



**CENTRAL HUDSON ELECTRIC
VEHICLE LIGHT-DUTY MAKE-
READY PROGRAM**

Reference Manual

Version 1

December 18, 2025

Contents

1. INTRODUCTION	3
1.1. PROGRAM CONTACTS	3
2. RESOURCES.....	3
3. SELF-SERVICE TOOLS.....	4
4. EV MAKE-READY PROCESS.....	5
4.1. BEFORE YOU BEGIN.....	5
4.2. SUBMITTING YOUR APPLICATION.....	5
4.3. INITIAL QUALITY CHECK.....	5
4.4. MAKE-READY TECHNICAL REVIEW.....	5
4.5. MAKE-READY INCENTIVE APPROVAL	5
4.6. NOTICE TO PROCEED: MAKE-READY PROJECT APPROVAL	6
4.7. MAKE-READY: FINAL DOCUMENTATION, CHARGER COMMUNICATION AND SITE VISIT.....	6
4.8. INCENTIVE DISTRIBUTION	6
4.9. ONGOING RESPONSIBILITIES.....	6
3.10 CANCELING OR PLACING PROJECTS ON HOLD	6
3.11 MAKE-READY PROCESS DIAGRAM.....	6
5. EV ASSESSMENT PROGRAMS	8
5.1. FLEET ASSESSMENT PROGRAM.....	8
5.2. EV CHARGING SITE ASSESSMENT PROGRAM.....	8
6. SERVICE CONNECTION, ACTIVATION AND RESOURCES.....	9
7. DISPUTE RESOLUTION.....	10

1. INTRODUCTION

This guide is designed to help both participants and installers successfully navigate the EV Make-Ready Program (EV MRP) application process, including Central Hudson Gas & Electric Corporation's (Central Hudson") New Service Request process. Inside, you'll find clear steps, key requirements, and helpful resources to make the process smooth and straightforward.

This guide also includes information on advisory services, self-service tools, and how to resolve any disputes—so you have everything you need in one place.

1.1. PROGRAM CONTACTS

All questions related to the EV Light-Duty Make-Ready Program and Fleet Assessment Services (FAS) should be directed to the Central Hudson EV Make-Ready Program email.

EV Make-Ready Program Email:
EVMakeReadyCH@ICF.com

In addition, Central Hudson has a program Ombudsman to address program or policy issues related to the implementation of the Program. Their contact information is below:

Michael Valentino
mavalentino@cenhud.com
(845) 486-5452

2. RESOURCES

EV Make-Ready Program:

[EV Make-Ready Program Available Funds](#): Displays how many remaining plugs and how much remaining budget is available in the Make-Ready Program.

[Central Hudson Make-Ready Program](#): Details about the EV Make-Ready Program and the Medium- and Heavy-Duty Pilot.

[Central Hudson EV Assessment Programs](#): Central Hudson provides expert advice and tailored, actionable plans to help you transition to electric vehicles (EVs) and prepare your site for EV charging. For fleet operators and property managers, we have assessment programs designed to meet your needs.

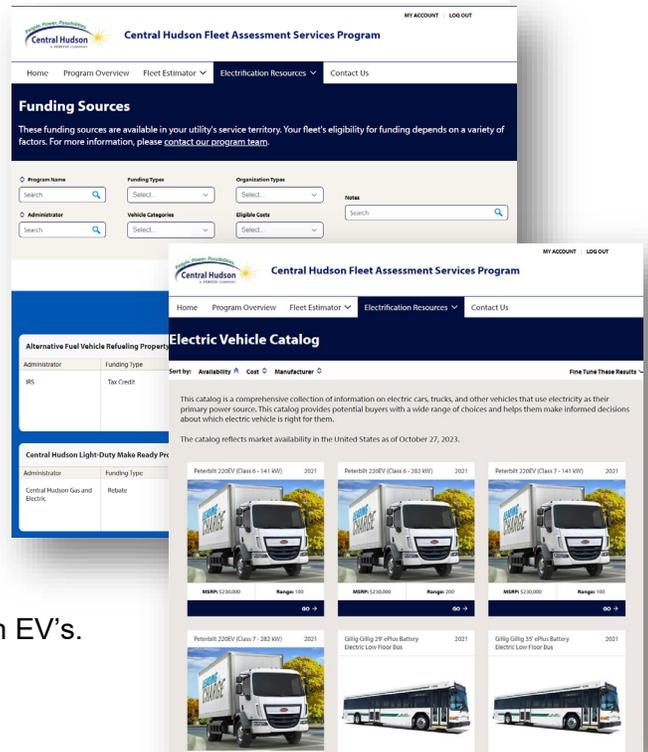
[EV Phase-In Rate Program](#): Details about the EV Phase-In Rate which can lower electric rates for commercial customers with on-site EV charging.

