

EV Flex Connect Pilot Terms & Conditions

1. **Introduction.** Welcome to San Diego Community Power's ("Community Power's") EV Flex Connect Pilot Program ("Pilot"). By participating in the Pilot, you may help lower your peak energy use and cost, reduce stress on the electrical grid, and earn financial incentives. Participation in this pilot is voluntary and includes the enrollment of an approved electric vehicle ("EV") (see Eligible Electric Vehicle definition below). Customers who enroll and are approved by Community Power ("Participant[s]") will be required to fully comply with these terms and conditions and additionally, certify that the information provided in this application and all supporting documentation are true, accurate, and complete.

In exchange, Participants may receive an Upfront Incentive distributed to the Participant and/or a Participation and/or Performance Incentive. The incentive payments will be paid in accordance with the parameters set forth below.

Current Pilot details can be found on the Community Power website – SDCommunityPower.org/EV-Flex-Connect/.

Thank you for your participation and interest in supporting Community Power's clean energy goals.

2. **Effective Date.** These Terms are effective as of **March 11, 2026**.
3. **Contact Information.** Participants may contact Community Power regarding the Pilot via the following options:
 - a. **Email.** CustomerService@SDCommunityPower.org.
 - b. **Phone.** Call 888-382-0169 between 8 a.m. and 5 p.m. Monday through Friday.
 - c. **Website.** SDCommunityPower.org.
4. **Definitions.** For the purposes of these Terms and Conditions, the following terms shall apply:
 - a. **"Automated Charge Schedule" or "Charge Schedule"** refers to the daily electric vehicle charging schedule determined by Community Power and automatically adjusted as needed to reduce or shift energy consumption. The Charge Schedule will adhere to Participants' preferences, schedules, and individual charging needs while also aiming to reduce strain on the electric grid. Participants may manually override, or opt out, of the Charge Schedule.
 - b. **"Data"** includes all information collected through the Pilot, including device data and personal information necessary for Pilot operations. This may include but is not limited to Participant identity, contact information, Participant's utility and/or San Diego Community Power account status, Participant's energy usage and/or energy production, Participant's electric bill, and operational data about Participant's enrolled EV. Data may be used to calculate Incentives. Data is subject to applicable privacy laws and policies.
 - c. **"Electric Vehicle" ("EV")** refers to a vehicle that is powered by an electric motor that draws electricity from a battery and is capable of being charged from an external source.
 - d. **"Electric Vehicle Supply Equipment" ("EVSE")** refers to the equipment that supplies electricity to an EV. This is commonly referred to as a charging station or charger.

- e. **“Eligible Electric Vehicle”** or **“Eligible EV”** refers to a Participant’s telematics-enabled EV that can be remotely controlled and monitored via an application programming interface (API) through Community Power’s selected unidirectional managed charging (V1G) vendor. For the latest list of Eligible Electric Vehicles, visit the Community Power website at SDCommunityPower.org.
 - f. **“Incentive(s)”** means financial reward granted by Community Power to Participants acknowledging their commitment and compliance with the Pilot’s objectives. Community Power may provide up to three (3) different Incentives as described below. To be eligible for Incentives, Participants must adhere to and fulfill specific criteria set out in these Term and Conditions.
 - i. **“Participation Incentive”** means a financial reward granted by Community Power to Participants on a monthly, quarterly, semi-annual, seasonal and/or yearly basis for continued enrollment in the Pilot.
 - ii. **“Performance Incentive”** means a financial reward granted by Community Power to qualifying Participants on a monthly, quarterly, semi-annual, seasonal and/or yearly basis. Participants must minimize their Automated Charge Schedule opt-out percentage to qualify for this reward.
 - iii. **“Upfront Incentive”** means a financial reward granted by Community Power to Participants at the time of successful enrollment and approval of an Eligible Electric Vehicle in the Pilot.
 - g. **“Original Equipment Manufacturer” (“OEM”)** refers to the manufacturer of the Eligible Electric Vehicle.
 - h. **“Participant”** means the residential Community Power account holder or authorized representative who maintains an active service account at the address where the Eligible EV is charged. The Participant is also the recipient of any Incentives.
 - i. **“Platform(s)”** refers to an online framework, environment, and/or software system that facilitates the connection with enrolled Eligible EVs to transmit remote signals and allows for the reception, collection, storage, analysis, and reporting of Data from Eligible EVs.
 - j. **“Platform Provider”** refers to a third-party vendor contracted by Community Power to provide a Platform(s). Community Power may at its sole discretion change Platform Providers without prior notice.
5. **Participant Eligibility.** To participate in the Pilot, Participants must meet the following criteria:
- a. Must have an active San Diego Community Power residential account in good standing and be the account holder or an authorized user. Accounts that have opted out must return to Community Power service to be eligible.
 - b. Participants must be at least 18 years of age or older.
 - c. Eligible Electric Vehicle must be charged at a residence occupied by the Participant at least 50% of the time.



