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February 20, 2023

VIA ELECTRONIC FILING

Ms. A. Shonta Dunston
Chief Clerk
North Carolina Utilities Commission
4325 Mail Service Center
Raleigh, North Carolina 27699-4300

**Re: Duke Energy Progress, LLC and Duke Energy Carolinas, LLC's First Status Report on Make Ready Credit Programs
Docket Nos. E-7, Sub 1195 and E-2, Sub 1197**

Dear Ms. Dunston:

Enclosed for filing in the above-referenced docket is Duke Energy Progress, LLC and Duke Energy Carolinas, LLC's First Status Report on Make Ready Credit Programs.

Certain information included in the report constitutes trade secrets, and information is being filed under seal pursuant to N.C. Gen. Stat. § 132-1.2. Parties to the docket may contact counsel for Duke Energy Carolinas, LLC and Duke Energy Progress, LLC regarding obtaining copies pursuant to an appropriate confidentiality agreement.

If you have any questions, please do not hesitate to contact me.

Sincerely,

Kendrick C. Fentress

Enclosure

c: Parties of Record

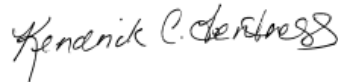
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Feb 20 2023

CERTIFICATE OF SERVICE

I certify that a copy of Duke Energy Progress, LLC and Duke Energy Carolinas, LLC's First Status Report on Make Ready Credit Programs, in Docket Nos. E-2, Sub 1197 and E-7, Sub 1195, has been served on all parties of record either by electronic mail, hand delivery or by depositing a copy in the United States mail, postage prepaid.

This the 20th day of February, 2023.



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STATE OF NORTH CAROLINA
UTILITIES COMMISSION
RALEIGH

DOCKET NO. E-2, SUB 1197
DOCKET NO. E-7, SUB 1195

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

In the Matter of:

Application by Duke Energy Carolinas, LLC, and Duke Energy Progress, LLC, for Approval of Proposed Electric Transportation Pilot)	FIRST STATUS REPORT OF DUKE ENERGY CAROLINAS, LLC AND DUKE ENERGY PROGRESS, LLC ON MAKE READY CREDIT PROGRAMS
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NOW COME Duke Energy Carolinas, LLC (“DEC”) and Duke Energy Progress, LLC (“DEP”) and together with DEC, “Duke” or the “Companies”) by and through counsel, and, pursuant to the Commission’s February 18, 2022 *Order Approving Make Ready Credit with Conditions*, in the above-captioned Docket Nos. E-2, Sub 1197 and E-7, Sub 1195 (“ET Dockets”), and submit this First Status Report on the Companies’ Make Ready Credit Programs.

BACKGROUND

On April 30, 2021, the Companies filed an application in the ET Dockets, pursuant to N.C. Gen. Stat. § 62-140, requesting approval of proposed Make Ready Credit (“MRC”) Programs for DEC and DEP. After receiving comments and reply comments, the Commission issued an *Order Approving Make Ready Credit Programs with Conditions* on February 18, 2022 (“MRC Order”). This Order directed Duke to file semiannual reports with the Commission and the electric transportation stakeholder group (“ETSG”) containing the information to be specified by the Commission after the Commission’s

receipt of Duke’s compliance filing. The semiannual reports were to commence one year after the Commission’s MRC Order.

On May 19, 2022, the Companies filed compliance tariffs. Consistent with the MRC Order, the Companies updated these tariffs to: (i) publish the current maximum MRC credit amounts; (ii) clarify that site hosts are free to set electric vehicle charging rates; and (iii) remove the SAE J1772 requirement and to allow for use of all electric vehicle supply equipment chargers, unless there are reasonable reliability, safety, or other grounds on which to exclude the use of a particular type or model of charger. The MRC Order, however, also directed the Companies to provide information on the capabilities of Advanced Metering Infrastructure (“AMI”) meters and Customer Connect to extract usage and load data and other information requested by the Public Staff of the North Carolina Utilities Commission (“Public Staff”) in their compliance filing, after which the Commission would issue a subsequent order on information to be specified by the Commission after receipt of the compliance filing.¹ The Companies made the compliance filing as directed, but did not include details on the capabilities of its AMI and Customer Connect to extract usage and load data. The Companies regret this oversight on their part. For the Commission’s information, the Companies’ abilities with respect to using the capabilities of Customer Connect and AMI data to extract usage and load data are discussed herein.

