Commercial & Industrial EV Managed Charging Program

Program Guide

Effective November 2026

Rev 11/26

This page is intentionally left blank.

Table of Contents

1. Definitions
2. Program Overview
3. Who Can Participate
   3.1 Eligible Program Site
   3.2 Who May Be the Participant
   3.3 Current Participation Requirements
   3.4 Eligibility Limitations
4. Approved CMS Providers
5. CMS Provider Participation
   5.1 CMS Provider Eligibility and Approval
   5.2 Technical and Data Requirements
   5.3 CMS Provider Onboarding
   5.4 Responsibilities for Enrolled Program Sites
   5.5 CMS Provider Incentives and Distribution
   5.6 Becoming an Approved CMS Provider
6. How Site Operators Participate
7. End User Participation
   7.1 How End Users Participate
   7.2 Charging Preferences and Flexibility
   7.3 End User Incentives and Communications
8. Incentives
   8.1 Enrollment Incentive
   8.2 Preferred Charging Incentive
   8.3 Incentive Calculation and Verification
   8.4 Incentive Distribution
9. Managed Charging Operations
   9.1 Charging Schedules and Preferences
   9.2 Preferred Charging Periods
   9.3 Operational Flexibility
   9.4 Program Communications

10. Data Collection & Reporting
    10.1 Program Data
    10.2 Data Transmission and Quality
    10.3 Use of Program Data and Reporting
    10.4 End User Data and Privacy
11. Participant Controls & Program Exit
    11.1 Charging Controls and Overrides
    11.2 Voluntary Withdrawal
    11.3 Suspension or Termination by LADWP
    11.4 Effect of Withdrawal or Termination
12. Participant Resources & Contact Information
Appendix A – CMS/Site Operator Enrollment Checklist
Appendix B – Program Enrollment Process Flow
Appendix C –Participation Process Flow

1. Definitions

The following definitions are provided to help Participants, Site Operators, CMS Providers, and End Users understand key terms used throughout this Program Guide.

C&I EV Managed Charging Program (Program) — The LADWP Commercial and Industrial Electric Vehicle Managed Charging Program, a voluntary program designed to incentivize commercial and industrial customers to shift EV charging to off-peak or other grid-beneficial periods.

Charging Interval Data — Electric Vehicle Supply Equipment (EVSE) level energy usage data recorded at defined time intervals and provided by CMS Providers as required by the Program.

Charging Management System (CMS) Provider — An LADWP-approved provider of fleet or site charging management services to commercial and industrial customers.

Customer of Record — The LADWP customer associated with the electric account and meter serving the Program Site.

Electric Vehicle Supply Equipment (EVSE) — The charging hardware (charge points/ports) at a C&I site through which electricity is delivered to EVs.

End User — An individual who uses EV charging infrastructure at an enrolled Program Site but is not separately enrolled in the Program as a Participant.

Fleet/Depot Site — A commercial or industrial site where EVs associated with a fleet or similar operation regularly charge using eligible networked EVSE.

Load Shift — The adjustment of EV charging away from periods of higher electric demand to off-peak or other times that provide greater benefit to the electric grid.

Managed Charging — The coordination or adjustment of EV charging to encourage charging during off-peak or other grid-beneficial periods while accommodating the operational and mobility needs of participating sites.

Measurement and Verification (M&V) —The process of measuring, validating, and reporting program performance, including the amount and timing of EV charging and load shifting.

Multi-Unit Dwelling (MUD) Site — A customer segment consisting of apartment buildings, condominiums, and other residential properties with shared EV charging infrastructure managed by a charging management provider.

Operational Capacity — The verified charging capacity associated with eligible EV charging infrastructure at a Program Site, as determined in accordance with applicable Program requirements.

Override — A Participant's or authorized user's use of available charging controls to depart from a Program preferred charging schedule. Use of an override does not, by itself, result in removal from the Program, but may affect Program performance or incentive eligibility.

Participant — The entity accepted by LADWP into the Program and responsible for complying with applicable Program requirements. The Participant may be the Site Operator, approved CMS Provider, or both.

Preferred Charging Period — A period designated by LADWP during which EV charging is encouraged to support Program objectives and grid needs. Current preferred charging periods are identified on the LADWP Program website.

