Frequently Asked Questions

Hawai‘i Energy Electric Vehicle Charging Station (EVCS) Incentive Program

Updated: 06/2023

About The Program

Hawai‘i Energy has been contracted by the Hawai‘i Public Utilities Commission (PUC) to administer the state’s Electric Vehicle Charging Station (EVCS) incentive program, which is funded by the State of Hawai‘i’s Act 202 (2022) and subsequent acts.

Program Rebate Amounts

(1) What are the incentive levels for installing an electric vehicle charging station?

Applicants may apply for the following incentive levels for single- or multi-port Level 2 EV charging stations with network connectivity and DC Fast Charging (DCFC) stations with network connectivity (N.B.: Applicants will be paid a total amount of incentives not to exceed the full project cost less any other incentives received):

- **Level 2 EVCS with one port:**
    - Up to $2,000 per EVCS (where none previously existed)
    - Up to $1,300 per EVCS to replace a previously existing unit
- **Level 2 EVCS with two or more ports:**
    - Up to $4,500 per EVCS (where none previously existed)
    - Up to $3,000 per EVCS to replace a previously existing unit
- **DC Fast-Charging EVCS:**
    - Up to $35,000 per EVCS (where none previously existed)
    - Up to $28,000 per EVCS to replace a previously existing unit

For purposes of the rebate program, installation of two or more connected EVCS ports which serve adjacent parking stalls would qualify for the multi-port rebate.

(2) Are the amounts for the Level 2 and DC Fast Chargers the same as previous year?

Yes, the rebate amounts for the installation of new or upgrade of Level 2 stations and DC Fast Chargers remain at:

- New installation –
    - Single-port Level 2: Up to $2,000
    - Multi-port Level 2: Up to $4,500
    - DCFC: Up to $35,000 – capped at 2 DCFC rebates (inclusive of new and retrofit rebates) for a given program year per site
- Retrofit –
    - Single-port Level 2: Up to $1,300
    - Multi-port Level 2: Up to $3,000
    - DCFC: Up to $28,000 – capped at 2 DCFC rebates (inclusive of new and retrofit rebates) for a given program year per site

(3) How do I find out how much funding is available today?

Hawai'i Energy will post the most recent funding availability on our website at http://www.hawaiienergy.com/evcharging.

Program Eligibility

(4) Who is eligible for these incentives?

Level 2 and DC Fast Chargers must be installed at a site in the state of Hawai'i, including but not limited to commercial, workplace, municipal, multi-unit dwelling, public facility, and fleet charging locations.

Each EV charging station must meet at least one of the following accessibility requirements: the charger is publicly available; the charger serves multiple tenants, employees, or customers; or the charger serves electric vehicle fleets.

- **Commercial facilities** include, but are not limited to, office buildings, retail centers, hospitals, restaurants, warehouses, mixed-use facilities (e.g., a combination of residential, office, and/or retail), conference centers, and government offices.
- **"Multi-unit residential dwellings"** are defined as a property with a minimum of five (5) housing units and eight (8) parking spots. Each EVCS is not required to be available to the general public, but must be available to all authorized tenants, employees, and/or guests on the premises.
- A **"fleet"** in this program is defined as a group of two or more EVs owned or leased by a business, government agency, or other organization.

Applicants may be an individual; nonprofit or for-profit corporation; local, state, or federal government agency; homeowner association or authorized entity applying on behalf of other types of multi-unit dwellings; or any other eligible entity as defined under the rules of this EVCS incentive program.

For the affordable housing development bonus, affordable housing developments must be multi-unit dwellings that serve households making no more than 100% of the Area Median Income (AMI) as defined per county in the state of Hawai‘i. To learn more about the bonus, see Question 10.

(5) Can I get a rebate for an EVCS installed at my home or personal parking stall?

No. Incentives are not intended for EV charging stations for single-family residences or individually-owned parking stalls. If you have any questions or concerns regarding these requirements, please contact Hawai‘i Energy to discuss.

(6) What types of charging stations are eligible for this rebate program?

Charging stations eligible for this rebate program include:

- Alternating current (AC) Level 2 single- and multi-port charging stations with network connectivity
- Direct current fast-charging (DC Fast-Charging) EV charging stations with network connectivity

(7) Why is the rebate only for Level 2 chargers and DC fast chargers? Why not Level 1?