Section I of this first semiannual report also generally describes the MRC Programs and progress made to implement them. In Section II, the Companies also update their progress in expanding the MRC Programs. In Section III, the Companies further report on

¹ MRC Order at 15, 20, Ordering ¶ 3.

the specific program analytic topics the Commission requested information on: (i) the amounts of the credits and the estimates of the cost; (ii) the adoption rates for each type of EV; (iii) the EV loads; (iv) the costs observed per installation; (v) revenue credits paid; and (vi) any other distribution system cost impacts associated with EVSE development. Section III also includes metrics providing insight on regional and demographic attributes of customers receiving MRC, compared to general customer base, using census and other readily available data.²

I. DESCRIPTION OF MAKE READY CREDIT PROGRAMS

The MRC Programs refer to the infrastructure necessary to make a location ready for installation of the Electric Vehicle Supply Equipment (“EVSE”)³, including the cost of investments in the safe and reliable installation of wiring and other upgrades that support EV charging (Make Ready Infrastructure (“MRI”)), but excluding the cost of the charging station itself.

The MRC Programs are available to residential and non-residential customers, at their premises/places of business, that require Level 2 or higher EVSE and related wiring and circuitry. The residential customer may receive revenue credits for MRI through a reduction in the price charged by a Contractor that has been approved by the Company (Contractor Credit Option) or through a direct application submitted to the Company by the customer (Customer Credit Option).

The program terms for non-residential customers are similar, although all revenue credits are directed to the customer (there is no Contractor Credit Option), and there is no

² MRC Order at 14-15.

³ The EVSE may be provided by any market participant.

EV registration requirement for non-residential customers because such installations may be facilitating the charging of EVs owned by others.

An MRI incentive of \$150.00 is available to a homebuilder approved by DEC or DEP for participation in this Program, if that homebuilder is constructing a home served by the Company's distribution system where the homebuilder demonstrates, through an application and documentation satisfactory to DEC or DEP, as applicable, that it has installed MRI in a convenient location for residential EV charging.

II. UPDATE ON MAKE READY CREDIT PROGRAMS

The Companies are now able to provide a significant progress report on MRC Programs as well as data analytics resulting from the Companies' program operations to help evaluate their success. The MRC Programs became available for customers after the MRC Order and the Companies' compliance filings 90 days later. The Companies continue to leverage their AMI and other data to obtain information on participants' use of MRC and adopting EVs, as discussed later in this report. For example, the Companies are working on using Customer Connect to flag MRC participating premises for tracking and other learning purposes. As for December 31, 2022, the volume of customer participation for each segment of the MRC Programs is discussed below.

Customer Credit and Homebuilder Options

Customer Credit

Program webpages and application portals were made available to customers on June 15, 2022, producing a total of 743 Customer Credit Option applications. Of the 743 total applications received, 508 credits have been fulfilled and 235 applications were invalid. The application is considered invalid when an applicant fails to provide the

following documentation: (i) detailed invoice from the Contractor for MRI, with separate line items for labor and materials (ii) a copy of the approved permit from the municipal or local permitting authority; (iii) summary of any grant funding received as part of the project and, for residential customers, and (iv) evidence of EV registration. Applicants may subsequently provide missing information, thus allowing an invalid application to be approved.

To improve the customer experience and enable program participation, language on the webpage and application portal have been designed to better highlight specific documentation requirements to fulfill an application. Additionally, for applications that are invalid due to vehicle registration fuel type not reflecting an EV, a manual search of the car's Vehicle Identification Number (VIN) is conducted for validation. This manual search is a necessary because plug-in hybrids have registrations with a fuel type of G (pure gas). Finally, based on prospective customer feedback, the Companies intend to consider how to accommodate make ready installations that are implemented for the purpose of charging a corporate fleet vehicle at the residence of the employee (thus leading to a scenario in which EV registration data does not match the customer account data).

