

New York Electric Vehicle Infrastructure Make-Ready Program

CUSTOMER REFERENCE MANUAL



**New York State Electric & Gas Corporation and
Rochester Gas and Electric Corporation**

December 18, 2025

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INTRODUCTION AND PURPOSE

NYSEG and RG&E EV Make-Ready Program Customer Reference Manual

1.1 INTRODUCTION

Effective project management is essential to ensure timely processing, fair allocation of resources, and transparency for all participants. This document outlines the processes NYSEG and RG&E use to ensure participants' projects move smoothly through our pipeline. Participants are important partners in keeping projects on track and play a key role in application submission, document submission and on-going communication with NYSEG and RG&E. By clearly defining these steps we aim to provide participants with a predictable and efficient experience throughout the lifecycle of their project. Additional resources such as our Participant Guide can be found on our NYSEG and RG&E EV Make-Ready Program webpages.

1.2 PURPOSE

Provide a useful reference guide that establishes clear guidelines, provides participants with actionable information and supports program effectiveness to assist contractors, developers, and site hosts in the MRP process.

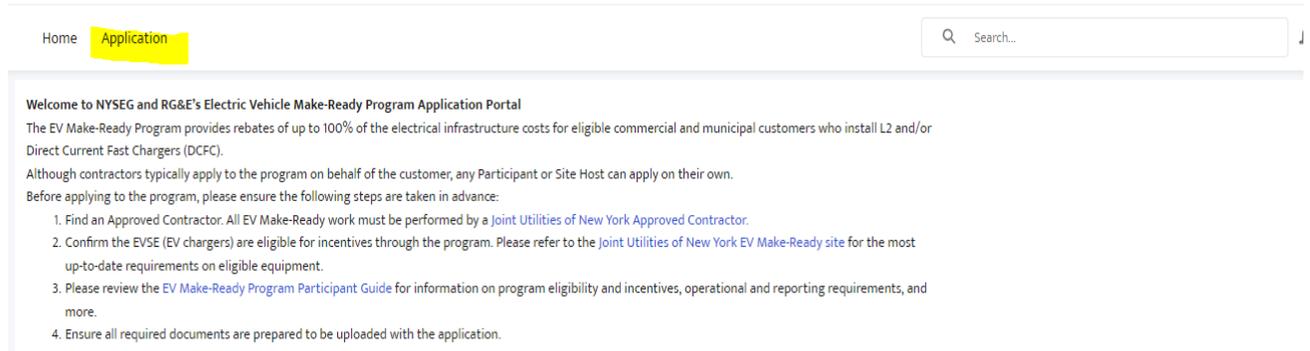
GENERAL MRP PROCESSES

2.1 SUBMITTING AN APPLICATION

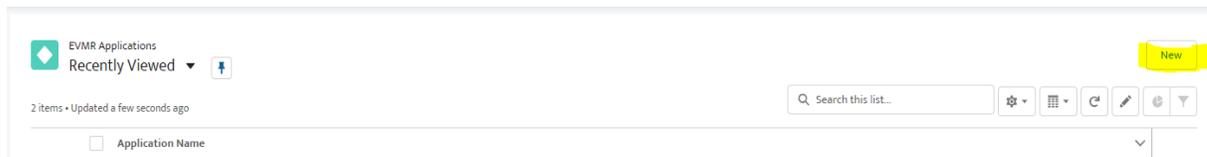
When you are ready to apply, please login to our online [Application Portal](#). First time users of the Application Portal need to contact EVPrograms@nyseg.com for NYSEG or EVPrograms@rge.com for RG&E for a username and temporary password.

To apply, please refer to the NYSEG and RG&E EV Make-Ready Program Application Guide in Appendix A.

