

First Glance: A Lesson in Telematics

Summer 2022 EV DR Events in Connecticut



Eversource at a Glance



3 STATES

Largest energy
company in
New England

Servicing electric,
natural gas, &
water

4M CUSTOMERS



8,300
EMPLOYEES

Across all three
states

\$700m+ annual
energy efficiency
investment

#1 ENERGY
EFFICIENCY
PROVIDER IN THE
NATION



ACTIVE Utility-controlled



**DEMAND
RESPONSE**

1,700 MA & CT
customers enrolled in
ConnectedSolutions
since 2019



**SCHEDULED
CHARGING**

Launching in
CT in 2023

PASSIVE Customer-controlled



**OFF-PEAK
REBATES**

MA pilot with 200
Tesla customers in
2019-2021



**SCHEDULED
CHARGING**

Launching in
CT in 2023

| Residential Customer Scenario | Smart Charger Rebate | Wiring Upgrade Rebate | Managed Charging Enrollment Incentive | Managed Charging Annual Incentive |
|---------------------------------------|----------------------|-----------------------|---------------------------------------|-----------------------------------|
| New Smart Charger, needs 240v outlet | \$500 | \$500 | N/A | Up to \$200 (\$50/month) |
| New Smart Charger, has 240v outlet | \$500 | N/A | N/A | |
| EV with Telematics, needs 240v outlet | N/A | \$500 | \$100 | |
| EV with Telematics, has 240v outlet | N/A | N/A | \$100 | |
| Existing Level 2 Charger | N/A | N/A | \$100 | |


Managed charging enrollment required for any customer who takes an upfront rebate

Telematics Enrollment



Sign Up

Welcome! Let's connect you to your electric vehicle charging data.

Email 



First Name



By checking the box below, you consent to the [privacy policy](#) and agree to the [terms of service](#)

☐ I have read the privacy policy and I agree to the terms of service.

Connect My Vehicle

Sign in with Tesla







 someuser@gmail.com 

[Reset password](#)



PERMISSIONS

-  Make, model, year
-  VIN
-  EV battery level
-  Charging status
-  Charging location
-  Stop/start charge

Allow

EVERSOURCE

Congratulations {{name}}!

You're set to start earning rewards for participating in ConnectedSolutions peak events this summer. Here's what to expect:

- Charging is turned off during times of high demand on the electric grid ("peak events")
- Peak events typically last three hours and can be called June 1 - September 30 on non-holiday weekdays between 2pm - 7pm. We expect 10-15 events per year
- Earn \$50 per month for a maximum participation incentive of \$200 per year, paid in late fall
- Eversource will provide 24-hour advanced notice via email before the event; you can opt out by replying to our notification
- You can opt out of two events per month and still receive participation incentive for that month
- Peak events are for at-home charging only
- We will not shut off charging if your battery is below 25%
- Eversource may also call rare Emergency Events with less advanced notice than normal events



Events!

EVERSOURCE

Peak Event Notification

Dear Brad,

Due to expected high demand on the electric grid tomorrow, Eversource has scheduled a peak event for June 4th beginning at 3:00pm for 1 hour.

In line with peak event requirements, your battery will be paused during the event.

Reply 'NO' to this email to opt out of the event.

If you have any questions, please email us at eversource@eversource.com.

EVERSOURCE

Peak Event Reminder

Dear Brad,

A reminder that Eversource has scheduled a peak event for today, beginning at 3:00pm for 1 hour.

Thank you for choosing to participate and for helping us reduce stress on the electric grid when others are using more. You're one step closer to earning \$50 for this month.

In line with the program requirements, if your EV is plugged in during the peak event, your charging will be paused. We will not pause charging if your battery is below 25%.

If you need to opt out for any reason, reply 'NO' to this email.

EVERSOURCE

Peak Event Opt Out Confirmation

Dear Brad,

You have successfully opted out of participating in Eversource's peak event happening June 4th. You are free to charge your EV during that time. If you have any questions, please email us at eversource@eversource.com.

