

ELECTRIC VEHICLES – Frequently Asked Questions

Getting Started/Rebate

1. What is a Level 2 Charger?

A Level 2 charger refers to the voltage that the electric vehicle charger uses. Level 2 chargers have similar electrical requirements to a clothes dryer (240 Volts/30 Amps).

2. What is a Networked Charger?

A Networked charger has the capability to connect via the internet and can provide functions such as access control and real time updates on your charging stations. Networked chargers are typically more expensive than a non-networked Level 2 charger.

3. What are the requirements for obtaining a rebate?

- a) Applicant must be an Anaheim Public Utilities customer
- b) EV charger must be located in the City of Anaheim
- c) EV charger must be a Level 2 (240-volt) or higher charger
- d) A building permit must be issued for the rebate prior to the installation of the charger

4. What is the maximum number of chargers to be rebated on?

You can be rebated up to two (2) chargers per household.

5. ****TEMPORARILY SUSPENDED** Does the \$2,000 rebate cover upgrades to the existing panel (100amp to 200amp) and/or adding a sub panel?** Yes, the \$2,000 rebate does cover any upgrades to accommodate your Level 2 charger. However, customers must sign-up for either the [Developmental Domestic Time of Use \(TOU\) EV Rate](#) or the [Developmental Non- Domestic TOU EV Rate](#) in order to qualify.

6. **If I purchase a networked charger but do not want to be on a TOU rate, can I still qualify for a rebate?**

Yes, you can receive a \$400 rebate for your Level 2 Charger.

7. **If I purchase a networked charger and do not decide to go on a TOU rate at the time, can I receive the \$400 rebate, and decide to go on a TOU rate later to receive the additional rebate?**

Yes, you can elect to sign up for a TOU rate later to receive the additional \$600 (equaling \$1,000), but it must be within 12 months of initially applying for the rebate.

8. **If I receive a rebate for \$400 and apply for a second rebate for a networked charger, can I elect to go on a TOU rate to receive the higher incentive?**

Yes, you can elect to sign up for a TOU rate at that time to receive the higher incentive.

9. ****TEMPORARILY SUSPENDED** If I am an existing EV customer and decide now to go on the Developmental Domestic EV Rate, can I receive the \$2,000 towards the installation of the sub meter?**

Yes, any EV owner that decides now to enroll in the Developmental Domestic EV Rate can receive the \$2,000 towards the installation costs, without having to apply for the EV Charger Rebate.

10. How do I apply for the rebate?

- a) Download the application from our website
- b) Attach supporting documentation, including a copy of your APU Utilities bill, a photo of the charger, a photo of its serial number, and copies of all charging station purchase and installation receipts. For a copy of the application, go to <http://www.anaheim.net/593/Personal-EV-Charger-Rebate> or contact 714-765-4250.
- c) Mail or email rebate application to:
 - a. Attn: Personal EV Charger Rebate

201 S. Anaheim Blvd. Suite 801
Anaheim, CA 92805
b. EVRebates@anaheim.net

11. How soon can I expect my rebate?

We will mail you a rebate check within 4 to 6 weeks after your application is approved.

Permits

1. Do I need an electrical permit for a Level 2 EV charger?

Yes, you will need to contact the Building department to pull a permit. You can do that by calling (714) 765-5153 or online at <https://anaheimcity.net/BLD>. Only the EV permit fee will be waived under our rebate program. If you require an electric panel upgrade, additional permit fees may apply.

Rates

1. Are there special electric rates for EV charging?

Yes, we offer three different TOU rates that you can view [here](#).

- [Developmental Domestic TOU rate](#) is a rate that tracks the time of day you use electricity in your whole home, in addition to your EV. This includes appliances, heating/cooling, lighting and pool pump motors. Therefore, if you are deciding to charge your vehicle or use any appliance during on peak hours of the day, this rate may not be best.
- ****TEMPORARILY SUSPENDED**** [Developmental Domestic Electric Vehicle TOU rate](#) is a residential rate dedicated to reading your EV usage only. In order to receive this rate, you will need to install a separate meter, called a sub-meter, that tracks your EV usage separate from you home usage. The cost to install this meter fall on the responsibility of the homeowner. However, APU offers the \$2,000 additional rebate to help offset these costs.
- ****TEMPORARILY SUSPENDED**** [Developmental Non-Domestic Electric Vehicles TOU rate](#) is similar to the Domestic (residential) EV TOU rate, but for commercial businesses. The same process of installing a sub-meter is required and commercial customers can receive the additional \$2,000 as well.

For more information about our rates, please go to our website at: <http://www.anaheim.net/578/Electric-Vehicles>.

2. If I sign up for a TOU rate, can I elect to change it back?

You must remain on the TOU rate for a minimum of 12 months before switching.

3. Are you required to have an advanced (smart) meter to sign up for TOU rates?

Yes, in order to track your energy usage based upon time of day that you use it, an advanced smart meter will need to be installed at your home. APU will install this meter for you, at no cost, once you sign up for the TOU rate. In addition, you will be required to be on monthly billing, which will track usage starting from the beginning of the month to the end of the month.

4. I am an existing solar customer, can I still sign up for TOU rates?

Yes, if you are an existing solar customer with an EV, we currently only allow you to sign up for the Domestic TOU rate. We currently do not allow customers with solar to sign up for the Domestic EV TOU rate.

5. What happens after being on the TOU rate for 12 months that I was paying more on the TOU rate rather than being on a Domestic Service rate? Will there be any adjustments from Customer Service Billing?

Customers will not be able to make any billing adjustments should being on a TOU Rate not benefit a customer at the end of a full year.

6. How is Net Metering (solar billing) done with TOU rates?

The usage is billed based on the time it is delivered and received based on the rate schedule for NEM 2.0 Time of Use.

7. After 12 months on EV rate, I decided to go back to the regular rate, what happens to the second meter?

If a customer decides to go back to the regular rate, APU will remove the second meter and cover it with a meter socket.

About EV's:

1. How efficient are they?

Yes, electric vehicles are up to three times as efficient as gasoline-powered cars. This is primarily because electric motors are 90-percent efficient at converting energy into motion, compared to 30 to 40 percent for conventional cars and hybrids. However, considering the energy lost in producing, transmitting, and storing electricity, the real differences are much smaller. In regions with renewable and clean electric production, electric cars still maintain much of their advantage.

2. What models are available?

As of March 2019, there are over 40 Electric Vehicles or Plug in Hybrid Electric Vehicles available for sale or lease in the United States.

3. How much do they cost?

Prices range from as low \$23,000 to over \$100,000 for the sporty and luxurious models. Most cost around \$30,000. All pure EVs are eligible for a federal tax rebate in addition to other state tax credits. There are also many used Electric Vehicles for as little as \$8,000 that are available.

4. How far can I drive?

Today the range of an electric vehicle has grown tremendously. Most of the Electric Vehicles have a range of about 200 miles between charges. Some Electric Vehicles will have larger optional batteries that can extend the range to over 300 miles.

5. How long will the batteries last?

As batteries wear, their capacity to absorb a charge diminishes. Therefore, the range of electric cars will diminish with age. General Motors and Nissan, the first two companies to introduce electric cars in the United States, are providing battery warranties of eight years or 100,000 miles. In California and 15 other states that follow California emissions laws, GM will have to warranty the batteries to 10 years or 150,000 miles.

**** Rebates and rates that are noted as TEMPORARILY SUSPENDED are not available as of June 27th, 2022. It is likely that the marked rebates and rates will remain suspended indefinitely.**