Program Site — The LADWP service location, account, and meter associated with the EV charging equipment enrolled in the Program.

Site Operator — The entity with operational responsibility or authority over EV charging at the Program Site.

Unenrollment — The discontinuation of a Participant's or Program Site's participation in the Program, whether through voluntary withdrawal or termination in accordance with Program requirements.

Workplace/Public Site — A customer segment consisting of commercial properties, hospitals, airports, and other employers or public locations that provide EV charging.

2. Program Overview

The Los Angeles Department of Water & Power (LADWP) Commercial & Industrial Electric Vehicle Managed Charging program is a voluntary program designed to encourage grid-beneficial electric vehicle (EV) charging at eligible fleet/depot, multi-unit dwelling (MUD), and public charging sites within LADWP's electric service territory. The program operates as a managed charging program supporting the shift of EV charging away from periods of higher electric demand and into off-peak hours. Program sites maintain full control of charging schedules but may earn incentives for verified eligible charging energy occurring during LADWP-designated Off-Peak Incentive Windows.

Program sites currently participate through an LADWP-approved Charging Management System (CMS) provider capable of sharing site and charger-level (EVSE) interval and session data, adhering to program specifications available from WeaveGrid. Through the CMS, participating sites can coordinate charging schedules based on site operating requirements and program objectives. LADWP uses program data to verify participation, measure charging performance and load shifting, and calculate applicable incentives.

This guide describes the participation methods currently available for the program, including enrollment through an LADWP-approved CMS provider. LADWP may make additional participation methods available as the program evolves. Current participation methods and approved CMS providers are available on the LADWP program website.

Eligible participants may earn financial incentives for enrolling qualifying EV charging capacity and for eligible charging during LADWP-designated preferred charging periods All incentive opportunities are distributed to the participants, and where applicable End Users, through their CMS provider. Please review the C&I EV Managed Charging program website for further details at www.LADWP.com/ComManagedCharging.

LADWP has partnered with WeaveGrid to support administration of the program. Participants may interact with WeaveGrid during enrollment and ongoing program participation and may be asked to review applicable WeaveGrid terms, privacy notices, or other service requirements.

3. Who Can Participate

The program is available to eligible commercial and industrial customers and authorized operators of EV charging infrastructure within LADWP's electric service territory. Participants must have the authority to enroll and manage eligible EV charging

equipment at a program site and meet the program's technical, data, and operational requirements.

3.1 Eligible Program Site

Eligible program sites may include fleet/depot, multi-unit dwelling, workplace and public charging locations served by an active LADWP non-residential electric service account in good standing. EV charging associated with the program must occur within LADWP's electric service territory and meet applicable program eligibility requirements.

Fleet/Depot Sites support EV charging associated with commercial, institutional, or other fleet operations where vehicles regularly return to or charge at a common location.

Multi-unit dwelling Sites include properties with shared or commonly managed EV charging infrastructure serving residents or other authorized users.

Workplace/Public Sites provide EV charging for employees or other authorized users at commercial, institutional, public or similar non-residential locations.

3.2 Who May Be the Participant

The program participant may be the site operator, the approved CMS provider, or both, depending on the applicable ownership, operating and contractual arrangements at the program site. The participant must have sufficient authority, directly or through a documented contractual relationship, to enroll the program site and carry out the activities required for program participation.

The participant must maintain that authority throughout participation and must be able to authorize, as applicable, program-required data sharing, charging management activities, and other actions necessary to administer the program.

3.3 Current Participation Requirements

Program sites currently participate through an LADWP-approved CMS Provider capable of supporting eligible networked EVSE and providing the site and charging data required for program administration. Enrolled charging equipment must remain operational and maintain the communications, connectivity, software, subscriptions, or other functionality necessary for participation.

Participants are responsible for maintaining eligible equipment and required authorizations throughout program participation. LADWP may request information or documentation to verify continued eligibility, including the electric service account,

program site, authority over enrolled charging equipment, equipment characteristics, connectivity, and other applicable program requirements.

