

Charge Ready Home Implementation Manual



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SOUTHERN CALIFORNIA
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CSE Headquarters

Center for Sustainable Energy
3980 Sherman Street, Suite 170
San Diego, CA 92110
858-244-1177
EnergyCenter.org

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Abbreviations and Acronyms

Amps	Amperage
DAC	Disadvantaged Community
EV	Electric Vehicle
L2	Level 2

Definitions

Amperage	The strength of an electric current.
Application Portal	The online database where Charge Ready Home applications are submitted and processed.
Attached Single-Family Household	One dwelling unit on a single lot with one side wall in common with a dwelling on an adjoining lot.
Contractor	The licensed electrician company that will be installing the electric panel upgrade equipment.
Contractor Network	Contractors eligible to complete electrical work for the Charge Ready Home program.
Detached Single-Family Household	One dwelling unit located on a single lot with yard areas that separate that dwelling from other dwellings.
Disadvantaged Community	Defined by the latest version of the California Communities Environmental Health Screening Tool (CalEnviroScreen) developed by the Office of Environmental Health Hazard Assessment (OEHHA). For more information on the current version, visit https://oehha.ca.gov/calenviroscreen/sb535 .
Household Size	The number of persons residing in a household may be determined by the filing status of their most recent tax transcript.

Income-Qualified Households	§50093 of the Health and Safety Code defines low-income individuals and households as those that earn less than 80 percent of the area median income ¹ (AMI). The California Department of Housing and Community Development publishes annual values, by county, of this 80 percent AMI threshold. ² This is to be based off the applicant's most recent tax transcript. Also referred to as "Low-Income Households."
Low-Income Households	See definition for "Income-Qualified Household."
Mobile/Manufactured Home	A structure designed for human habitation and for being moved on a street or highway under permit pursuant to the California Vehicle Code or a manufactured home as designed in the California Health and Safety Code. This definition does not include a recreational vehicle.
Public Assistance Programs	Low-income households are also those that qualify for public assistance programs. You will find a list of qualifying public assistance programs in Section 2 – Residential Requirements.
Resident	The resident is the residential SCE customer applying for the electrical panel upgrade. The resident is not necessarily the owner of the property.
Single-Family Household	<p>A single-family household is a residential unit designed and intended for occupancy by one family. A single-family household contains one kitchen for central preparation of meals.</p> <p>This definition includes both detached and attached single-family homes, as well as mobile or manufactured housing.</p>

¹ California Health and Safety Code §50079.5, as referenced by §50093.

² <https://www.huduser.gov/portal/datasets/il.html>

Introduction: Charge Ready Home Program

This Implementation Manual describes the eligibility requirements, required documents and necessary application steps to apply for and receive the electrical panel upgrade rebate offered through the Charge Ready Home program. The purpose of this document is capture all program requirements for participating residents and contractors, as well as to provide information about the program to any interested party. The Implementation Manual will be updated and version-marked throughout the implementation of the Charge Ready Home program to accurately reflect current program requirements.

Purpose

The Charge Ready Home program is a multiyear incentive program that provides rebates to qualifying residential customers to upgrade to a 200-amp electric panel and install a 240-volt circuit in preparation for future electric vehicle (EV) charging infrastructure installation. The intent of the program is to provide access to electrical panel upgrades to enable income-qualifying residential customers and residential customers located in disadvantaged communities (DACs) to install EV charging in their homes and enable further electrification measures.

1 – Contractor Network Requirements

The Charge Ready Home program is supported by a network of eligible contractors who are trained annually on the program requirements. Becoming a Charge Ready Home participating contractor can help contractors grow their business in the SCE territory and allow them to support an equitable clean energy transition by helping residents prepare their homes for EV charging and electrification. The Contractor Network is available to residents to ease the process of participating in the Charge Ready Home program and to help put residents into contact with contractors within their communities. The program administrator in no way endorses or guarantees any contractor or their work. It is highly recommended that residents meet with and receive bids from multiple contractors before selecting one to work with.