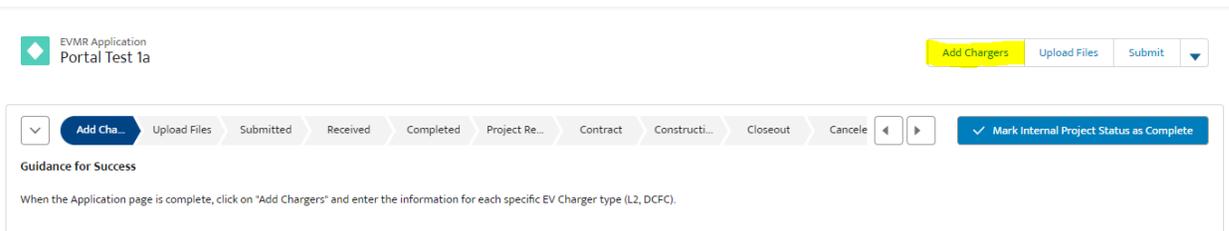
1. After logging into the application portal, the application landing page appears as shown below:



2. To create a new application, click the “New” button in the top right-hand corner.



3. Once the data has been entered, add the chargers to the application by clicking the “Add Chargers” button in the top right. Repeat this step as many times as it takes to enter any additional chargers.

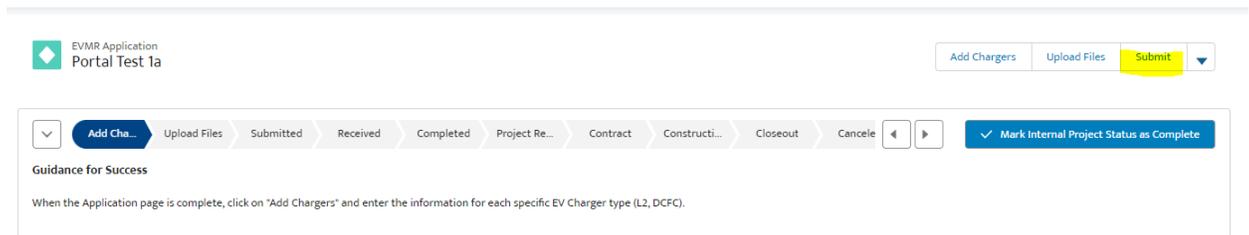


4. Once all the chargers are entered, submit the required documentation listed below by clicking the “Upload Files” button in the top right.



a. Required Documents

- i. Charger Specification Sheet
 - ii. Electric Load Form (if available)
 - iii. Quotes or invoices for customer-side make-ready work
 - iv. Satellite image of site location of chargers
 - v. Site plan with locations of chargers including distance from existing or new services.
 - vi. NYSEG/RGE Cost Template
5. Review the application for completeness and submit by clicking the submit button in the top right.



2.2 CANCELING OR PLACING PROJECTS ON HOLD

We understand that project plans can change. Please refer to the Participant Guide which can be found on our NYSEG and RG&E EV Make-Ready Program webpages for more information.

2.3 FLEET ASSESSMENT SERVICES

NYSEG and RG&E can help you make informed decisions when transitioning your commercial fleet to electric vehicles.

Our Fleet Assessment Services Include:

- Site feasibility analysis
- Rate review and estimated billing impacts
- Charging infrastructure recommendations

If you are an owner or operator of a vehicle fleet registered within our service areas and are considering converting your fleet to plug-in electric vehicles, you are eligible to apply for assistance.

To request a Fleet Assessment, complete the [Joint Utilities of New York Fleet Assessment Application](#) and email the form to: EVPrograms@nyseg.com or EVPrograms@rge.com.

2.4 HOW TO CONTACT US

For questions or concerns about the eligibility/application process, or the ongoing requirements for MRP participation, please submit inquiries to EVPrograms@nyseg.com for NYSEG or EVPrograms@rge.com for RG&E.

SELF-SERVICE TOOLS

3.1 HOW TO CHECK THE STATUS OF YOUR MRP PROJECT

To view the status of your MRP project, log in to the [Application Portal](#) with your existing account. From your dashboard, select the relevant application to review the project status and incentive details as shown in the example below:

Reporting Info		
Project Status (responsible party)		
Steps	Start Date	End Date
Application	December 3, 2024 (Customer)	December 12, 2024 (Utility)
Project Review	December 12, 2024 (Utility)	February 1, 2025 (Utility)
Contract	February 1, 2025 (Utility)	February 5, 2025 (Customer)
Construction	February 5, 2025 (Customer)	March 1, 2025 (Customer)
Closeout	March 1, 2025 (Customer)	April 1, 2025 (Utility)
Complete	April 1, 2025 (Utility)	April 1, 2025 (Utility)
Incentives		
Incentive Type	Date Paid	
MR Incentive (with futureproofing if applicable)	April 1, 2025	
CIAC Incentive	May 1, 2025	

Finish

If you have any questions or concerns about the project status or incentive information displayed, contact a member of our team at EVPrograms@nyseg.com for NYSEG projects or EVPrograms@rge.com for RG&E projects.