3.4 Eligibility Limitations

Program participation is not available where the program site does not meet LADWP's applicable eligibility requirements. This includes sites outside LADWP's electric service territory, sites that are not served through an eligible active non-residential electric service account in good standing, or Sites that cannot participate through a currently approved Program participation method. Charging equipment must also satisfy applicable program technical and connectivity requirements.

Participation in another LADWP managed charging, demand response, or load management program does not automatically make a site ineligible; however, LADWP may restrict concurrent participation where it would interfere with program operations, measurement and verification, performance accounting, or incentive eligibility.

4. Approved CMS Providers

Program sites currently participate through an LADWP-approved CMS Provider. Approved CMS providers support eligible charging equipment and applicable program functions, which may include charging management, program data exchange, participant communications and incentive distribution.

LADWP maintains the current list of approved CMS providers and supported participation options on the program website. Because CMS availability, supported equipment, and eligible site configurations may change over time, participants should refer to the program website for the most current information.

If a program site's current CMS Provider is not approved for the program, the site is not currently eligible to participate through that provider. CMS Providers interested in participating in the program should refer to Section 5 for additional information.

5. CMS Provider Participation

Approved CMS providers play a central role in the current program participation method by supporting eligible charging management functionality and providing the Site, EVSE, and charging data required for program administration. Depending on the applicable enrollment arrangement, a CMS provider may also support enrollment, participant communications, performance information and incentive distribution.

CMS providers must be approved by LADWP and complete applicable technical, data, and administrative onboarding requirements before enrolling program sites. This includes agreeing on off-peak incentive disbursement report structure.

5.1 CMS Provider Eligibility and Approval

To become an approved CMS provider, an organization must demonstrate the technical, operational and data capabilities necessary to support the program. This includes the ability to support eligible networked EVSE, provide program-required site and charging data, and support charging management consistent with applicable program requirements and preferred charging periods.

Prospective CMS providers must also complete applicable contractual, data-sharing, technical integration, validation and testing requirements established by LADWP and/or WeaveGrid. LADWP determines CMS provider approval based on technical compatibility, integration readiness, data quality, operational capabilities, and other applicable program requirements.

5.2 Technical and Data Requirements

Approved CMS providers must maintain the technical and data capabilities necessary to support enrolled program sites and provide the information required for program administration, performance measure and incentive calculation.

CMS providers must be capable of:

- Supporting eligible networked EVSE and applicable charging management and scheduling functionality;
- Providing accurate and complete EVSE-level charging interval data in 15-minute windows for enrolled sites;
- Providing applicable charging information such as charging start and stop times, energy usage, charging power, schedules, and overrides;
- Transmitting program data in the format, frequency, level of detail, and manner specified by LADWP or WeaveGrid;
- Supporting applicable LADWP preferred charging periods and changes to program operating parameters;
- Maintaining sufficient data availability and quality to support eligibility verification, program performance measurement and incentive calculation;
- Providing disbursement of off-peak incentives and tracking disbursement; and
- Reporting on how program incentives were disbursed.

Detailed data fields, reporting intervals, technical specifications, integration requirements, and data transmission procedures are provided to approved and prospective CMS providers as part of the CMS technical integration and onboarding process. These requirements may be updated as necessary to support program operations.

5.3 CMS Provider Onboarding

Prospective CMS providers must complete the applicable program onboarding and technical integration process before supporting enrolled program sites. The onboarding process is coordinated by LADWP and/or WeaveGrid and may include execution of applicable agreements, technical discovery, confirmation of data and charging management capabilities, data integration, testing, and validation. As part of onboarding, the CMS provider must demonstrate that its systems can reliably exchange required program data and support the charging management functionality applicable to the program. Testing may include review of sample data, integration testing, and validation using one or more representative program sites or charging configurations.

A CMS provider may begin supporting program enrollments after completing applicable onboarding requirements and receiving LADWP approval. Detailed technical documentation, testing procedures, timelines, and other integration requirements will be provided directly to prospective CMS providers and may vary based on the provider's systems and capabilities.

5.4 Responsibilities for Enrolled Program Sites

Once approved for the program, a CMS provider may support the enrollment and ongoing participation of eligible program sites. The specific activities performed by the CMS provider may vary depending on the applicable enrollment arrangement, the authority granted by the participant, and the CMS provider's approved program capabilities.