- d. Eligible Electric Vehicle must be on the approved list as maintained on the Community Power website.
 - e. Eligible Electric Vehicle cannot simultaneously be participating (or enrolled) in any other demand response programs (e.g., emergency load reduction program [“ELRP”], demand side grid support [“DSGS”]).
 - f. Participants must consent to the Pilot's Terms, including real-time adjustments to Charge Schedules.
6. **Eligibility and Eligible Equipment Verification.** Community Power solely and at its discretion will determine the eligibility of an applicant. Participants must provide evidence of their Eligible Electric Vehicle’s compatibility with the Pilot at the time of application and enrollment. Community Power reserves the right to deny enrollment to any applicant for any reason.
7. **Enrollment and Registration.** Participants interested in participating in the Pilot can apply through the Platform Provider’s mobile app. The Platform provider can be found on the Community Power website (SDCommunityPower.org). Participants must satisfy all the eligibility criteria in the Participant Eligibility section and complete the relevant online application for their Eligible Electric Vehicle. Only those applicants deemed eligible by Community Power and/or Platform Provider will receive confirmation of their enrollment which will provide further details on participation in the Pilot.
8. **Application Consent by Participant.** By submitting an application to enroll, Participant authorizes the Platform Provider to:
 - a. Collect and exchange Data solely for the purposes of determining your eligibility for the Pilot and operating the Pilot;
 - b. Review and analyze all of your Data for the purposes of Community Power fulfilling their obligations under the Pilot and applicable law, improving the Pilot, and as otherwise permitted by applicable law, to exchange conclusions, and publish results based on those conclusions, provided that they handle all such Data in accordance with the provisions of the **Data Privacy and Security** section of these Terms;
 - c. Automatically adjust the Charge Schedule of your Eligible Electric Vehicle as required by the Pilot or for general system testing purposes;
 - d. Send you emails, text messages, pre-recorded messages and other notifications related to the Pilot and other relevant programs, including about your enrollment status and Automated Charge Schedule and to share Data with Community Power contracted vendors, consultants, and/or OEMs. Platform Provider and Community Power will not sell your information to third-party data collectors or brokers; and
 - e. Send you emails, text messages, pre-recorded messages and other notifications related to promotions, surveys, and/or other marketing activity under the Pilot, and to share your responses to such activity with Community Power, contracted vendors, consultants, and/or OEMs. Platform Provider and Community Power will not sell your information to third-party data collectors or brokers.
9. **Withdrawal from Pilot.** Participants may withdraw from the Pilot in accordance with the following sections:



