

MEMORANDUM

TO: Ulysses Supervisor and Town Board

FROM: CSAC (written by R. Marino, chair)

RE: Request for input on EV Station Charging Station costs and Charge Policy options

DATE: February 19, 2021

The specific requests from the Board for the CSAC to investigate and comment on are:

- a) Do we need a subscription to operate the charging station system at all?
- b) Are there other services with whom we could get similar service at a lower price?
- c) Can we reduce our costs with a different ChargePoint subscription? Is the data that is collected valuable for tracking the impact, cost and value?
- d) Might the subscription fee charged in 2020 be in error, as it seemed high?
- e) Please give input on the various charging policy options outlined in the Jan 22, 2021 Draft (by N. Zahler and C. Parlato)
- f) Ideas on how to promote that we have the EV charging stations at the Town Hall

ChargePoint account, network requirements, and options (related to a, b, c)

The Charge NY (NYSERDA) website has a table listing EV charging equipment and compatible networks in NYS ([link here](#)).

Roxanne was able to connect with the ChargePoint network service specialist for our area, Jessica Rosal (contact info with email at the end of this memo), and get information on plan options and related issues for the Ulysses Town Hall station. The Town has ChargePoint, Inc. charging equipment (series CT4000, dual port). We currently have a network plan (Commercial cloud) that expires 11/06/2021. The warranty on the station has expired and we currently do not have any warranty or maintenance plan.

Item (a) answer: Pretty much, YES

A charging station remains operable in that power is still cycled to it. However, a network is required in order for a charging station to be seen by potential users, and for many features to be accessible to owners, such as the data analytics and ability to track problems, and, more importantly to the Town, the ability to charge for use.

Item (b) answer: NO

According to the table of network providers in the ChargeReady NY table linked above, ChargePoint equipment is only compatible with the ChargePoint network.

Item (c) answer: NO for first question, and YES for the second (but also, no other options)

Ms. Rosal sent a lengthy email response to our questions regarding subscription options. Her message (copied at the end of this memo) describes in detail what the Commercial Cloud plan

that we have provides, including the ability to bill and with a lot of flexibility to set up different sorts of pricing rules for charging for a session, overstay periods, etc. It provides 24/7 driver support for customers and an Owner support line. All of the data analytics are included, which we have seen are useful in determining the usage patterns, costs to the town, etc.

If the Town does not have a subscription (i.e. renew), the station will be disconnected from the network. There is a \$349 cost to reactivate the station (aside from the network plan fee, which is per port), see Ms. Rosal's email for more detail.

At this time, ChargePoint does not offer for our station any other type of network Plan. So, it is the Commercial Cloud plan we have now, or nothing. Hence, we need to subscribe to have any of the functionality we need or want for the charging station. We get the analytics as part of the subscription services, so whether or not they are useful enough to us is not relevant in the decision.

ChargePoint subscription costs and services (related to d, e)

Item (d) answer: likely NO

As per the pricing information in Ms. Rosal's email, the cost for 1 yr for the Commercial Cloud plan, per port is \$329, thus our 1 yr renewal cost was \$658 (2 ports). Nancy and Carissa noted that this year we had to purchase a new modem to transfer data to their cloud based system, so the \$760 charge the Town incurred in (Nov) 2020 seems reasonable and likely correct.

The Town can consider a subscription for more than one year at a time, as there are discounts for multiple year subscriptions. The largest is a 20% discount over the annual cost for a 5 yr subscription (\$1,319.00 per port, or \$2,638.00 for our station). We understand this might be an issue with the annual budget tracking of costs and income, but raise it as an option for the Board to consider.

***Related financial consideration not raised originally:* The warranty on our equipment has expired. Ms. Rosal gives detailed information in her email on the plan for parts and labor on any repairs needed that they offer (Assure; plan data sheet attached). The pricing for this is per station (not per port, as the cloud network is charged). The cost is quite high for this plan, as are the parts costs for repair or replacement (see JR email). As with the Commercial Cloud network plan, there are discounts for multiple year subscriptions, with the largest being for 5 yr (33% discount; \$2,495.00 for 5 yrs, vs \$740 for 1 yr). Note the **red text** in JR's email; looks like for options other than the 5 yr Assure Plan, there is an additional charge of \$599 to activate.