As applicable, an approved CMS provider may:

- Provide site, EVSE, and other technical information needed to support program enrollment;
- Assist the participant with the program application and enrollment process;
- Transmit program-required site, EVSE, charging, and performance data;
- Support charging schedules and other charging management functionality consistent with applicable program requirements and the operational needs of the program site;

- Provide program communications and performance information to participants and authorized users; and
- Facilitate the distribution of program incentives, and reporting on that distribution, where applicable.

Program applications and required supporting documentation are submitted to LADWP through the applicable LADWP-approved enrollment process. Where a CMS provider submits information or performs program activities on behalf of a participant, the CMS provider must have the appropriate authorization to do so. The participant remains responsible for the accuracy and completeness of enrollment information, maintaining required authorizations, and complying with the program Terms and Conditions.

5.5 CMS Provider Incentives and Distribution

An approved CMS provider may be eligible to receive program incentives when it is the participant or otherwise qualifies under applicable program requirements. Incentive eligibility may vary based on the CMS provider's role, the applicable site ownership and operating arrangements, the participation method, and other program criteria established by LADWP.

Where a CMS provider serves as an approved incentive distribution channel, it may facilitate the distribution of applicable program incentives to participants or end users in accordance with program requirements and applicable service arrangements. LADWP may also distribute incentives directly or through another program-approved payment channel.

Current incentive opportunities, amounts, eligibility requirements, payment frequency, and distribution procedures are described on the program page at www.LADWP.com/CIManagedCharging.

5.6 Becoming an Approved CMS Provider

CMS providers interested in participating in the program may contact LADWP through the program website or designated program contact to begin the approval process.

Prospective CMS providers will be evaluated based on applicable program eligibility, technical, data, integration, and operational requirements. LADWP and/or WeaveGrid will provide the applicable onboarding materials, technical specifications, testing requirements, and other information needed to complete the approval process.

CMS providers may support program sites only after completing applicable onboarding and integration requirements and receiving LADWP approval. Approved CMS providers will be identified on the LADWP program website.

Reach out to partnerships@weavegrid.com to initiate the process to join the Program as an approved CMS provider.

6. How Site Operators Participate

Site operators interested in participating in the program should first confirm that their site, charging equipment, and CMS provider are eligible for the program. Site operators may participate directly as the program participant, through an authorized CMS provider, or together with the CMS provider, depending on the applicable ownership and contractual arrangements.

1. **Confirm Your Site and CMS Provider Are Eligible** - Confirm that the program site meets the eligibility requirements described in Section 3 and that its charging equipment is supported by an LADWP-approved CMS provider. The current list of approved CMS providers and supported participation options is available on the LADWP program website.

2. **Determine the Participant and Enrollment Authority** - Determine whether the site operator, CMS provider, or both will serve as the program participant. The participant must have sufficient authority, directly or through a documented contractual relationship, to enroll the program site and authorize the data sharing, charging management activities, and other actions required for participation.

3. **Complete and Submit the Program Application** - Complete the LADWP program application and provide the required supporting documentation. A separate application is required for each LADWP account and meter enrolled in the program.

   The application requests information about the customer of record, program site, participant, enrollment authority, charging equipment, CMS provider, and operational capacity. The CMS provider may assist with or submit applicable enrollment information on the participant's behalf when appropriately authorized.

4. **LADWP Reviews Your Application** - LADWP reviews the application and supporting documentation to confirm program eligibility, **p**articipant authority, **s**ite information, charging equipment, CMS participation, and other applicable

program requirements. LADWP may request additional information or documentation as needed to complete its review.

Submitting an application does not guarantee enrollment. LADWP must approve the program site for participation.

5. **Complete Setup and Begin Participating** - After LADWP approves the program site, the site operator and CMS provider complete any remaining technical or administrative setup required for participation. This may include confirming enrolled EVSE, establishing required data exchange, and configuring charging schedules or preferences based on site operating needs and applicable program requirements.

   Once setup is complete, the site may begin participating and earning applicable program incentives. Program data is used to verify participation, measure charging performance and load shifting, and determine incentive eligibility and amounts.