1.1 In-Network Contractor Eligibility

To be eligible for the Charge Ready Home Contractor Network, contractors must meet the following requirements:

Licensed Electrical Contractor

Contractors in the Charge Ready Home program must be licensed to install electrical panels per the California Contractors State Licensing Board (CSLB) under a C-10 license or a General B license. The definitions of a C-10 electrical contractor and a General B contractor are available on the CSLB website.

Contractor Training Requirements

To participate in the Charge Ready Home program and install electrical panels through the program, contractors must be active in the Contractor Network. To remain active in the Contractor Network, the contractor is required to attend an annual training webinar hosted by the program administrator. This requirement is annual to reflect any program changes and updates that contractors need to be aware of while participating.

1.2 In-Network Contractor Responsibilities

Bring Residents into Charge Ready Home Program

The Charge Ready Home program is a contractor-driven program. While some residents may hear about the program and apply on their own, in most instances, the contractors participating in the Charge Ready Home Contractor Network will identify residents who qualify for Charge Ready Home, notify them of the program and help them apply for the program.

To apply to the Charge Ready Home program, participating residents must create an account on the Charge Ready Home program website and provide supporting documentation (discussed in Section 6 – Required Documents). Contractors should be prepared to help customers through this process as needed; however, the contractor should not handle personal information such as tax documents.

Residents will submit this paperwork directly to the program through the application portal. Once the resident creates their account and completes an application, they will receive an identification number. The resident will be directed to share this identification number with the contractor of their choice. When a contractor receives an identification number for a customer, they claim that application in their Charge Ready Home account. From that point on, the contractor is responsible for the completion of the application process and receipt of the Charge Ready Home rebate.

Procure, Permit and Install Electric Panel and Circuitry

Participating Charge Ready Home contractors are required to be CSLB licensed electricians that hold an active C-10 or General B license. The contractor is responsible for completing all electrical panel upgrade work on behalf of the resident. This includes assessing the customer's existing electric panel system, procuring the materials needed for the panel upgrade and installation of the 240V circuit, applying for permits as required by the local authority having jurisdiction (AHJ) and installing all equipment.

Claim Rebate

The Charge Ready Home program is an equity-focused program, with the target participants being residents of DACs and income-qualifying residents in SCE territory. Contractors in the Charge Ready Home Contractor Network will be the rebate payee on the completion of the panel upgrade project. Contractors will receive the rebate payment when work is complete, and all required documents are submitted to the program. Residents should not be required to provide any payment to the contractor for the value of the expected rebate amount between signing a contract and receiving the program rebate.

2 – Resident Requirements

Many homes have older, lower rated electrical panels (rated for less than 200 amps) that make it challenging for residents to add additional electric loads to their home, such as electric vehicle charging. Upgrading a home's existing electrical panel increases the home's load capacity and enables the process of preparing future electrification measures such as transitioning to all-electric appliances or installing solar panels.

Residents, with respect to the Charge Ready Home program, are the individuals residing in the house in which the electric panel upgrade will be installed. Residents participating in the program do not have to own the house as long as they have written confirmation from the homeowner that the upgrade work is authorized. To be eligible for the Charge Ready Home program, the resident must satisfy each of the following requirements.

- The resident must be an SCE residential customer.
- The existing electric panel in the home must be less than 200 amps.
- If the resident is not the owner of the residence, must obtain and provide the owner's written approval/authorization for the upgrade/installation.

To be eligible for a rebate through the Charge Ready Home program, residents must also satisfy one of the two following base eligibility requirements.

- To qualify for the **geographic-based rebate (DAC rebate)**, which covers 50% of the panel upgrade costs (**up to \$2,100**), resident must live in a DAC (top 25% based on [SB353 Disadvantaged Communities Map](#)).
- To qualify for the **income-qualified rebate**, which covers 100% of the panel upgrade costs (**up to \$4,200**), resident must be a low-income household, defined as a household earning less than 80% of the area median income (AMI) or participate in at least one of the following public assistance programs.
 - Bureau of Indian Affairs General Assistance
 - CalFresh/SNAP (food stamps)
 - CalWorks (TANF)/Tribal TANF
 - Drive Clean in the San Joaquin Replace Program
 - Head Start Income Eligible (tribal only)
 - Low Income Home Energy Assistance Program (LIHEAP)
 - Medi-Cal (income-qualified Medi-Cal only)
 - Medi-Cal for Families (Healthy Families A&B)
 - Supplemental Security Income (SSI)
 - Special Supplemental Nutrition Program for Women, Infants and Children (WIC)

By participating in the Charge Ready Home program, residents agree to complete the following.