3. SELF-SERVICE TOOLS

In addition to the resources in Section 2 above, Central Hudson also offers a suite of self-service tools to help customers plan their EV charging needs, initiate their project, and seek support throughout our programs. These self-service tools are summarized below.

- [Fleet Electrification Guide](#): Customers can learn about how EV's can benefit their fleet by utilizing our online fleet electrification guide. Customers can sign up for free to utilize our many resources, including:
 - **Fleet Estimator** – model your own fleet and receive high-level EV recommendations with Total Cost of Ownership (TCO) and emissions impact calculations. Save your results in your profile so you can return to this resource.
 - **Electric vehicle catalog** – explore the available EV's on the market and their operating capabilities.
 - **Funding sources library** – dive into EV and EV charging funding opportunities for Central Hudson commercial customers.
 - **Charger Locator** – Find a charger near you via an interactive map.
 - **Electrification Basics** – Learn about the fundamentals of EV's and EV charging.
 - **EV News** – Local and national news on EV's.

Figure 1: Fleet Electrification Guide



- [EV Capacity Map](#): These maps provide an estimate of remaining load capacity on evaluated distribution circuits to help guide EV charging developers and Electric Clean Heat providers to areas with available headroom. The analysis reflects current configurations only and does not account for planned upgrades or downstream equipment limitations. This information is for guidance purposes and does not replace the formal customer application process.
- [Disadvantaged Community Map](#): Overlays the disadvantaged communities adopted by the Climate Justice Working Group¹ with the map of the Central Hudson Electric service territory. It can be used to determine if a potential project could be eligible for enhanced incentives.
- [Booking Link](#): Reserve time to speak with a Central Hudson EV Program Contact.

¹ [Disadvantaged Communities - NYSERDA](#)

4. EV MAKE-READY PROCESS

This guide outlines the standard process for EV MRP projects that include a new or upgraded service, though some steps may vary by project. If your project involves energy storage or the ability to send energy back to the grid, please contact the Central Hudson EV Team for additional requirements.

4.1. BEFORE YOU BEGIN

Before creating your account and starting your application, select your preferred [Network Service Provider](#), and gather the following: a quote or invoice for customer-side make-ready costs, a site plan and satellite image showing charger locations, charger specifications, your selected approved contractor, and signed terms and conditions. Having these items ready will help ensure a smooth and efficient application process.

A step-by-step guide has been developed that walks you through our Make-Ready Application: [Make Ready Application Submission Guide](#).

Timelines for each stage of the process are outlined in the [Participant Manual](#) to help you plan effectively and stay on track.

4.2. SUBMITTING YOUR APPLICATION

Make-Ready Application Submission: The customer fills out the application, adds equipment, and includes supporting documentation. Applications can be submitted online via the [application portal](#).

4.3. INITIAL QUALITY CHECK

Central Hudsons check that all documents and information are properly inputted into the application. If anything is missing, change the status to “Application Flawed.”

4.4. MAKE-READY TECHNICAL REVIEW

Central Hudson reviews the application for eligibility and moves the application to “Pending Central Hudson Approval” if all the information is provided.

4.5. MAKE-READY INCENTIVE APPROVAL

Central Hudson provides final incentive approval, and the application is moved to “Notice to Proceed.”

4.6. NOTICE TO PROCEED: MAKE-READY PROJECT APPROVAL

Customer is notified of approval and receives their Preliminary Incentive Disclosure which requires a signature from the owner of the Central Hudson account number of the site. This stage explicitly authorized construction to begin. The application will stay in this status until we are informed that the customer has completed construction. Once Central Hudson is advised that construction is complete, we advance the status to “Awaiting Final Documentation.”

4.7. MAKE-READY: FINAL DOCUMENTATION, CHARGER COMMUNICATION AND SITE VISIT

The customer submits all final documentation, including invoices, equipment specifications, futureproofing upgrades, and proof of payment. If the project uses a charger new to the program, Central Hudson will verify it with the third-party vendor before approval. Once everything is confirmed, Central Hudson conducts a physical site visit to validate the installation and finalize the incentive level.