Whether or not this plan is worthwhile is an insurance cost-benefit decision and depends on how important keeping the station on line is deemed to be and the relative cost-benefit of the annual insurance vs. paying out the costs to repair when they occur. This is a Board-level fiscal planning decision; the CSAC did not discuss this as we got this information after our meeting.

Item (e) answer:

The CSAC reviewed the very thorough and helpful EV Charging Policy draft from Nancy and Carissa. The CSAC agreed that while it would be ideal to be able to offer EV charging in the

Town as a free service to promote the use of electric vehicles and as an attraction to visitors to the Town, the data analytics and usage patterns to date, along with the increased costs to the town now that the network subscription has expired (and possible additional costs to plan for repairs and maintenance) suggest that it is entirely reasonable and fair for the Town to charge for usage in these stressed and uncertain fiscal times.

The committee debated charge per energy (kilowatt hr) used vs. per session as laid out in the draft policy, and feel that both make sense. Per energy use is the most direct reflection of the cost to a user, but there are issues with leaving the vehicle for long period of times after charging is completed, and a charge per time encompasses that.

The Town has many flexible options for setting charge pricing with the Commercial Cloud software that could tailor the approach, including changing to a different electric rate after a certain amount of time (CCE does this with their ChargePoint station), a certain amount of time used before charge for use, or adding on an overstay fee. A per hour single charge is certainly simplest. The Town Clerk or Supervisor can investigate the detailed options with ChargePoint / Ms. Rosal.

As an example calculation based on the analytics in the Draft Policy memo and the information from Ms. Rosal on plan costs:

if the Town wanted the insurance plan in addition to the required network plan, and to take most advantage of the multiple year contract discounts, the estimated cost per year would be: \$528 (network plan, 2 ports, 5 yr pricing) + \$499 (Assure warranty plan, 5 yr pricing which avoids an additional \$599 one-time fee) + \$253 (electricity cost based on 2019 data) = \$1280

It seems that either the \$1 per hour hookup time or the \$0.25 per kWh charges as outlined in the Draft policy would totally recoup the Town's annual cost. If usage increased, the Town could decrease the charge in subsequent years. If the Town decided it was able to subsidize the facility a little to provide it as a public service, the kWh charge, or cost per hr could be reduced.

We note that CCE's charge is \$0.15 / kWh so the \$0.25 would be substantially higher; CCE does increase the rate after a period of time to discourage overstays that tie up the port for other users.

The CSAC notes that perhaps some users, such as workers at the school who commute in, might need enough grace period before an overstay or increased rate per hr kicks in to be able to move their car within the constraints of their workday breaks.

Item (f) answer:

The CSAC can think more on this question if it is helpful to the Board. A few ideas that come to mind are: to work with the Tburg Chamber of Commerce to publicize the availability of the charging station through their network and businesses; to periodically include a notice of the EV station in the Town e-newsletter; to post on the Town website that we have a public EV charging station; to ask the Village of Trumansburg and the Ulysses Library to post on their website the location and info on the EV charging station; to send information to the faculty and staff of the TCSD about the EV charging station; to look into if info on the EV charging station

could be added to the other information on our Village that is linked to by area attractions such as Taughannock State Park (to attract folks in to shop or eat, once the pandemic is over).

Email from Jessica Rosal, ChargePoint Network specialist for our area:

jessica.rosal@chargepoint.com

+1.408.872.7593 (direct)

Re: Questions on the Town of Ulysses ChargePoint account options
Feb 16, 2021

Hi Roxanne,

I do see that Town of Ulysses does have 1 dual port station which does not expire until 11/6/2021. Therefore, a renewal is not due at this time.