- Install a new 200-amp electric panel.
- Install a new circuit for a new 240V outlet located within 25' of a dedicated off-street parking spot (garage, carport, or driveway, etc.).
- Install a Level 2 (L2) charging station (hardwired or plug-in) prior to receiving the rebate or attest to planning to install an L2 charging station within 180-days of receiving the panel upgrade.

It is not a requirement to own or lease an EV prior to participating in the Charge Ready Home program.

3 – Rebates

As discussed in Section 2 – Resident Requirements, there are two pathways for eligibility in the Charge Ready Home program, geographic based or income qualified.

Geographic-Based Rebate (DAC Rebate)	<ul style="list-style-type: none">• Offers a \$2,100 rebate per application for residents residing in DACs.• This rebate value is intended to cover up to 50% of the equipment and installation costs for the project.• The paid geographic-based rebate value will be adjusted when claimed, as necessary, so that it does not exceed the 50% of the cost of the installation based upon submitted itemized invoice.
Income-Qualified Rebate	<ul style="list-style-type: none">• Offers a \$4,200 rebate per application for income-qualified residents.• This rebate value is intended to cover up to 100% of the equipment and installation costs for the project.• The paid income-qualified rebate value will be adjusted when claimed, as necessary, so that it does not exceed the full cost of the installation based upon submitted itemized invoice.

The equipment installation requirements for either pathway is the same – the resident must install a 200-amp main electric service panel that includes a 240V outlet within 25 feet of a dedicated off-street parking spot. Project costs will be monitored throughout the life of the program, and the rebate values will be adjusted as necessary to make sure rebates are meeting the 50% and 100% coverage targets on average.

4 – Website and Application Portal

4.1 Website (evhome.sce.com)

The Charge Ready Home website is the main avenue for receiving information and updates about Charge Ready Home as well as accessing required forms, sample documents and recorded trainings (for in-network contractors). The homepage provides information on how the program works, benefits of electrical panel upgrades, how to apply and links to the application portal. The website features a detailed page about how to apply to the program that details the available funding, the two different available rebate pathways, eligibility requirements and required documents to apply. Specific pages are targeted toward residents and contractors to provide all the information each audience needs to understand the Charge Ready Home program and what is expected of them in their respective role. In addition, the website includes a Resources page that houses program collateral, required documents and training videos.

4.2 Application Portal (apply.evhome.sce.com)

A second website associated with Charge Ready Home is the application portal. It can be accessed independently directly through its URL, or it can be accessed through the main program website. There are multiple points throughout the program website that link directly to the application portal.