3.2 HOW TO REQUEST NEW OR UPGRADED ELECTRICAL SERVICE

1. Upgraded Electrical Service

- a. Complete the appropriate utility's Upgrade or Relocate form:
 - i. [Upgrade Or Relocate - NYSEG](#)
 - ii. [Upgrade Or Relocate - RGE.](#)

2. New Service

- a. Complete the Request New Construction form:
 - i. [Upgrade Or Relocate - NYSEG](#)
 - ii. [Request New Construction - RGE.](#)

3. Provide your Service Notification Number

- a. Once your request is submitted and an ESI service notification number (job number) is generated, share this number with the MRP team to ensure alignment and visibility.

Advanced Connection Support

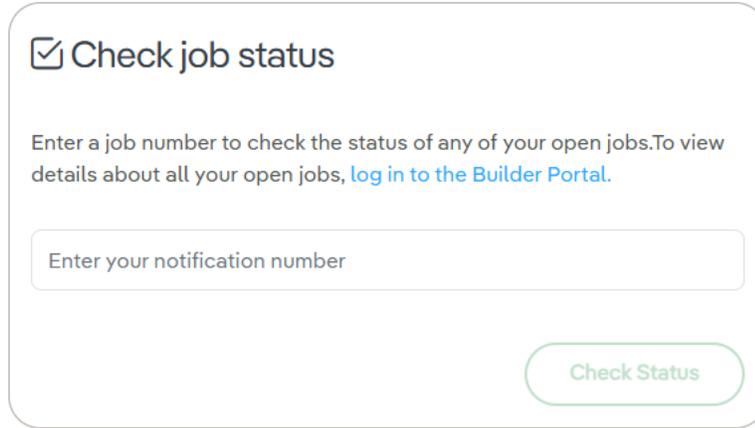
If your project involves non-standard interconnection needs such as phased implementation, flexible load management, bi-directional EV charging or integrating on-site energy storage – we're here to help.

Please email our EV team at EVPrograms@nyseg.com or EVPrograms@rge.com with a brief description of your proposed solution. A team member will review your request and follow up to explore options tailored to your requirements.

3.2.1 How to Check the Status of Your Electric Service Request

1. Check Job Status

- a. To check the status of any of your open jobs, visit [Building And Remodeling - NYSEG](#) or [Building And Remodeling - RG&E](#) and enter your service notification number in the search bar:



Check job status

Enter a job number to check the status of any of your open jobs. To view details about all your open jobs, [log in to the Builder Portal](#).

Enter your notification number

Check Status

2. View All Open Jobs

- a. To view details about all of your open jobs, log in to the Builder Portal at [NYSEG Builder Portal](#) or [RG&E Builder Portal](#).

3.3.1 Other Resource Documents and Forms

Additional resource documents and forms are available at [Building And Remodeling - NYSEG](#) or [Building And Remodeling - RG&E](#).

3.3 HOW TO VIEW AVAILABLE CAPACITY FOR YOUR SITE

When planning to install DCFC stations or other large EV charging load it's important to understand the site's load capacity as this can dramatically affect costs. NYSEG and RG&E's [EV Load Capacity Mapping System](#) can help to determine if a site can support new EV charging load. Click on the "Electrification Capacity" tab in the load capacity map to access the correct EV charging load map.

