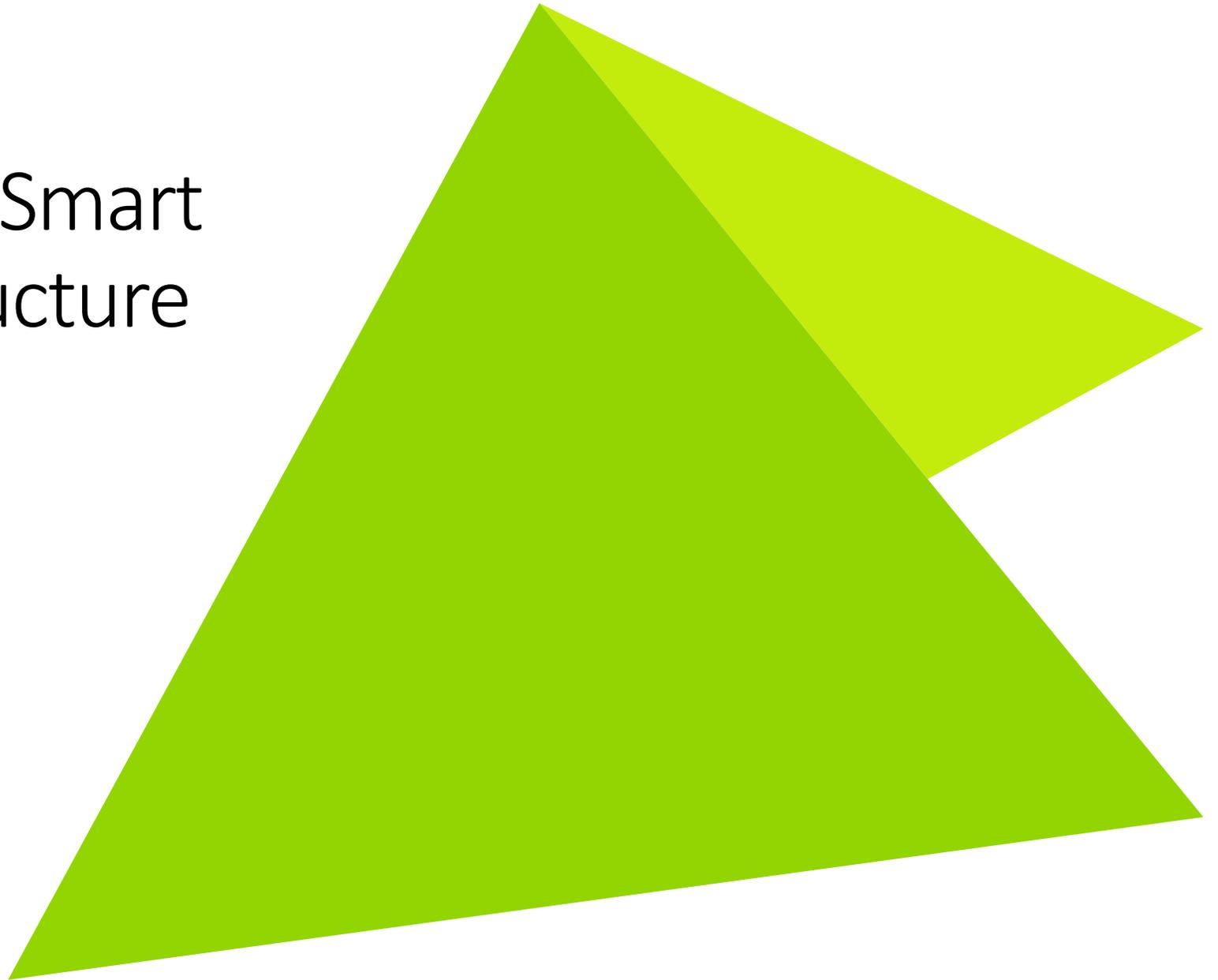




# Dominion Energy Smart Charging Infrastructure Pilot Program



# Customer Segments

*Per SCC Filing*

## Multifamily

**Description:**

Electric vehicle charging located in common areas of multifamily housing communities for use by residents

**Offered To:**

Commercial Entities

## Workplace

**Description:**

Electric vehicle charging located at workplaces for use by employees

**Offered To:**

Non-Residential Entities

## Public DCFC

**Description:**

Higher powered (>49kW) electric vehicle charging available to the public at publicly available locations