7. End User Participation

End users play an important role in achieving the program's managed charging objectives at multi-unit dwelling, workplace, fleet, and public charging locations. Unlike a participant, an end user is not separately enrolled in the program and does not complete a program application. Instead, end user participation occurs through the charging infrastructure, CMS provider, or site operator associated with an enrolled program site.

The End User experience may vary by site and CMS provider, including how charging guidance, preferred charging periods, performance information, and incentive opportunities are communicated.

7.1 How End Users Participate

End users may support program objectives by charging during LADWP-designated preferred charging periods or by following charging schedules, notifications, or other charging guidance made available through the applicable CMS provider, charging application, or site operator.

Depending on the program site and available charging controls, end users may be able to set charging preferences, adjust charging schedules, or override managed charging when needed to meet their mobility needs.

7.2 Charging Preferences and Flexibility

End users remain responsible for meeting their own mobility and charging needs. Available scheduling, override, or other charging controls may vary depending on the charging equipment, CMS provider, application, and site configuration. Charging outside preferred charging periods or use of available override functionality does not, by itself, remove the program site from the program, although it may affect program performance or applicable incentives.

7.3 End User Incentives and Communications

Depending on the program site, CMS provider, and applicable incentive structure, end users may receive program-related communications, charging guidance, performance information, or incentive opportunities through the site operator, CMS provider, charging application, or other approved program channel.

Where End User incentives apply, the applicable payment or distribution method may vary by participation arrangement. Current incentive opportunities and requirements are described in the Incentives section and on the LADWP Program website.

8. Incentives

The Program may provide financial incentives to encourage enrollment, continued participation, and EV charging during LADWP-designated preferred or other grid-beneficial periods. Incentive eligibility depends on the applicable participant role, program site, participation arrangement, verified charging activity or operational capacity, and continued compliance with program requirements.

Current incentive amounts, qualifying charging periods, payment frequency, program limits or caps, and other applicable requirements are maintained on the LADWP Program website and may be updated by LADWP from time to time.

8.1 Enrollment Incentive

An enrollment incentive may be available for qualifying EV charging capacity enrolled in the program. Incentive eligibility is based on verified operational capacity associated with the enrolled program site and eligible charging equipment, as determined in accordance with applicable program requirements.

Where the CMS provider and Site Operator are separate entities, each shall receive the applicable enrollment incentive, subject to program eligibility and verification requirements. Where the CMS provider and Site Operator are the same entity, that

entity shall receive a single enrollment incentive in its combined capacity as CMS provider and Site Operator.

If additional eligible charging infrastructure or operational capacity is added after initial enrollment, the participant may be eligible for an additional Enrollment Incentive based on the Program requirements in effect at that time.

8.2 Off-Peak Charging Incentive

Where offered, participants may earn an ongoing charging incentive based on verified eligible charging energy that occurs during LADWP-designated Off-Peak Incentive Windows, as published on the LADWP Program website. Eligible charging activity is determined by using program data provided through the applicable approved participation method. Charging outside the designated Off-Peak Incentive Windows does not qualify for the ongoing off-peak charging incentive but does not, by itself, result in removal from the program. Current qualifying Off-Peak Incentive Windows and applicable incentive rates are available on the LADWP program website. LADWP may make additional incentive opportunities available as the program evolves.

8.3 Incentive Calculation and Verification

Program incentives are calculated and verified using program-related data provided through the applicable approved participation method. Incentive eligibility and amounts may depend on verified Operational Capacity, eligible charging activity, required program data, and continued compliance with program requirements.
LADWP may adjust, withhold, or deny an incentive if required program data is incomplete, inaccurate, unavailable, or cannot reasonably be verified, or if the applicable program site, equipment, or participant does not meet program requirements.

8.4 Incentive Distribution

Program incentives may be distributed directly to the participant or through an approved CMS Provider or other program-approved payment channel, depending on the applicable participation arrangement. Where applicable, incentives may also be distributed to end users through an approved program arrangement. The specific payment method and distribution process may vary by participant role, CMS provider, program site, and incentive type. Current payment and distribution information will be provided through applicable program materials, the CMS provider, or the program website.