3.4 HOW TO DETERMINE IF YOUR SITE IS WITHIN A DAC

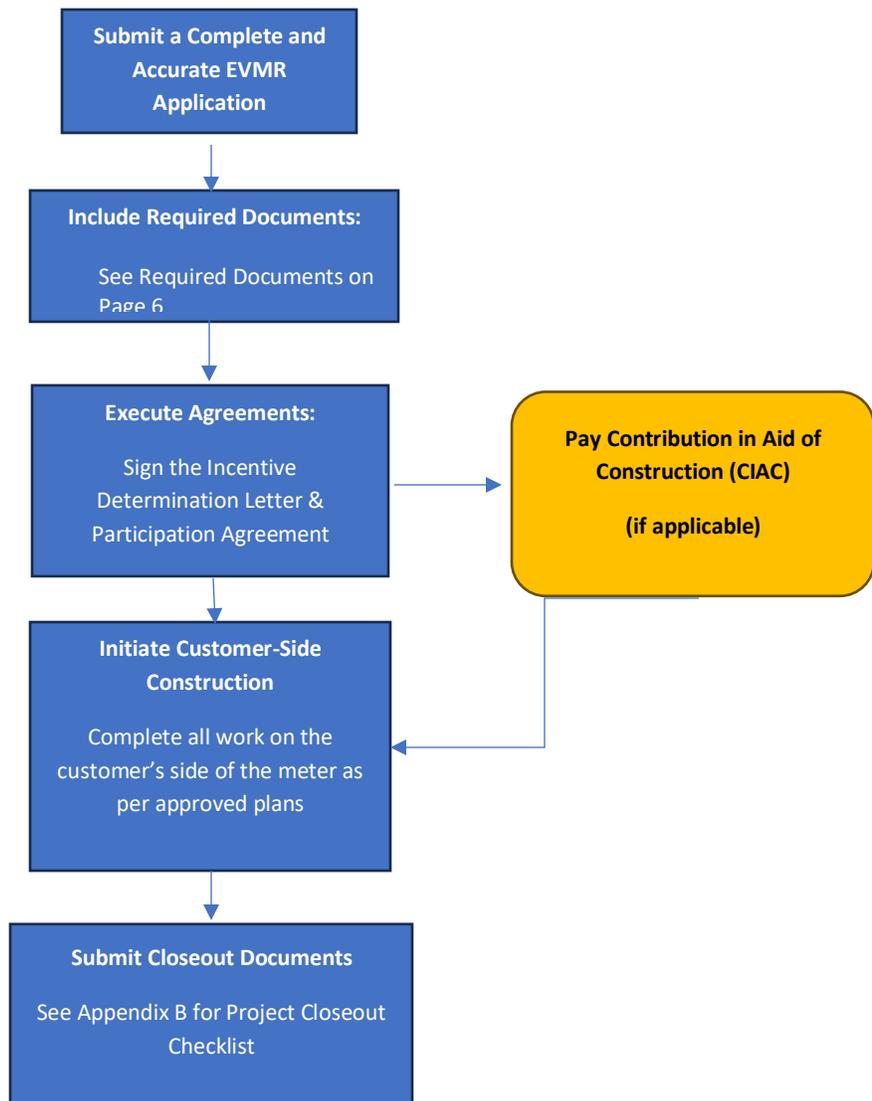
Sites located within a Disadvantaged Community (DAC) may qualify for additional incentives for Level 2 and DCFC charging stations.

To check a site’s eligibility, review our [Disadvantaged Communities Map](#) and confirm whether the site falls within these designated areas.

YOUR RESPONSIBILITIES AND DISPUTE RESOLUTION

4.1 CUSTOMER DEPENDENT PROCESSES FOR THE MRP

Certain steps in the Make-Ready Program require action from the customer to keep the project moving forward. Below are the key responsibilities and required documentation:



4.2 DISPUTE RESOLUTION

1. NYSEG and RG&E strive to provide transparency and clear information through the Make-Ready Program and New/Upgraded Service Process to minimize disputes. However, should an issue arise with an application or project, the following steps are recommended: Contact the MRP Project Coordinator assigned to the project for assistance.
2. If no Project Coordinator has been assigned, email EVPrograms@nyseg.com or EVPrograms@rge.com for support. If the dispute relates to new or upgraded electrical service:
 - a. Contact the assigned field planner or engineer for resolution.
 - b. If a field planner or engineer has not yet been assigned, contact the Energy Services & Installations (ESI) Department at 1.800.572.1111

APPENDIX A: Application Guide

Application Guide

To process your application, it is important to fill out all fields fully and accurately. Missing or incorrect information will delay the processing of your application. The notes below provide guidance on how to fill out fields that are frequently filled out incorrectly during the application process. If you have any questions, please email NYSEG at evprograms@nyseg.com or RG&E at evprograms@rge.com.