**Offered To:**

Non-Residential Entities

## Transit

**Description:**

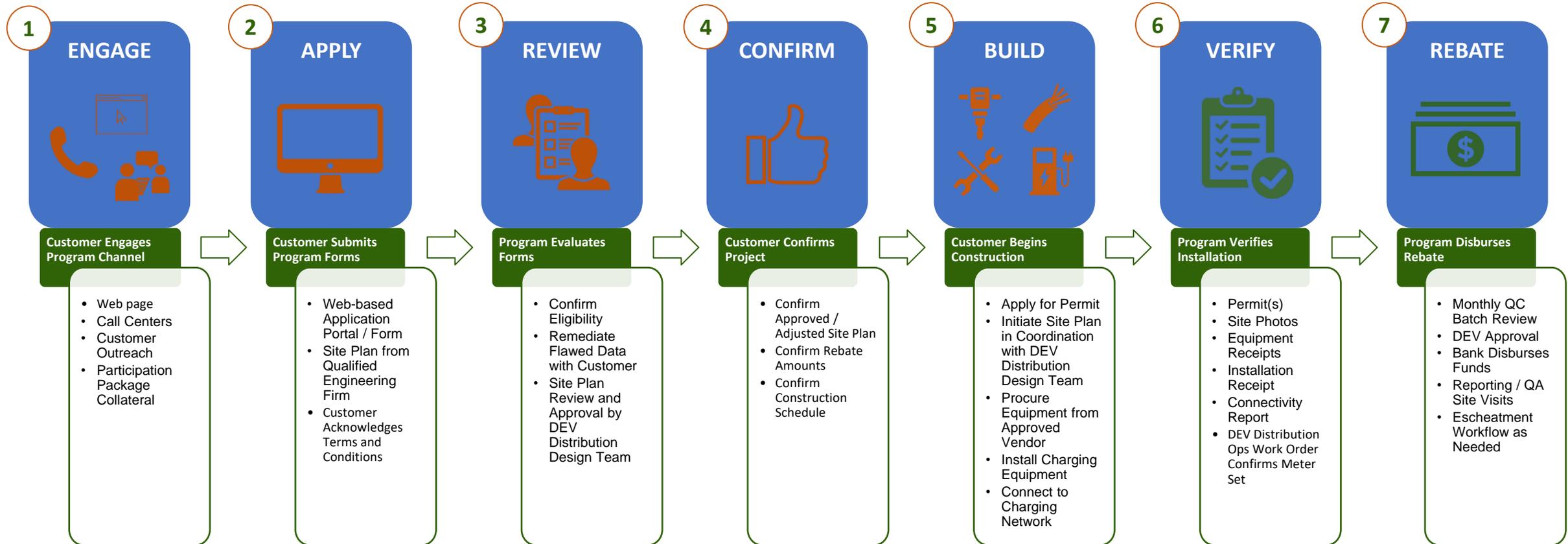
Depot-based electric vehicle charging – focused on mass transit and bus electrification

**Offered To:**

Public or Commercial Entities

# Customer Journey

High Level "End to End" Customer Journey



# Rebates Given

- Public DC Fast Charging has 'sold out' by more than 20 chargers and is still receiving applications
- Multi Family Housing Charging has recently 'sold out' and is still receiving applications
- Workplace Charging has not sold out yet, but we are steadily receiving applications
- Transit Chargers unfortunately have not sold at all – we are re directing our marketing to target transit customers
- We have awarded \$19,046 in rebates under the Multi Family Charging category, towards three chargers
- We have awarded \$23,100 in rebates under the Workplace Charging category, also towards three chargers

# Challenges and Continuing Support

- All things considered; this program has run very smoothly. We've had many successful webinars, both directly with customers and our Key Accounts team, to educate about and advertise the program
- Our customers who have applied have done so efficiently, with very few calls to our call center regarding the program
- COVID-19 provided some barriers, mostly with all of us quite suddenly working from home, but with the combined effort of internal colleagues and our partner for implementing this program, Guidehouse, we've been able to successfully kick off the program
- Our true only ask of local government and organizations is to continue their support of electric vehicles and support programs we have moving forward!