In scenarios where the CMS partner is distributing incentives to site operators or end users, the CMS partner will make data available to LADWP that demonstrates that the incentive funds, or equivalent value, earned by the site operator or end user were

distributed accordingly. The CMS partner shall require a site operator or end user to complete the necessary registration through an existing mechanism (e.g., data platform, mobile application) to receive incentives. Incentive funds, or equivalent value, may be distributed to site operators or end users through direct cash compensation or changes to prices paid for energy consumption. This can include session credits or bill credits. The CMS will provide data to verify the manner and amounts for incentive distribution to site operators or end users.

Ongoing off-peak charging incentives shall be allocated based on the applicable program site type and in accordance with the incentive structure and allocation published on the LADWP Program website for the applicable incentive period. Where the CMS provider is also the Site Operator, the CMS provider shall retain the portion of the ongoing incentive allocated to the Site Operator and distribute any applicable portion to eligible End Users. Where the CMS provider and Site Operator are separate entities, the CMS provider shall distribute the applicable ongoing incentives to the Site Operator and/or eligible End Users in accordance with program requirements.

In all cases, the CMS provider shall provide LADWP with an Incentive Disbursement Report at the end of each applicable incentive period demonstrating the amounts of ongoing off-peak charging incentives distributed to Site Operators and/or End Users, including any amounts retained by the CMS provider in its capacity as Site Operator. The report shall include information sufficient to verify the manner and amounts of incentive distribution, including any equivalent value provided through credits or other approved methods. The reporting format and requirements shall be agreed upon during the CMS provider onboarding process.

9. Managed Charging Operations

Managed charging under the program is designed to encourage or facilitate EV charging during LADWP-designated preferred or other grid-beneficial periods while recognizing the operational and mobility needs of participating sites and end users. For the current CMS-based participation method, charging schedules, preferences, and other managed charging functionality are supported through the applicable CMS provider and available charging systems. The specific functionality available may vary depending on the program site, CMS provider, enrolled EVSE, connectivity, and other technical capabilities.

9.1 Charging Schedules and Preferences

Site operators may establish or manage charging schedules and preferences through the applicable CMS provider, application, platform, or other available interface. Charging schedules should reflect the operational needs of the program site while

supporting charging during LADWP-designated preferred charging periods where practicable. At sites serving end users, charging schedules, notifications, or other charging guidance may also be provided through the applicable CMS provider, charging application, or site operator. End users remain responsible for managing charging based on their individual mobility needs.

9.2 Preferred Charging Periods

LADWP may establish preferred charging periods, including off-peak periods, based on electric system conditions, grid needs, program objectives, and other operational considerations. Charging during these periods may support program performance; however, eligibility for the ongoing off-peak charging incentive is limited to verified eligible charging energy occurring during the Off-Peak Incentive Windows published on the LADWP Program website. Current preferred charging periods, Off-Peak Incentive Windows, and other applicable program operating parameters are maintained on the LADWP program website and may be updated by LADWP from time to time. Changes may also be communicated through applicable program or CMS provider communication channels.

9.3 Operational Flexibility

The program is intended to support grid-beneficial charging without preventing site operators or end users from meeting operational or mobility needs. Participants and authorized users may use available scheduling or charging controls when operational needs require charging outside a preferred charging period. Charging outside a preferred charging period does not, by itself, result in removal from the program; however, it may affect program performance and applicable incentive eligibility or amounts.

9.4 Program Communications

LADWP, WeaveGrid, and/or the applicable CMS provider may provide operational updates, preferred charging-period information, performance information, incentive information, or other program communications through available program channels. Communication methods may vary depending on the applicable participation arrangement and may include email, application or platform notifications, or other available methods.

LADWP may introduce additional managed charging capabilities or participation options as the program evolves. Applicable requirements and operating procedures will be communicated through updated program materials.

10. Data Collection & Reporting

Program data is used to administer the program, verify eligibility and participation, measure charging performance and load shifting, and calculate applicable incentives. Depending on the participation arrangement, program data may be provided by the participant, CMS provider, or another authorized program service provider. For the current CMS-based participation method, ongoing charging and EVSE data is generally transmitted through the approved CMS provider. Participants remain responsible for providing or authorizing access to information necessary for program participation and for ensuring that enrollment information is accurate and complete.