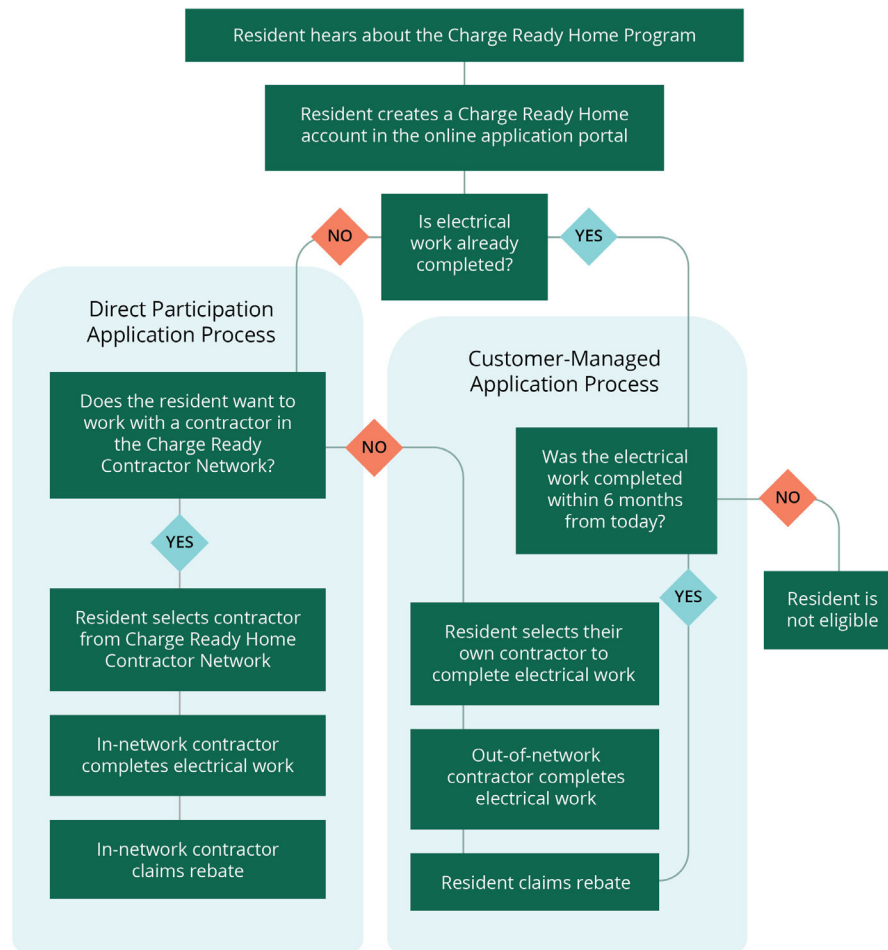
The application portal is where residents apply to Charge Ready Home. To submit an application, residents must set up an account on the platform. The resident can stop their application and return to the application portal later to continue the process or to review the status of their application. The application portal is also where in-network contractors access applications for which they are responsible. When a resident selects to work with an in-network contractor, the resident provides that contractor with the application ID. The in-network contractor then claims that resident's project in the application portal. The in-network contractor becomes responsible for the project until completion.

5 – Application Process

Applications and rebate claims will be processed through the Charge Ready Home program online application portal, which is described in Section 4 – Website and Application Portal. There are multiple ways that residents can receive rebates through the program. Residents are encouraged to apply for the rebate before electric panel upgrade work to ensure eligibility for the rebate before completing the work. However, residents can apply for the rebate up to 6 months after completing eligible electrical panel upgrade work. The various application paths are summarized below and discussed in more detail in this section.

- Residents applying for the rebate in advance of the panel upgrade work and planning to work with an in-network contractor will follow the Direct Participation Application Process, outlined in Section 5.1.
- Residents applying for the rebate in advance of the panel upgrade work and planning to work with their own contractor that is not in the Contractor Network will follow the Customer-Managed Application Process, outlined in Section 5.2.
- Residents who have already completed the panel upgrade work also will follow the Customer-Managed Application Process, outlined in Section 5.2.

Charge Ready Home Application Process



5.1 Direct Participation Application Process

In the Direct Participation Application Process, the resident initiates the application through the Charge Ready Home program application portal. The resident is responsible for all initial paperwork, including filling out an intake form with the home address, SCE service account number and contact information and providing required documentation, including proof of identity, income verification (if pursuing the income-qualified rebate) and a signed Electric Vehicle Charger Attestation. A description of each of these required documents is included in Section 6 – Required Documents. Once the application is submitted and resident eligibility is confirmed, the rebate is reserved. The resident selects a contractor from the Charge Ready Home Contractor Network, and the contractor takes over the remainder of the application process.