Homebuilder Option

There have been no applications for the Homebuilder option. The program management team is developing a maturation plan to improve the customer experience and encourage builders to participate.

Contractor Credit Option

The program webpage and application were made available to customers on July 5, 2022, producing a total of 351 applications and 66 credits fulfilled. Of the 351 applicants,

80 customers are pending site assessments to conduct the install or awaiting final inspections of the completed installation. Thirty-seven applications were invalid, and 102 applicants chose to withdraw. Applications are considered invalid if the required EV registration is not received or the Duke Energy service account address does not match the address on the EV registration. Additionally, detailed invoices and copies of approved permits from the municipal or local permitting authority are provided to the Companies by the Program-approved contractor, on behalf of the customer, after installation is complete. Customers who withdrew stated they preferred to seek additional quotes or to select their own electrical contractor to facilitate the MRI install.

Details about the Contractor Credit Option are now prominent on the webpage, highlighting the steps from start to finish along with specific documentation needed to fulfill an application. Additions to the Frequently Asked Questions (FAQs) are regularly published to assist prospective customers with details. Similar to the Customer Credit Option, a manual search of the car's Vehicle Identification Number (VIN) is applied as necessary to enable participation.

Non-Residential Option

The program webpage and application were made available on July 15, 2022, producing six applications with three credits fulfilled and three applications pending documentation and other information. The program terms for non-residential customers are similar to the Customer and Contractor Credit Options above, except no EV registration is required for non-residential customers, because such installations may be facilitating the charging of EVs owned by others. Applicants must complete a Customer Usage Profile form, providing information on the estimated use of each EV charger, including hours of

usage per day and per week and the timing of installation. To aide in collection of accurate data, the Customer Usage Profile form has been improved to request distinct responses regarding type of electrical service (new or upgraded) and applicable funding from third party sources. These captured replies enable the Companies to accurately calculate the applicant's credit.

Understanding that non-residential customers could lease the premise where MRI is installed, a waiver has been produced to ensure the credits are allocated to the appropriate party. The Companies have published this waiver on the program webpage to facilitate legal transfer of the MRC amounts from the account holder to the applicant that funded the make ready upgrades.

Transparency of the Make Ready Credit

Program webpages for the options were designed to provide eligibility details, documents required for the application, and an overview of the process. To support customers with information and promote program participation, the homebuilder, Customer Credit Option, and Contractor Credit Option webpages were published containing the current one-time maximum amounts of the MRC and placed at the top of the webpages for direct view. This information has been utilized by contractors who participate in the residential Contractor Credit Option and non-participating contractors who communicate with DEC and DEP on behalf of Customer Credit Option participants.

For prospective non-residential and multi-family applicants, the program website provides lists the maximum credit amounts for Level 2 and DC Fast Chargers sites with aggregate capacity less than or equal to 50 kW. For sites at which the aggregate capacity of the EVSE is above 50kW, a custom calculation is required. To provide potential

participants with transparency and ability to self-conduct scenario planning, a calculator tool has been placed on the program website to assist with credit estimates for large installations. The potential applicant utilizes the tool by inputting the required data (type of charger, number of chargers, nameplate kW and intended use of charger(s)) to tabulate an estimated credit amount.

Minimum EVSE Requirements

The Companies continue to work with the ETSG to refine the program. To date, the Companies and the ETSG successfully developed mutually agreed upon minimum EVSE operational requirements. To that end, aforementioned compliance filing tariffs clarified that program participants are free to set electric vehicle charging rates if and as desired and that eligible EVSE are not limited to those with SAE J1772 connectors.

Participant Satisfaction

For the Customer Credit Option and non-residential participants who submit complete and accurate applications, program credits have been provided via a mailed check within one billing cycle. The program has garnered positive feedback from participants via voluntary survey. Of the 156 responses received, 127 participants (81%) are extremely satisfied with the process and highly likely to recommend to a neighbor or acquaintance.

The survey allows for open-ended responses to garner feedback to improve the program and the customer experience. The Companies continue to modify the webpage and application portal to make instructions clearer and improve the customer journey and improve the customer journey.