The current plan that the station has is our standard Commercial cloud plan. The Cloud plan is the brain of the station that enables it to function at its full advantage. The Commercial plan allows drivers to interact with the station through the ChargePoint app, drivers can call ChargePoint instead of your office for station assistance. Additionally, you will have access to your host dashboard where you can monitor and manage the stations in real time including retrieving data reports, set up controls for each station if you wish to connect specific drivers such as employees (to receive discounts or free charging, etc.) create different driver groups to allow different audiences such a customer and/or the public to have access at your stations or restrict their access. This plan does also offer the option to set up a general price rules if you want to charge for session, parking fee, overstay periods, and recoup costs. You can also set up fleet integrations if you have service/company vehicles in your bay. Most importantly, the plan includes 24/7 drivers Support for your customers, and a separate Owner Support line for you as the host. At this time, we only offer the Commercial plan (*Feb 18 follow-up email noted this*).

Here is the pricing for the Commercial cloud plan per port per year (w/ built in discount):

1 year= \$329.00

2 years= \$629.00 (5% discount)

3 years= \$889.00 (10% discount)

4 years= \$1,119.00 (15% discount)

5 years= \$1,319.00 (20% discount)

Without renewing the cloud plan, ChargePoint will have to deactivate (disconnect) the stations from the network. Please note that if you decide to not renew the services, ChargePoint will have deactivate the stations from the network. Your stations will remain operable in that power will still be cycled to the charging stations, but all of the options and controls within the Cloud plan will no longer be available. The charging stations will be available to anyone that has any type of RFID chipped card, and there will be a one-time \$349 activation fee per station + Cloud plan per port to connect the stations back onto the network. In addition, all Support related questions will be channeled to you Town of Ulysses for assistance if any station issues arise. Our Owner Support team will be unable to track or resolve any issues because the Cloud services are linked to what we call "tokens" which help us monitor your stations status and this is also how we are able to resolve problems remotely.

We do offer a separate service called Assure proactive monitoring and management that enhances the reliability of your charging stations making sure that they continue functioning at their best and provide you with a hassle-free experience.

Assure includes:

- 98% uptime proactive monitoring of your stations via remote signals to diagnose and repair any issues remotely through the cloud that helps to prevent, identify, and resolve any faults. Otherwise, ChargePoint will be subject to a *penalty fee* if your stations are not running at the guaranteed uptime.
- You will receive monthly & quarterly reports on your station's performance.
- If there are any manufacture defuncts, this program will cover for parts and labor.
- By the time we receive the part, we will roll out a truck within 1 business day to fix the station (no additional costs).
- **If you select the 5 year renewal option this period, we will waive the one time Site- Validation (inspection fee) of \$599**

Assure pricing per station per year (w/ built in discounts):

1 year= \$740.00

2 year= \$1,410.00- (5% discount)

3 year= \$2,064.00- (8% discount)

4 year= \$2,460.00- (21% discount)

5 year= \$2,495.00 (33% discount)

At a minimum, without Assure, if you need a cable repair for one cable you are looking at about \$1,075 USD per event (\$700 USD/port for one cable repair plus \$375 USD labor). At a maximum, if you needed to purchase a full head replacement, you could pay upwards of \$6000 USD (Parts + Labor) per event. I've attached a brochure with information on this service for you to review.

Best,
Jessica

ChargePoint Assure

Industry-leading support, maintenance and warranty deliver peace of mind.

ChargePoint® Assure is the most comprehensive EV station maintenance and management program. Assure covers everything needed to keep ChargePoint electric vehicle (EV) charging stations up and running. With Assure, ChargePoint takes responsibility for fixing hardware issues by providing parts, labor and orchestration of repairs by expert support specialists. Proactive monitoring, regular reports and unlimited changes to station policies are included with Assure, as well as one business day response to requests and a 98% annual uptime guarantee. You can also get professional guidance when configuring your stations to make the most of EV charging.

ChargePoint EV charging stations are the most advanced and reliable in the world, but site conditions can change, wear and tear occurs, and accidents or equipment failures can happen. High-quality service and support start with high-quality products, site preparation and installation, but these elements alone aren't enough. Assure is so much more than a warranty. It is the most comprehensive EV station maintenance and management program. With Assure, you don't have to spend time figuring out how to fix or maintain your station. It's always ready to charge so you get a good return on your investment.