4.8. INCENTIVE DISTRIBUTION

Once your site visit documentation is confirmed and the incentive amount finalized, your project moves to Pending Final Approval. After approval, the status changes to Ready for Rebate, and every Thursday rebates are automatically created. From there, the status advances to Payment Pending, where Central Hudson reviews your project, verifies the mailing address and recipient, and processes the payment.

4.9. ONGOING RESPONSIBILITIES

Participants agree to provide Central Hudson with the necessary data regarding the installation and use of the EV charging equipment to facilitate necessary tracking of the Program’s overall operation and effectiveness. Please see Section 8 of Central Hudson’s [Participant Manual](#).

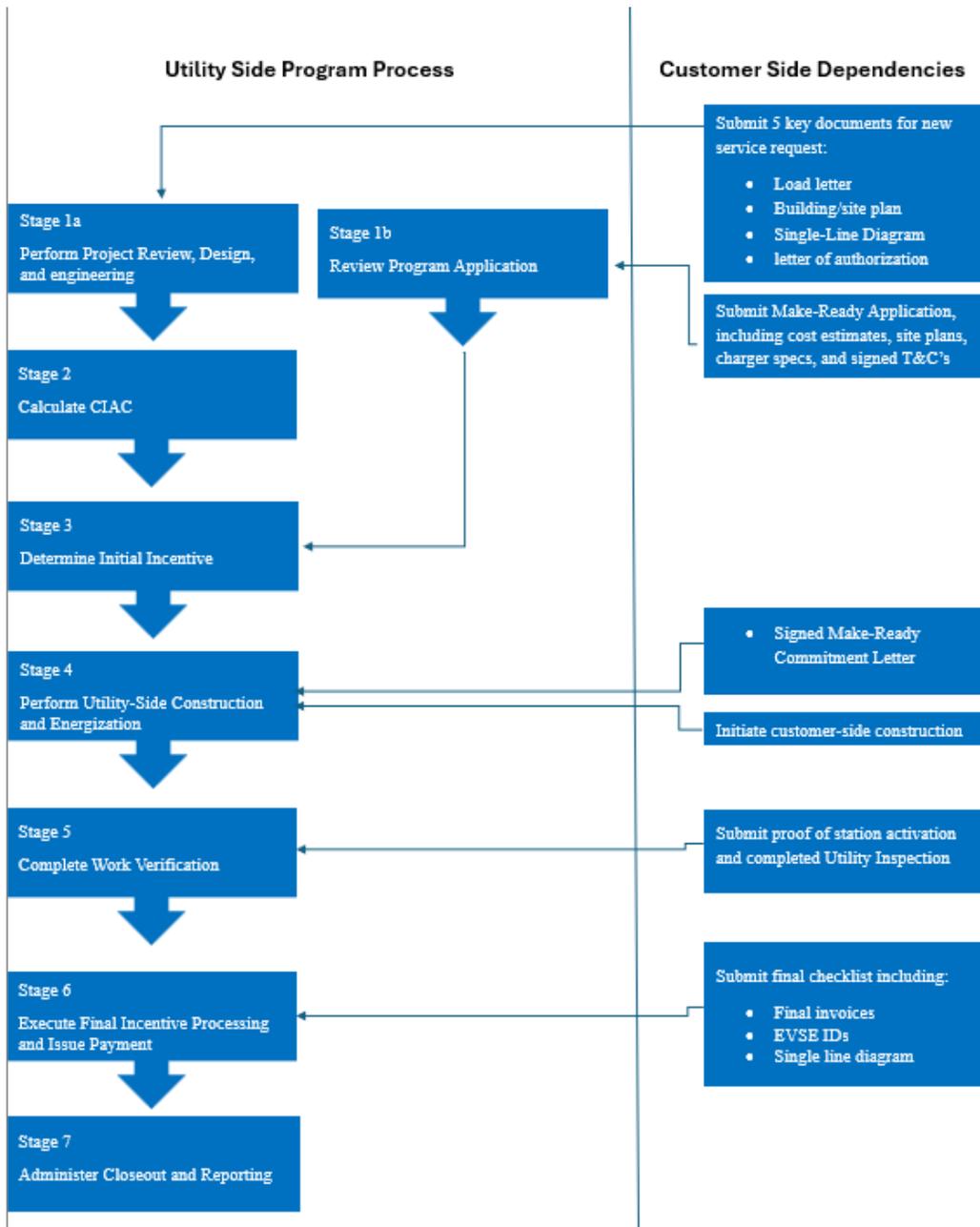
3.10 CANCELING OR PLACING PROJECTS ON HOLD

Central Hudson understands flexibility is important when plans change. Please refer to Central Hudson’s Participant Manual for more information.