Level 2 and DC fast-charging stations provide faster charging speeds than a Level 1 station while offering greater durability and meaningful features, such as network connectivity that provides real-time data on the status of the charging unit, the convenience of making onsite payments, and the ability to reserve time slots to utilize the charger. Faster charging speeds enable higher turnover of usage of the charging stations and, therefore, increasing the number of EV owners who can charge their EVs there per day.

These charging stations can also provide grid benefits, such as peak load shifting, by encouraging behaviors such as workplace charging during regular daytime business hours versus charging during evening peak electricity usage periods. If you’d like to learn more about the differences in charging, check out the Drive Electric Hawai‘i website at www.driveelectrichi.com.

(8) Why does my charging station have to be “networked”?

Networking your charging station provides you with tools to support the upkeep of your station, including real-time monitoring and troubleshooting, customizable payment options, regular software updates, and real-time data tracking. Networking also makes it easy for drivers to find available stations, usually via a mobile app or website.

The use of non-networked chargers can be cheaper upfront, but they will cost more in the long run when you have to replace them with networked chargers that have the features electric vehicle drivers already demand.

(9) Are Kaua‘i projects eligible for these incentives?

Yes! The standard incentives funded by the State of Hawai‘i are open to Applicants in all counties in Hawai‘i, including Kaua‘i.

Affordable Housing Bonus

(10) What is the bonus rebate level available to affordable housing developments?

Hawai'i Energy is offering a bonus incentive for AC Level 2 single- and multi-port EV charging stations (and not DC fast-charging stations) to existing or new affordable housing facilities serving households in Hawai'i making no more than 100% of the Area Median Income (AMI) as defined per county in the state of Hawai'i.

Affordable housing development Applicants may apply for the following bonus incentive levels for single- / multi-port Level 2 EV charging stations with network connectivity (N.B.: Applicants will be paid a total amount of incentive not to exceed the full project cost less any other incentive received):

- All Level 2s (single- and multi-port):
    - Existing affordable housing developments: $5,000 per station
    - New affordable housing developments: $1,500 per station

(11) Are Kaua'i projects eligible for the bonus incentives?

Yes, the bonus incentives for existing and new affordable housing developments are also available to Kaua'i Applicants through the generous support of the Ulupono Initiative.

Application Process

(12) How do I apply for an EV charging station rebate?

It's simple!

1. Complete and sign the EVCS Incentive Application.
2. Fill out a W-9 Tax Form.
3. Submit the required specification sheet of your EV charging station.
4. Provide final invoices for the equipment and installation.
5. Provide final photos documenting your EV charging station install (i.e., parking stalls, EVCS unit, required signage, etc.)
6. Email all documentation to hawaiienergyevcs@leidos.com.

The table below indicates the application deadlines for qualifying EV charging stations.

EV Charging Station Type	Incentive		Deadline to Apply
	Retrofit	New	Installed July 1, 2022 – June 30, 2024
AC Level 2 Networked Single-Port	$1,300	$2,000	12 months from the installed date
AC Level 2 Networked Multi-Port	$3,000	$4,500	
Networked DC Fast Charger	$28,000	$35,000	

(13) Can I reserve funding for my EV charging station rebate?

No, funding cannot be reserved for EV charging stations. Completed applications will be processed on a first-come, first-served basis and are subject to the availability of funds. Please visit Hawaiienergy.com/evcharging for the latest funding availability.

(14) Do I need Program approval to purchase and install my EV charging station?

Program approval is generally not required prior to the purchase and installation of equipment. However, prior approval is strongly recommended to confirm funding availability and verify that the equipment meets the minimum qualifications for an incentive. Please contact us at hawaiienergyevcs@leidos.com to start the process.

(15) Is there a limit on the number of rebates I can apply for my site?

There is no limit to how many rebates an Applicant may receive for Level 2 EVCS rebates per site. For DCFC, there is a limit of up to two (2) DC Fast-Charger rebates for a given program year per site.

(16) What if my charging station is not installed and available for use by June 30, 2024, or I cannot submit the required documents by then?

The current program funding is available only for charging stations installed, activated and made available for use by June 30, 2024. Applications and required documentation must be submitted within 12 months of the date the charging station is installed, activated and made available for use ("effective date"). Current funding for this program is not guaranteed for applications submitted beyond 12 months from the effective date, or for effective dates beyond June 30, 2024. If/when additional funding becomes available, Hawai'i Energy will share that information on its website.