10.1 Program Data

Program related data may include, as applicable:

- Participant and program site information;
- LADWP account, rate, and site characteristics;
- EVSE characteristics and equipment identifiers;
- Charging interval and charging session data, including charging start and stop times, energy usage, and charging power;
- Charging schedules, preferences, and overrides; and
- Other information reasonably necessary to administer, verify, and evaluate program participation.

10.2 Data Transmission and Quality

Approved CMS providers must provide required program data in accordance with applicable technical and data requirements. Detailed data fields, reporting intervals, formats, transmission methods, and validation requirements are established through the CMS technical integration process.

Complete and accurate program data is necessary to verify participation, evaluate charging performance, and calculate incentives. Missing, incomplete, inaccurate, or unavailable data may affect program performance measurement and incentive eligibility or amounts.

10.3 Use of Program Data and Reporting

LADWP may use program-related data for program administration, eligibility verification, incentive calculation, measurement and verification, performance evaluation, system planning, grid operations, load forecasting, research and analysis, and applicable reporting and recordkeeping requirements. LADWP may also publish or share aggregated or anonymized program results and analyses, provided that the information does not identify individual participants or other identifiable persons.

10.4 End User Data and Privacy

The program does not require personal information about individual end users solely because they use charging infrastructure at an enrolled program site. Where an approved participation method requires information associated with an individual EV or authorized user, such information will be collected and used only as applicable to that participation method and subject to required authorizations and consents.

Program related information collected or maintained by LADWP is subject to applicable LADWP privacy, security, and legal requirements. Information processed by CMS providers, WeaveGrid, or other third-party service providers may also be subject to the privacy policies and terms of those entities.

11. Participant Controls & Program Exit

Participation in the program is designed to provide participants with flexibility to manage charging based on operational and mobility needs while supporting program objectives. Participants and authorized users may use available charging controls, including scheduling and override functionality, as provided through the applicable CMS provider or other approved participation method.

Participants may also voluntarily withdraw from the program at any time. LADWP may suspend or terminate participation when applicable eligibility, authorization, data, or other program requirements are no longer met. The following sections describe available charging controls, voluntary withdrawal, LADWP suspension or termination, and the effect of ending program participation.

11.1 Charging Controls and Overrides

Participants and authorized users may use available scheduling, override, opt-out, or other charging controls provided through the applicable CMS provider or other approved participation method. The availability and functionality of these controls may vary based on the CMS provider, enrolled EVSE, connectivity, and other technical capabilities.

Charging outside a preferred charging period or using available override functionality does not, by itself, result in removal from the program. However, such activity may affect program performance and applicable incentive eligibility or amounts.

11.2 Voluntary Withdrawal

A participant may voluntarily withdraw from the program at any time through LADWP, the applicable CMS provider, WeaveGrid, or another LADWP-approved unenrollment method, as applicable.

Withdrawal ends the participant's ongoing program participation and may affect eligibility for future incentives. Verified incentives earned through the effective date of withdrawal may remain payable, subject to applicable program requirements and completion of incentive verification.

11.3 Suspension or Termination by LADWP

LADWP may suspend or terminate participation if a participant no longer meets program eligibility requirements or fails to comply with applicable program requirements. Reasons may include failure to maintain required authorizations or consents, submission of materially inaccurate or incomplete information, failure to provide or authorize required program data, conflicting enrollment in another LADWP program, or other activity that materially interferes with program operations, measurement and verification, or incentive integrity.

Suspension or termination may be effective immediately where LADWP determines that a participant is no longer eligible or is not in compliance with program requirements.

11.4 Effect of Withdrawal or Termination

When participation ends, the applicable program site, EVSE, or other enrolled resources will no longer participate in program activities. A participant may remain eligible for verified incentives earned through the effective date of withdrawal or termination, subject to applicable program requirements.
Program-related data collected before withdrawal or termination may continue to be retained and used by LADWP in accordance with applicable program requirements and law. Re-enrollment may be permitted if the participant and program site meet the eligibility requirements and other program requirements in effect at the time of re-enrollment.

12. Participant Resources & Contact Information

Current program information is available on the LADWP program website. Participants, site operators, CMS providers, and end users should refer to the website for the most current program materials and requirements, including approved CMS providers and participation options, eligibility information, preferred charging periods, incentive opportunities, program applications, and Terms and Conditions.