3.11 MAKE-READY PROCESS DIAGRAM

A flow diagram for the Make-Ready process can be found in Figure 2 below. For V1G projects participating in the Make-Ready Program where new service is not required, the process is streamlined but still includes all program commitments. The flow generally follows Stages 1a, 2, and 4. In Stage 1a, the Participant submits the Make-Ready application along with project details. Stage 2 involves the utility’s review to confirm compliance and verify that existing service capacity is sufficient, eliminating the need for new service installation. In Stage 4, the Participant must sign the Make-Ready Commitment Letter. Post-construction activities such as verification, closeout, and reporting remain part of the standard process but do not require additional Participant-side actions.

Figure 2: Make-Ready Process Flow Diagram



5. EV ASSESSMENT PROGRAMS

Central Hudson provides expert advice and tailored, actionable plans to help you transition to electric vehicles (EVs) and prepare your site for EV charging. For fleet operators and property managers, Central Hudson has assessment programs designed to meet your needs.

5.1. FLEET ASSESSMENT PROGRAM

Work with Central Hudson’s team of experts to receive a comprehensive evaluation and strategic roadmap for electrifying your fleet. You can expect a fully customized report that helps you:

- Analyze which EV’s can meet your fleets unique needs
- Understand how EVs will impact your fleet operations
- Pitch solutions to key decision makers on your team

If you are an owner or operator of a vehicle fleet registered within Central Hudson’s service areas and are considering converting your fleet to plug-in electric vehicles, you are eligible to request this advisory support.

Figure 3: Fleet Assessment Report



5.2. EV CHARGING SITE ASSESSMENT PROGRAM

Get expert guidance on bringing EV charging stations to your site. Specialized guidance is available for multi-unit dwelling and public curbside charging. Central Hudson’s reports provide technical assistance and utility insights to help the customer determine whether a site has sufficient capacity to support new EV charging load.

Site plan recommendations include:

- Existing electrical details
- Electric Vehicle Supply Equipment (EVSE) project site design and equipment recommendations
- Make-ready service upgrade recommendations
- Rate analysis
- Project cost estimates
- Recommendations for load management to reduce EV charging station operating costs

Figure 4: EV Site Assessment Report



Site Assessment Resources Include:

- Tenant charging management
- Alternative funding sources
- How to find contractors
- Typical EVSE project timelines and contacts

6. SERVICE CONNECTION, ACTIVATION AND RESOURCES

For projects requiring a new or upgraded electric service, start by preparing the necessary documentation: a completed application, relevant business paperwork, and any required deposit. [Submit a work request](#) to initiate the process; once Central Hudson receives all required information, a job number is created. The project then moves into engineering and design, where field crews assess requirements and meet with the contractor or developer if necessary. If new or relocated utility infrastructure is involved, the project enters the estimating phase to determine costs for equipment, installation, planning, permitting, and right-of-way needs. After the customer or developer completes their electrical equipment installation, the work must pass a third-party inspection, with the electrical contractor utilized obtaining the underwriter permit (electric permit or cut-in card). Central Hudson secures any required road opening permits to ensure compliance and safety. The project is then scheduled for construction; if permits, paperwork, or deposits are outstanding—especially for commercial service—the job remains in scheduling until all items are received. Once construction is completed, service is energized and the project is marked complete.

- [New Service Request](#): Additional details and instructions on the connection process.
- [New Service Site-Ready Checklist](#): A list of items that must be ready before Central Hudson can schedule work.
- [Specification and Requirements](#): Reference materials detailing the standards and requirements for electricity delivery. Compliance with these specifications ensures adherence to all applicable codes and regulations, providing safe, reliable, and satisfactory service.

7. DISPUTE RESOLUTION

Central Hudson is committed to providing clear, transparent information throughout the Make-Ready and New Service process to help avoid disputes. If an issue arises, start by contacting your EV Program Manager, as provided above, or to the New Business District or Associate District Director for service upgrades. If further assistance is needed, you can escalate by emailing evmakeready@cenhud.com. Central Hudson aims to resolve concerns quickly and fairly, incorporating your input whenever possible.