1. Application Name
 - a. Please provide a descriptive name for the business/location where the chargers will be installed. Example – Towne Center Plaza.
2. Medium, Heavy-Duty Application
 - a. If the EV chargers will be used to electrify medium and heavy-duty fleet vehicles rather than light-duty vehicles, check “yes” otherwise, check “no”.
3. Service Type
 - a. New or Upgraded Service means that you have already entered or will enter a New or Upgrade of service request with Energy Services either by calling or entering online.
 - b. Existing Service means no utility side work is being requested for the electrical service the chargers are being installed on
4. ESI Number
 - a. If you selected Service Type of New or Upgraded Service, you will be provided a Job Number. This number typically starts with a 0103. If you do not have the ESI Job Number yet, please type in “TBD” and email evprograms@nyseg.com or evprograms@rge.com with the job number once available.
5. Participant
 - a. The Participant is the company/person responsible for the utility bill and the correct party to sign the Incentive Determination Letter (IDL). Please provide the correct name and email of the participant contact who can sign the IDL.
6. Customer Account Number
 - a. Please provide the account number associated with the EV chargers. If an account has not yet been established due to a request for new or upgraded service, please input “TBD”.
7. Customer Account Name
 - a. The name that will be on the Utility Bill for the chargers.
8. Future Proofing

- a. If “Yes” is selected for futureproofing, please provide a detailed description of the work being completed.
9. Site Type
- a. Public chargers are defined as being open to the general public 24/7/365 without any restrictions (gates, signs, access cards, etc.). If there will be restrictions on EV charger access, please enter “private”.
10. All EV chargers must be listed on the Joint Utilities of New York EPRI Vetted Product List (VPL) <https://epri.co/vpl-juny>. Please verify the EV chargers you plan to install are on the list. Also, please use the correct brand and model number/name listed on the EPRI list when entering your EV charger information in our application portal.

Required Files

The following files are required:

- EV charger specification sheet
- NYSEG/RG&E cost template
- Quotes or invoices for customer-side make-ready work (see criteria below)
- Satellite image of site and location of chargers
- Site plan with location of chargers including distance from existing or new services.

Criteria for quotes or invoices (customer-side only):

- Please show separately the total cost for cable, conduit, and trenching/restoration inclusive of material and labor and the total length in linear feet.
- Separately list the total costs for other electrical infrastructure such as panels and breakers inclusive of material and labor and the electrical rating of such equipment
- Separately list the costs for all non-electrical infrastructure costs such as bollards, signate, striping, and mounting bases and/or hardware. These items are not eligible for make-ready incentives.
- Separately list incremental costs for futureproofing (if any) including additional cable and conduit or upsizing of cable and conduit and trenching backfill and restoration related to futureproofing inclusive of material and labor:
- Separately list incremental costs for futureproofing (if any) for other electrical infrastructure such as panels and breakers inclusive of material and labor.

APPENDIX B: Project Closeout Checklist



Electric Vehicle Make-Ready Program Project Closeout Documentation

The documentation listed below is required to process the EV Make-Ready Program incentive payment. Please return the completed documents to the appropriate EV mailbox (NYSEG – evprograms@nyseg.com or RG&E – evprograms@rge.com) as soon as possible after chargers are commissioned and operational.

Required documents:

- EV Charger Worksheet** – must use the EV charger worksheet provided by NYSEG/RG&E.
 - Both top and bottom sections in the “Station Information” tab must be completed which includes the following sections.
 - Top Section:
 - Station Location
 - Network Service Provider Data
 - Bottom Section:
 - Station/Charger Information
- Photos of the following**
 - Completed project including individual and grouped photos of the EV chargers
 - Meter clearly showing meter number
 - Name plate of charger clearly showing serial number
- Final Invoice(s)**
- Proof of commissioning/operation.** Examples include the following:
 - Commissioning document from the EV network
 - Activation email from the network
 - Export from network showing charging at each station
 - Activation on charging network app
- Meter Number & Account Number** – Please provide the meter number and account number associated with the chargers. If there are multiple meters/accounts such as one meter for L2 chargers and one for DCFC chargers, please list all meters/accounts and the associated chargers (i.e., L2 – account 0246810; DCFC account 1357911). If you are unsure which number is the meter number, a picture of the meter clearly showing the entire meter face is acceptable.



If you have any questions or issues regarding the required documentation, please reach out to us at evprograms@nyseg.com or evprograms@rge.com for assistance.