Permitting and Installation

(17) Will I need a permit to install my charger? If so, how long will that take?

It depends on the project and site. Please work closely with your design consultant or contractor to determine whether you need to apply for a permit. For more information, contact your local planning and permitting office. If you anticipate that your project will require permitting, please indicate that by checking the box on page 2 on your Incentive Application.

(18) Can you recommend an EVCS installer?

We highly recommend utilizing a licensed, professional contractor who has experience in installing networked EV charging stations. To find contractors who are part of Hawai'i Energy's Clean Energy Ally program, please check out our online directory at https://hawaiienergy-partner.force.com/VendorDirectory/s/ or https://hawaiienergy-partner.force.com/VendorDirectory/s/electric-vehicle-charging-station-contrb. The benefit of using a Clean Energy Ally is they are familiar with the rebate process and may be able to find additional energy-saving incentives for you!

(19) How much will an EVCS installation affect my electric bill?

Impact on the electric bill will depend on the amount of energy being used. However, these costs may be recovered through implementing various fee structures, such as pay-as-you-go or monthly subscriptions. You can work directly with your contractor to discuss these options.

(20) Why does the application encourage me to charge fees for using my EV charging station?

EV charging station owners have the opportunity to generate revenue by charging fees to its staff, tenants, and/or guests who use their charging stations. These fees can help offset capital and operational costs associated with the station and can take the form of pay-per-charge or a monthly subscription, for example.

Another added benefit to charging fees is to discourage users from occupying the parking space for an extended amount of time, which in turn helps accommodate more EV drivers.

(21) If I install a charging station through Hawaiian Electric's Charge Up Commercial program, can I still apply for a rebate?

Yes, as long as the project meets the criteria for this incentive program, it can apply for a rebate, funding permitting. Please consult directly with Hawaiian Electric on its Charge Up Commercial program.

Electrification of Transportation

(22) This will be our first EV charging station. Any tips on how to implement building-wide charging policies?

Here are some online resources that can provide you with useful information about EVs and charging:

Local Resources:

- **Hawai'i Energy Clean Energy Allies** (searchable list of contractors) – www.Hawaiienergy.com/clean-energy-allies
- **Hawai'i Energy EVCS Clean Energy Allies** – https://hawaiienergy-partner.force.com/CleanEnergyAllies/s/electric-vehicle-charging-station-contrb
- **Hawai'i State Energy Office** – https://energy.hawaii.gov/what-we-do/clean-energy-vision/transportation/#/analyze?fuel=ELEC&country=US&region=US-HI&show_map=true
- **Drive Electric Hawai'i** – http://driveelectrichi.com/
- **Hawaiian Electric's electric vehicle resources** – www.Hawaiianelectric.com/products-and-services/electric-vehicles

National Resources:

The US Department of Energy provides various resources:

- **Workplace EV Charging** – afdc.energy.gov/fuels/electricity_charging_work place.html
- **Guidebook for Workplace Charging** ("Plug-in Electric Vehicle Handbook for Workplace Charging Hosts") – afdc.energy.gov/files/u/publication/pev_workplace_charging_hosts.pdf

(23) Why is expanding electric vehicle charging important in Hawai'i?

The State of Hawai'i has committed to important goals of clean energy, clean transportation, and carbon emissions reduction. As part of the endeavor to reach those goals, electric vehicles are a critical piece to achieving cleaner transportation. However, the lack of a robust EV charging station infrastructure throughout the state remains a barrier to EV ownership through concerns such as "range anxiety," the fear of some EV owners of running out of battery power without a place to charge nearby. Enabling facilities serving larger populations of people to provide EV charging help make EVs a more viable option for more consumers, such as residents living in multi-unit dwellings and employees who can charge their vehicles during the workday. Daytime charging also enables EV owners to help to mitigate the immense load on our electricity grid at night. Other benefits from EV charging stations include increasing property value, attracting eco-conscious employees and/or tenants, and fostering a sustainable community.

(24) Aren't you the efficiency people? Why are you encouraging more electricity use?

A large piece of energy efficiency is reducing stress on our grid during peak evening hours. By encouraging daytime charging, we're still creating a benefit for the community, and that's a win in our book.