- a. **Voluntary Pilot Withdrawal.** Participants may withdraw from the Pilot by contacting Community Power as specified in the Contact Information section. Withdrawal will not affect the other services provided by Community Power to you. By withdrawing, you will be rendered ineligible to receive the Participation Incentive and/or Performance Incentive and may result in ineligibility to participate in the Pilot in the future or participate in other programs offered by Community Power.
 - b. **Customer Opt-Out Withdrawal.** Participants that elect to opt their account out of Community Power service will be automatically withdrawn from the Pilot and subject to Community Power's [Terms and Conditions of Service](#), which may include the inability to return to Community Power service and participate in other programs offered by Community Power. Participants will be ineligible to receive any Incentive.
 - c. **Withdrawal Due to Change in Account Status.** Participants must reside and have a Community Power account at the property where the Eligible Electric Vehicle is domiciled. If the Participant moves, they must update the associated address in the Platform Provider's mobile app. If the Participant is no longer a Community Power customer, they will be automatically withdrawn from the Pilot and subject to Community Power's [Terms and Conditions of Service](#).
10. **Participation Termination.** Community Power reserves the right to terminate their participation in the Pilot at any time and without liability upon notice via email if (1) Participant violates these Terms or applicable law, (2) if Participant does not maintain a continuous internet connection to enrolled Eligible Equipment(s), (3) if Participant enrolls in a conflicting energy program, and/or (4) if Participant manually overrides the Eligible Electric Vehicle's Automated Charge Schedule on more than half of all called events in a 12-month period.
11. **Pilot Period.** The Pilot will run for the period of 12 consecutive months. You may be automatically re-enrolled in subsequent Pilot periods or successor pilots and/or programs at Community Power's discretion, subject to the then-current Terms for the Pilot and/or program.
12. **Incentives.** The Pilot will provide financial incentives in the form of digital wallet payments delivered to eligible Participants that meet the Pilot's criteria and are actively following the Charge Schedules.
 - a. **Type.** Community Power may provide the following types of incentives to Participants. Types of incentives are subject to change without notice.
 - i. An Upfront Incentive to encourage enrollment of Eligible Electric Vehicle; and/or
 - ii. A Participation Incentive to encourage Eligible Electric Vehicle to stay enrolled in the Pilot; and/or
 - iii. A Performance Incentive to encourage Participants to allow automatic managed charging of their Eligible Electric Vehicles and minimize manually overriding the Charge Schedule.
 - b. **Amount.** Incentives are given on a per vehicle basis. The specific value of the Incentive will be based on the Participant's level of participation in the Pilot. Community Power reserves the right to modify, reduce, or eliminate any financial incentives at any time, without prior notice. The latest information on the amounts can be found on Community Power's website.



- c. **Taxes.** All financial incentives are subject to applicable taxes, and it is the responsibility of the Participant to report and remit any taxes owed. Participants are responsible for checking with a qualified tax professional.

13. Operation of Enrolled EV Charging Schedule.

- a. **Schedule.** Participants will enter their charging/driving needs and preferences on Platform Provider's mobile app, where they will then be able to view their Charge Schedules. Platform Provider will send a remote signal to the Eligible EV to automatically adjust its charging according to the Pilot's guidelines as outlined on the Community Power Pilot program webpage available at SDCommunityPower.org/EV-Flex-Connect/, unless manually overridden by the Participant.
- b. **Communication.** Participants may be notified of changes to their Automated Charge Schedule via email, SMS, and/or push notification from the Platform Provider's mobile app as indicated during registration.
- c. **Non-Interference.** Participants should refrain from manually interfering with the scheduled charging of an Eligible Electric Vehicle unless it's for safety or urgent operational reasons. In addition, Participants must ensure that any charging schedules set and/or managed by their EVSE are disabled.
- d. **Manual Override.** In situations where a Participant feels the need to override the Eligible EV's Automated Charging Schedule, they may do so at any time without providing notice.

14. **Pilot Modification and Termination.** Community Power reserves the right, for any reason, to alter, modify and/or terminate the Pilot. Approved applications will be processed under the Terms and Conditions and Pilot rules, standards, and/or requirements in effect at the time of the application approval by Community Power.