EVERSOURCE

DR Auto Opt Out Notice

Dear Kim,

Your EV was automatically opted out of participating in Eversource's DR Event due to a battery level below 25%. Per the program criteria, we won't pause your charging when we notice that your battery level is under 25% to avoid a potentially bad customer experience. Being opted out due to low battery level does not count against you and you are still eligible for the \$50 incentive for this month.

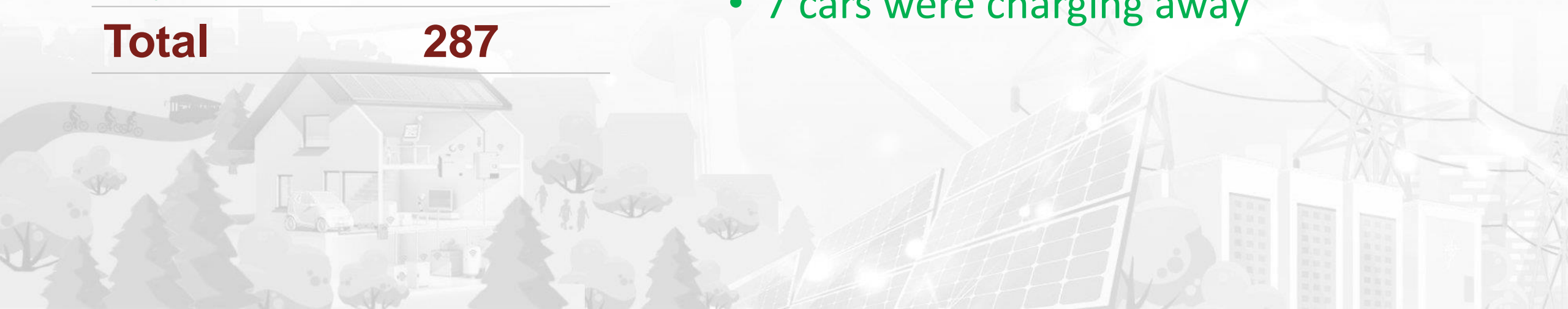
Eversource ConnectedSolutions Team

| Make | Participants |
|--------------|--------------|
| Ford | 19 |
| Hyundai | 4 |
| Jaguar | 2 |
| Tesla | 249 |
| Toyota | 13 |
| Total | 287 |

13 events between July 8 and August 9, 2022

On average

- 0 cars manually opted out
- 6 cars were auto opted out
- 7 cars were curtailed
- 7 cars were charging away



Charging Behavior by EV Type

In an average month, an average car charged...

Battery EV

25 Charges
87% at home
457 kWh
3.8 hours/charge
23.5 kWh/Charge



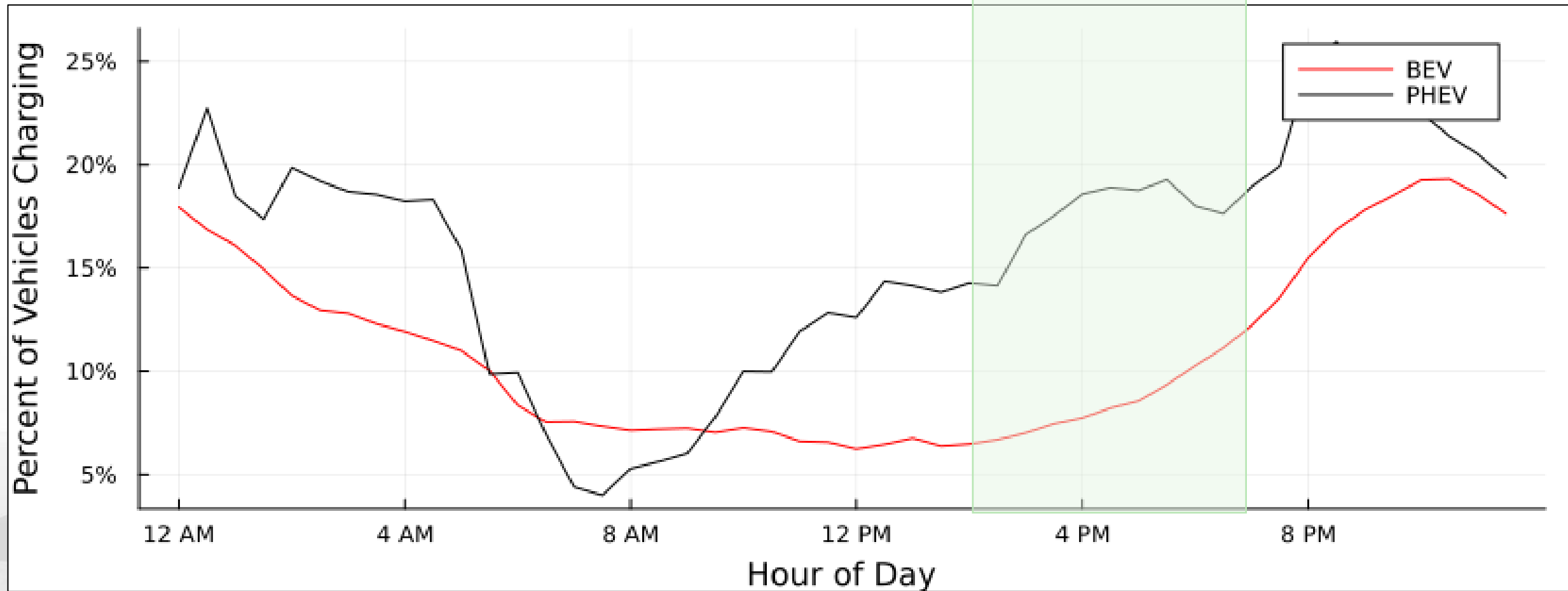
22 Charges
53% at home
195 kWh
4.5 hours/charge
10.0 kWh/Charge



