infrastructure, if applicable
- Installation costs
  - Materials (conduit, panels, wire, etc.)
  - Labor
  - Civil (trenching, backfill, curb cutting, etc.), including for Direct Wiring
- Project signage
- Panel/subpanel upgrades
- Required ADA upgrades solely due to EV Charging Project
- Load management, Power Sharing equipment, charge controller, energy management systems, etc., associated with the EV charging infrastructure, if applicable
- Permit fees

7.3. EV Charging Electric Rates

SFPUC encourages Utility Customers who install EV Charging Equipment to consider using EV charging electric rates to maximize the financial and environmental benefits of their EVs. See SFPUC rates for more information.