The steps in the Direct Participation Application Process are:

1. Resident learns about the Charge Ready Home program and decides to upgrade the existing electric panel in their home.
2. Resident creates an account and undergoes a pre-qualification process.
 - a. The Charge Ready Home program administrator confirms geographic and income qualifications and notifies the applicant about which rebate they are eligible for.
3. Resident provides required documentation, including:
 - a. Proof of Identity
 - b. Income Verification (if applying for the income-qualified rebate)
 - c. Electric Vehicle Charger Attestation
4. If application is complete and the resident is eligible, an email is sent to applicant providing approval notification for reservation of rebate funds.
5. Resident then selects a preapproved electrical contractor from the Charge Ready Home Contractor Network.
 - a. If a resident wants to work with a contractor who is not in the Contractor Network but is interested in becoming a Charge Ready Home contractor, the contractor can join the network. New contractors may be added Contractor Network at any time during the program's operation.
6. Contractor submits all required permits and procure materials.
7. Contractor installs the new electric panel and completes all electrical work.
8. Contractor provides the following documents to the Charge Ready Home program to claim the rebate:
 - a. Copies of all permits and evidence of final inspection required by their authority having jurisdiction (AHJ).
 - b. Photographs of the original panel, new panel and 240-volt outlet installed within 25' of a dedicated off-street parking spot (garage, carport or driveway, etc.).
 - c. Itemized invoice including copies of invoices for the home electric panel upgrade, the new circuit and 240V outlet.
9. When all required documents are provided and approved, the contractor will be reimbursed by Charge Ready Home, not to exceed 50% of the program-determined full cost of the electric panel installation for the geographic-based rebate and not to exceed 100% of the program-determined full cost of the electric panel installation for the income-qualified rebate.

5.2 Customer-Managed Application Process

Residents may choose to work with a qualified, C-10 or General B licensed electrician of their choice outside of the Contractor Network or have already completed an electric panel upgrade project within 6 months of applying for the rebate. In the Customer-Managed Application Process, the resident initiates the application through the Charge Ready Home program application portal and is responsible for the process from application through to rebate claim. In this process, the customer works with a contractor of their choice and applies to claim the rebate after the installation is completed. In this process, the resident pays all associated costs upfront and then submits documentation to qualify to receive a rebate. A description of each required document is included in Section 6 – Required Documents.

The steps in the Customer-Managed Application Process are:

1. Resident learns about the Charge Ready Home program and decides to upgrade the existing electric panel in their home or the resident has already completed an electric panel upgrade within the past 6 months and would like to claim a rebate.
2. Resident creates an account and fills out all required information.
 - a. The Charge Ready Home program administrator confirms geographic and income qualifications and notifies the applicant about which rebate they are eligible for.
3. Resident provides required documentation, including:
 - a. Proof of Identity
 - b. Income Verification (if applying for an income-qualified rebate)
 - c. Electric Vehicle Charger Attestation
 - d. Copies of all permits and evidence of final inspection required by their Authority Having Jurisdiction (AHJ)
 - e. Photographs of the original panel, new panel and 240-volt outlet installed within 25' of a dedicated off-street parking spot (garage, carport, or driveway, etc.)
 - f. Itemized invoice including copies of invoices for the home electric panel upgrade, the new circuit and 240V outlet
4. Contractor installs the new electric panel and completes all electrical work.
5. When all required documents are provided and approved, the resident will be reimbursed by Charge Ready Home, not to exceed 50% of the program-determined full cost of the electric panel installation for the geographic-based rebate and not to exceed 100% of the program-determined full cost of the electric panel installation for the income-qualified rebate.

6 – Required Documents

The following sections describe each document required to receive the Charge Ready Home rebate. To expedite the application process and rebate claim, be sure to upload legible copies of each document in one of the following accepted file formats: PDF, JPG, JPEG, PNG, DOC or DOCX. Sample supporting documents are provided in Appendix C.

6.1 Proof of Identity

Residents are required to provide a copy of a current government ID to verify their identity. Acceptable government IDs include a valid driver's license or a passport. Identification is required only for the resident applying for the rebate on behalf of their household.

6.2 Income Verification – for Income-Qualified Rebate ONLY

Additional documentation is required from residents applying for the income-qualified rebate to ensure they meet the requirements of this option. There are two means of verifying eligibility: 1) providing proof of enrollment in an eligible public assistance program (as described in Section 6.2.1) or 2) providing both a Household Income Summary Form (as described in Section 6.2.2) and Proof of Income Eligibility (as described in Section 6.2.3).