15. General Conditions.

- a. **Changes in Your Electricity Costs and Bill Impacts.** Participation in the Pilot may result in changes and impacts to the Participant's electric bill, which may vary based on the Participant's rate schedule and consumption patterns. Community Power and Platform Provider are not responsible for any changes in your electricity costs during the Pilot.
- b. **Public Sharing of Pilot Results.** Results of the Pilot may be summarized in publicly available studies and or evaluation reports, provided that any Data included in such studies or reports will be anonymous such that Participants are not individually identifiable. Platform Provider and Community Power may retain any Eligible Vehicle-specific operational data, and any de-anonymized personal information provided to them by OEM for up to three (3) years from the date OEM initially provides such data to Platform Provider.
- c. **Manufacturer Policies.** Participants are solely responsible for complying with all manufacturer's policies to ensure maximum performance.

16. **Data Privacy and Security.** By participating in the Pilot, Participant(s) agree that Community Power and/or Platform Provider may collect personal information or Data and that if they cannot collect the required information or data, Participant may not be eligible to participate in the Pilot and/or receive eligible



Incentives. The collection, use, and disclosure of data under the Pilot will be in accordance with Community Power's [Customer Data Confidentiality Policy](#).

17. **Representation and Warrant.** Participant represents and warrants that the information provided during application for and during the Pilot is accurate and complete, and Participant agrees to promptly notify Community Power if any information provided during your application for the Pilot has changed.
18. **Limitation of Liability.** Participation in the Pilot is entirely at Participant's own risk. The Pilot is provided "as is" and "as available", without any guarantees or warranties of any kind, express or implied. No entity, including Community Power or Platform Provider, guarantees the accuracy, reliability, or security of the Pilot. Participants are solely responsible for any damage or loss, including those from malicious software, related to participation.

To the fullest extent allowed by law, Community Power shall not be liable for any direct, indirect, special, or consequential damages to any persons or property resulting from or arising out of any use, repair, delay in repairing, replacement of, or modification to the Electric Vehicle. Community Power does not warrant, endorse, guarantee, or assume liability for the quality, performance, or safety of any product or any contractor, manufacturer, or any other persons involved in the sale, purchase, installation, or any other aspect of the Pilot. Performance of any product, installation of any materials, and acceptance of materials used is solely the Participant's responsibility.

19. **Indemnification.** Participant agrees to defend, indemnify, and hold harmless Community Power and the Platform Provider from any claims or damages arising from your breach of the Terms and Conditions or related to your participation in the Pilot. This includes covering all related costs, expenses, and legal fees.
20. **Intellectual Property.** Any intellectual property, including but not limited to innovations, methodologies, or improvements, developed as a result of the Pilot or based on the data collected, remains the exclusive property of Community Power. Participants shall not claim any rights, title, or interest in any such intellectual property and acknowledge Community Power's exclusive rights to use, license, or exploit any such intellectual property without restriction.
21. **Governing Law.** The Pilot, including these Terms and Conditions, shall be governed by the laws of the State of California. Venue shall be San Diego County.
22. **Changes to the Terms.** Community Power may modify these Terms at any time. You will be notified by email at the most current email address on record if Community Power makes any material changes to these Terms, and the effective date of the modified Terms, which will be after the date of Community Power's notice to you. Your continued participation in the Pilot thereafter constitutes acceptance of such modified Terms. The modified Terms will apply only to disputes that arise after the effective date of such modified Terms. Community Power will post the most current version of the Terms on Community Power's website specified below and encourage Participant(s) to check this site frequently.
23. **Acceptance of Terms.** By participating in the Pilot, clicking "accept", and/or using click-through or click-wrap process presented on Platform Provider's website or microsite, Participants acknowledge that they have read, understood, and agreed to these Terms and Conditions in their entirety and shall constitute effective execution and delivery of these Terms, and shall form a binding contract between Participant and San Diego Community Power. If Participant does not agree, they must not enroll in the Pilot or click "accept".