Questions regarding program eligibility, enrollment, participation, or other program requirements may be directed to LADWP through the contact information provided on the program website.

Appendix A – CMS/Site Operator Enrollment Checklist

Before Applying

- ☐ Confirm the program site has an active eligible LADWP nonresidential electric account.
- ☐ Confirm the site and charging use are eligible for the program.
- ☐ Confirm the site uses an LADWP-approved CMS provider and supported charging equipment.
- ☐ Determine whether the site operator, CMS provider, or both will be the participant.
- ☐ Confirm the participant has sufficient authority to enroll the site, authorize required data sharing, and support managed charging.
- ☐ Gather LADWP account and meter information.
- ☐ Gather site and EVSE information, including charging equipment and operational capacity.
- ☐ Gather applicable documentation demonstrating participant authority.
- ☐ Identify an authorized representative who can sign the program application.

Application and Approval

- ☐ Complete a separate program application for each LADWP account/meter being enrolled.
- ☐ Submit the application and required supporting documentation to LADWP.
- ☐ Respond to any LADWP requests for clarification or additional documentation.
- ☐ Receive LADWP approval for program participation.

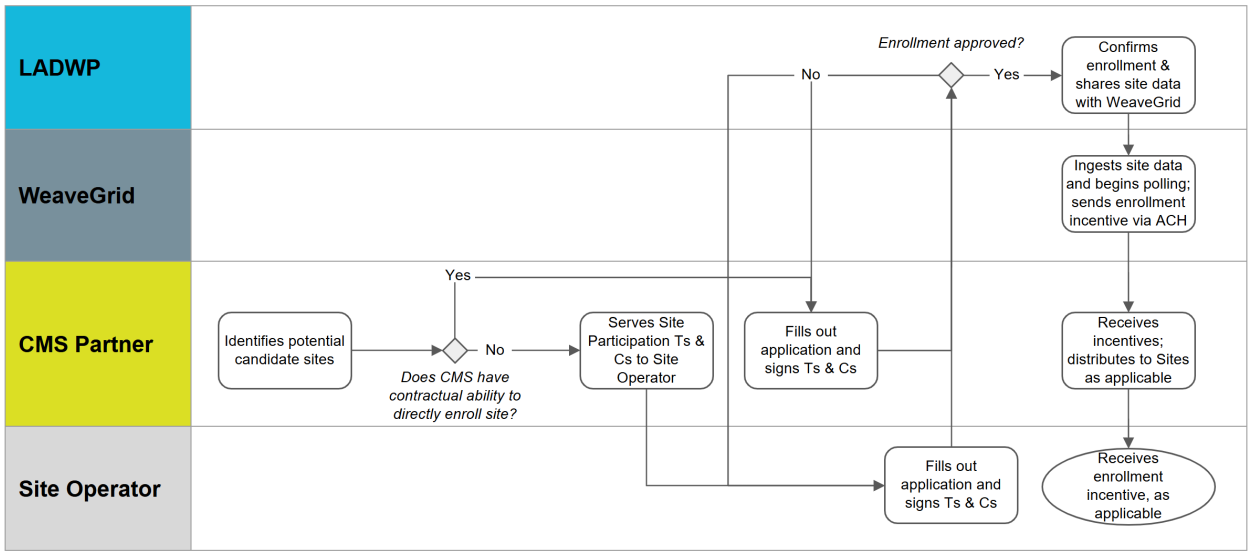
After Approval

- ☐ Complete any remaining CMS/data integration or site setup.
- ☐ Confirm enrolled charging equipment and required connectivity.
- ☐ Review current preferred charging periods and incentive opportunities.
- ☐ Maintain required authorizations, connectivity, and program data availability.
- ☐ Notify LADWP of material changes that may affect eligibility or authority.

This checklist is provided as a general enrollment aid and does not replace the Program Application, Terms and Conditions, or other applicable LADWP program requirements.

Appendix B – Program Enrollment Process Flow

The below process flow diagram is a high-level representation of the steps needed for a site to enroll in the program.



Appendix C – Participation Process Flow

The below process flow diagram is a high-level representation of the steps involved in participating in the program and earning incentives for following program guidelines.