6.2.1 Proof of Enrollment in an Eligible Public Assistance Program

Applicants must provide documentation that confirms enrollment in a qualifying public assistance program at the time of application. A list of eligible public assistance programs is available in Section 2 – Resident Requirements. An acceptable form demonstrating proof of enrollment includes, for example, an award letter or notice of action. The applicant's name must match the name of the participant enrolled in the public assistance program, and the document must be dated within 12 months of the date of application submission. Health insurance membership cards are not accepted for this requirement.

6.2.2 Household Income Summary Form

The Household Income Summary Form is used to collect information regarding the resident's household size and the total household income at the time of the rebate application. Information provided in this form will be used in conjunction with the required tax documentation to verify eligibility for the income-qualified rebate. Income eligibility is based on total household income with respect to the area median income where the home is located.

6.2.3 Proof of Income Eligibility

In addition to the Household Income Summary Form, residents applying for the income-qualified rebate who are not enrolled in an eligible public assistance program must submit tax transcripts for the prior tax year to complete income verification. Residents are required to submit an IRS 4506-C form for each

member of the household who is over the age of 18 included in the resident's tax return for the prior year.

6.3 Electric Vehicle Charger Attestation

To participate in the Charge Ready Home program, residents must install a Level 2 (L2) charging station (hardwired or plug-in) prior to receiving the rebate or attest to planning to install an L2 charging station within 180 days of receiving the panel upgrade. The resident is required to submit a signed Electric Vehicle Charger Attestation to confirm satisfaction of this program requirement. The attestation confirms that participating residents understand this component of the Charge Ready Home program and are committed to installing EV charging in their home.

The attestation also includes a portion where the resident indicates whether they are the owner of the home or not. If they select "no," they will be required to fill out a homeowner section that includes verification from the homeowner that the work is permitted.

6.4 Copy of Required Permits

To receive the rebate, the individual submitting the rebate claim request (contractor in the Direct Participation Application Process option, the resident in the Customer-Managed Application Process option) must provide a copy of all approved permits as required by their local authority having jurisdiction (AHJ). If the AHJ did not require filing any permits, a written letter of explanation attesting to this is required instead.

6.5 Itemized Invoice

To verify the rebate amount meets the program limits of up to 50% coverage for the geographic-based rebate and 100% for the income-qualified rebate, an itemized invoice is required to claim the rebate. The itemized invoice must show each eligible project cost as a line item, and if the work is completed as part of a larger project in the home, the itemized invoice should clearly denote which costs are being claimed under the Charge Ready Home program.

6.6 Photo of Completed Work

At rebate claim, photographs confirming the completed panel installation are required. The following before and after photographs are required:

- Electrical meter
- Main breaker
- Circuit box maximum amp rating
- Electric panel location
- Endpoint of the charging circuit (showing charger installation location)

Appendix A – Tips for Choosing a Contractor

The Charge Ready Home program maintains a Contractor Network of licensed electricians who work within Southern California Edison territory and have participated in an annual program training and fully understand the program requirements. Inclusion in the Contractor Network means the contractor has met the minimum requirements necessary to participate in the Charge Ready Home program. The program in no way endorses or guarantees any contractor or their work. The following tips are provided to help guide residents in selecting a contractor to work with for their panel upgrades.

Get multiple bids

A “bid” is a proposed cost for the equipment and labor costs of purchasing and installing the electrical panel equipment. It is important to evaluate multiple bids and compare each contractor’s proposed cost for equivalent systems before contracting with a contractor.

Get references or visit business review sites

Get references from previous customers of the contractor and review past work to confirm the contractor’s reputation within your community. You can also go to a business review site to get a better understanding of a contractor’s reputation and review comments or complaints.

Project deposit

Charge Ready Home is an equity-focused rebate program intended to cover up to 100% of the electric panel upgrade costs for income-qualifying residents and up to 50% for residents located within disadvantaged communities. Some contractors may request an initial deposit from the resident as part of the contract process, which would be returned when the rebate is claimed at the end of the project. However, not all contractors will require a deposit and you are within your right to only contract with a contractor who does not require a deposit.

Appendix B – Contractors State License Board’s “What You Should Know Before Hiring a Contractor”

Appendix C – Sample Supporting Documents