Customer and Contractor Option Electrical Installers

In keeping with the position that all customer segments should have access to EV programs, the Companies continue efforts to ensure that the contractor networks extend into rural areas for the MRC Programs. For the Customer Credit Option, over 400 unique electrical installation companies have been utilized by customers. The electrical company first sourced to support the Companies' Contractor Credit Option infrastructure installation services has the resources to cover most of North Carolina's territory.

To date, three additional electrical companies have been selected to support the Contractor Credit Option. To prepare for program growth, a survey was sent in September of 2022 to gather prospective electrical contracting companies' interest in supporting the program. Survey recipients were sourced from the Hire NC Database, United Minority Contractors of North Carolina, and referrals from Duke Energy's Supplier Diversity team. As the MRC Programs mature, the program team is supporting supply chain colleagues to incorporate a diverse and wide-reaching pool of contractors.

Marketing/Outreach

To date, program marketing has been limited to facilitate focus on program implementation. The Companies want to ensure that applications are being reviewed and processed in a timely manner, and that participants are receiving their credits promptly.

To enable program participation for residential customers, marketing strategies have been formed with focus on education. The goal of these efforts, starting in early March of 2023, is to engage customers before they purchase an EV and/or invest in installing charging infrastructure. The Companies are currently researching how best to engage local EV dealers to reach customers at the point of sale. Marketing outreach will be conducted through a series of educational emails to prospective EV owners. The Companies are

reviewing expanding the marketing to include low- to moderate- income and rural customers in the second half of 2023. Social media marketing will take place on Meta, Facebook and Instagram, highlighting the programs available and pathways to access them.

The Companies are also optimistic that marketing will encourage non-residential customers to invest in EV charging infrastructure, including in high density areas and/or low-income areas with fewer single-family homes. Outreach thus far includes conversations with non-residential customers who are proactively investigating opportunities to offset costs for future projects. To provide a quick resource for DEC or DEP representatives such as large account managers, community relations managers and other customer-facing personnel to send to potential non-residential participants, a fact sheet lays out a condensed version of the MRC Programs' webpage. The fact sheet is provided as Attachment A to this report. External marketing efforts are also planned for the end of March via LinkedIn. This social media marketing will link non-residential customers to the program and other resources to encourage EV adoption. A new landing page is being also created to guide commercial developers to all resources available to them while spotlighting EV adoption and the MRC programs.

The MRC programs' webpage views continue to steadily increase, with most traffic stemming from organic Google searches and linkage from the Department of Energy's Alternative Fuels Data Center to MRC's program webpage. This website provides information on available state and utility incentives to help individuals find ways to reach their energy and economic goals.

Stakeholder Engagement

The Southern Alliance for Clean Energy (SACE) has most recently been engaged with the MRC program with discussions around an EV car share program for affordable housing residents in Charlotte. This project serves a basis of collaboration and mutual education that – particularly as the MRC Programs begin proactive marketing – will enable informed engagement of underserved communities.

Representatives from the Companies also conduct quarterly meetings with ChargePoint and large site host projects to discuss program efficiency and suggested improvements. These meetings inform grid readiness and allow for collaboration among multiple aspects of the program including customer experience, education in EV charging capabilities, and proactive program adaptation to anticipated EV charging use cases.

III. PROGRAM ANALYTICS

1. **Analysis of the credit amounts and the estimates of costs to maintain the balance between EVSE costs and EV loads.**

The Companies are reviewing interval data from AMI meters to identify when customers may be charging their EVs. Currently, the MRC programs are still too early in implementation and the interval data is not granular enough to create reliable revenue estimates based on when EV charging is taking place, as opposed to other appliances being used. As the MRC programs progress and the Companies have more granular interval data from the AMI meters to review, they will be able to provide this analysis.

2. **The adoption rates for each type of EVSE.**

The following residential table encompasses responses from 654 Customer Credit Option applicants and 266 Contractor Credit Option applicants who provided details about

their purchased EV charger in their applications. To ensure a comprehensive analysis, the data is inclusive of responses from invalid applications, as opposed to approved applications only, because invalid applications may likely be subsequently completed.