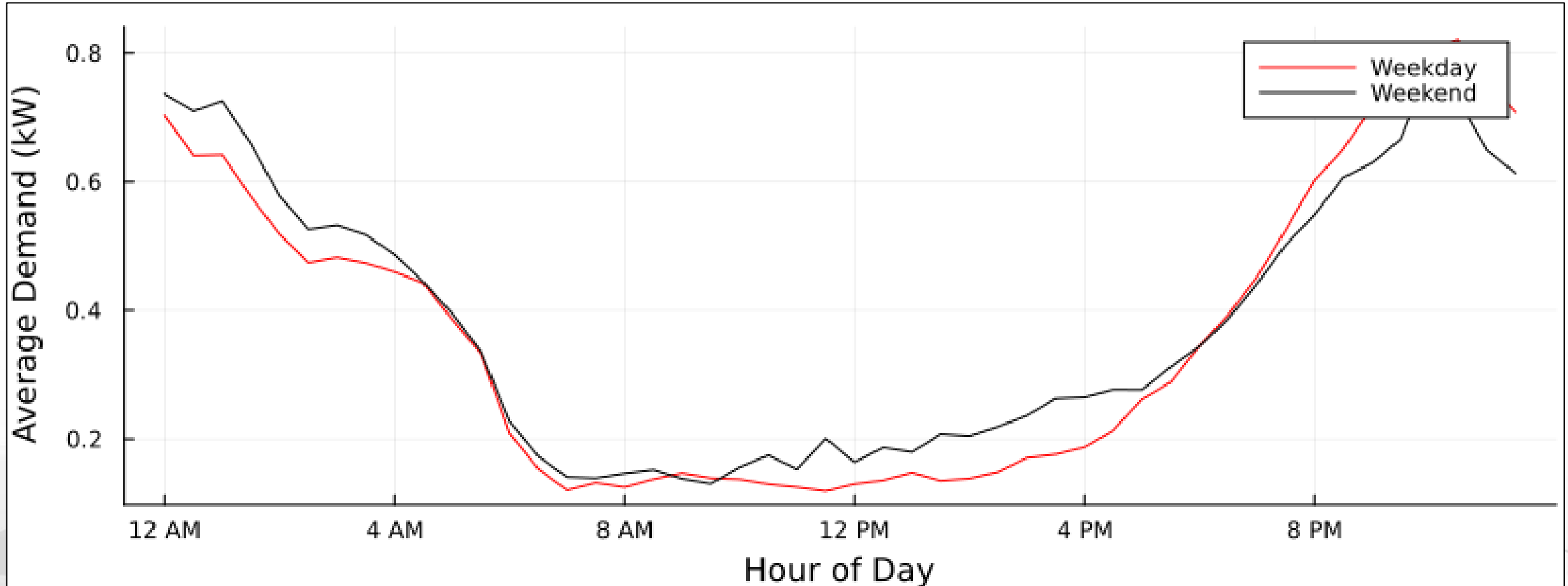
Plug-in EV



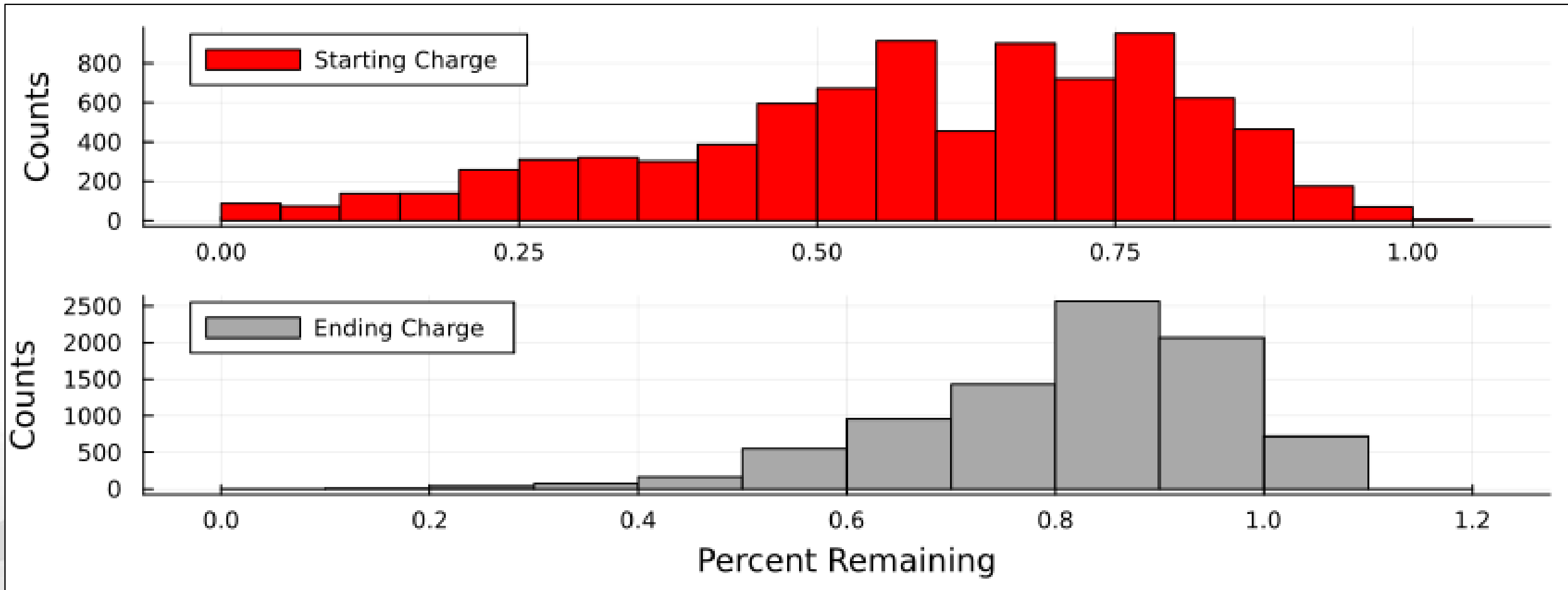
Load Shape: BEV vs. PHEV



Load Shape: Weekday vs. Weekend



State of Charge





Amy Findlay, P.E., oversees demand response and managed EV charging programs at Eversource. Amy leads a team focused on creating and executing programs that incentivize customers to reduce demand on the grid during peak times while providing a great customer experience.

Amy Findlay: amy.findlay@eversource.com



As the VP of Utility Services at RER, Katie Parkinson manages the behavioral load management strategies aimed to encourage EV owners to shift their charging habits to align with generation profiles. RER, a spin-off of Apex Analytics, uses telematics to connect to EVs and turns intangible data into actionable insights for EV owners and utilities.

Katie Parkinson: katie.parkinson@rollingenergyresources.com

Questions?

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