What Does Assure Include?

Stay on Top of Operations with Proactive Monitoring

- + Find out about problems before your drivers do with remote monitoring
- + Get 98% annual station uptime with a non-performance penalty for outages caused by station hardware or software failures
- + Keep your stations up and running with proactive troubleshooting and dispatch services
- + Fix problems with on-site labor that ChargePoint dispatches and manages
- + Call us during business hours (5 AM – 6 PM Pacific) for expert support

Count On a Fast Fix with One-Business-Day Response Time

- + We respond to all issues within one business day
- + ChargePoint certified technicians will be onsite to repair your station within one business day of receiving any required parts
- + U.S.-based support specialists coordinate all repairs

Rest Easy with the Industry's Leading Parts and Labor Warranty

- + We offer the EV charging industry's first and most comprehensive warranty for parts and on-site labor
- + We cover labor to repair issues that often aren't covered under warranty, such as vandalism, auto accidents and excessive wear and tear

Optimize with Expert Advice and Unlimited Changes

- + U.S.-based EV charging experts advise you on best practices for station configuration and management in your region and industry
- + Our team makes unlimited station configuration and policy changes for you, so you can control access to your station, set charging rates and make adjustments based on driver behavior

Get a Glimpse into Driver Behavior with Robust Reporting

- + See how your stations are being used in an easy-to-read format with monthly summaries
- + Prove success and make improvements with quarterly reports on station utilization, performance, energy usage and environmental impact
- + Compare your station use with organizations like yours

What Does Assure Require?

Because installation quality affects the long-term reliability and availability of EV charging stations, ChargePoint requires that all stations covered by Assure are validated to ensure they meet installation specifications. Validation is performed on-site and includes inspection of power availability, panel, breaker and wiring; confirmation of cellular and local network coverage (through WiFi) and verification that all ChargePoint installation requirements are met. Choose one of the following ways to validate stations and activate Assure:

1. Authorized ChargePoint operations & maintenance (O&M) partners who perform site preparation and station installation will automatically validate the stations and enable Assure.
2. Authorized ChargePoint reseller partners certified to perform self-validation may validate station installations and enable Assure.
3. When independent or in-house installers are used, validation may be purchased from either of the partners above. After the partner successfully validates site preparation and station installation, Assure is enabled.

Station Maintenance Options

Maintenance Option	Parts Only Warranty	Assure
Availability	One year included for free on all stations installed by a ChargePoint certified installer*	Available for purchase for up to five years. Stations must be installed and validated by a ChargePoint certified installer.
Parts Covered	Defective parts are exchanged	Included and coordinated by a ChargePoint support specialist
Certified On-Site Labor	Not included: station owner must find a ChargePoint certified installer to perform any repairs	Included and coordinated by a ChargePoint support specialist
Monthly Station Summary Report		Included
Detailed Quarterly Reports		Included
Uptime Guarantee		98% with non-performance penalty
Proactive Monitoring		Included
Service Level Agreement		1 business day response time 1 business day from parts arrival for on-site labor
Labor Coverage		Included for damage caused by accidents, vandalism and excessive wear and tear
Unlimited Station Configuration		Included

* Installations not performed by a ChargePoint certified installer are not covered under warranty.

Ordering Information

Description	Order Code
Assure for CT4000 Family	CT4000-ASSURE ⁿ
Assure for CPF25	CPF25-ASSURE ⁿ
Assure for Express 100	CPE100-ASSURE ⁿ
Assure for Express 200	CPE200-ASSURE ⁿ
Assure for Express 250	EXPRESS-ASSURE ⁿ
Assure for Express Plus	EXPRESS-ASSURE ⁿ




¹ Substitute *n* for desired years of service (1, 2, 3, 4 or 5 years).

² Substitute *n* for years of service desired (1, 2 or 3 years).

Companion Services

Description	Order Code
Station Activation and Configuration	CPSUPPORT-ACTIVE
Station Installation and Validation	CT4000-INSTALLVALID
Validation	CPSUPPORT-SITEVALID

Contact Us

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