Table 1. Residential Charger Adoption Rates by Amperage Range

Residential:		
EVSE Type	EV charger amperage:	Amount adopted:
Residential L2	12 – 32 amps	71
Residential L2	40 – 48 amps	553
Residential L2	50 – 60 amps	295
Residential L2	80 amps	1
Total		920
*Applications captured 45 unique EV charger brands		

The following table includes responses from the Customer Usage Profile form from applications submitted by non-residential applicants.

Table 2. Non-Residential Charger Adoption Rates by Use Case & Amperage Range

Non-Residential:		
EVSE Type	EV charger amperage:	Amount adopted:
Public L2 Charger	30 amps	4
Workplace L2 Charger	30 amps	2
Workplace L2 Charger	40 amps	2
Total		8

3. The EV Loads

The Companies are filing information on the EV Loads as required by the Commission in its MRC Order. Because of Code of Conduct restrictions on disclosing non-public customer information related to energy usage specific to a group of customers⁴,

⁴ See, Definition and Sec. III of the Code of Conduct, Appendix A of the Commission's *Order Granting Motion to Amend Regulatory Conditions*, Docket No. E-2, Sub 1095A, E-7, Sub 1100A, and G-9, Sub 682A, issued August 24, 2018 (explaining that non-public data specific to a customer's or group of customers' load profile, energy usage, billing and credit history, among other things, should not be disclosed by Companies.)

and because the information is developed through proprietary methodology⁵, the Companies are filing this information confidentially.

[BEGIN CONFIDENTIAL]

[REDACTED]

⁵ See, N.C. Gen. Stat, § 66-152(3), which defines a “trade secret” as business or technical information, including but not limited to a formula, pattern, program, device, compilation of information, method, technique, or process that: **a.** Derives independent actual or potential commercial value from not being generally known or readily ascertainable through independent development or reverse engineering by persons who can obtain economic value from its disclosure or use; and **b.** Is the subject of efforts that are reasonable under the circumstances to maintain its secrecy.

[REDACTED]

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4. The cost per installation.

The MRC programs have defrayed installation costs associated with infrastructure necessary to make a location ready for installation of an EV charger. For residential participants, the average net out of pocket cost is \$300.00, compared to residential non-participants, making installation of the EV charging infrastructure more affordable and accessible.

For participating non-residential customers, MRCs assisted in savings towards their infrastructure investments to support EV their charging equipment. Notably, the degree to which credits offset costs for the public and workplace non-residential use cases that have been approved is significantly less than that for residential installations. This is unsurprising given that the majority of EV charging – and therefore associated revenue – occurs in residential settings rather than in public locations or at work.

Table 5. Per Installation Costs & Credit Amounts by Program Option

Program Segment	Total Approved Applications	Average Install Cost	Average Credit Paid
Customer Credit	465	\$1,356	\$965
Contractor Credit	66	\$1,006	\$842
Non-Residential	3	\$26,504	\$1,607
Multi-Family Dwelling	0	0	0
Homebuilder	0	0	0

5. The revenue credits paid.

Please see response to item 4 above.

6. Any distribution system cost impacts associated with EVSE deployment.

Minimal impacts to the distribution system have been observed since program implementation. Approximately 1% of participants required upgrades to their DEC or

DEP utility service to accommodate EV charging. Upgrades may vary but could include upgrading transformer size, secondary and service wire, along with other DEC or DEP infrastructure. This data largely represents the addition of one L2 charger on a distribution transformer. As additional chargers are added, the Companies will carefully monitor the effects on distribution transformers. The Companies also plan to continue enhancing their managed charging offerings to help mitigate this issue.

7. **Demographic attributes of participants.**

In response to the Commission's MRC Order, the Companies have derived the demographic data presented in the graphs from the customer satisfaction survey that is sent to our Customer Credit Option applicants. To reiterate, these are single family homes and do not reflect multi-family dwellings or non-residential applicants. The survey and demographic responses are on a voluntary basis and are noted as so within the survey.

Figure 4 below illustrates that the majority of participants are within the age ranges of 35-54, with a moderate number of participants being 65 and above.

Figure 4. Residential Participant Age

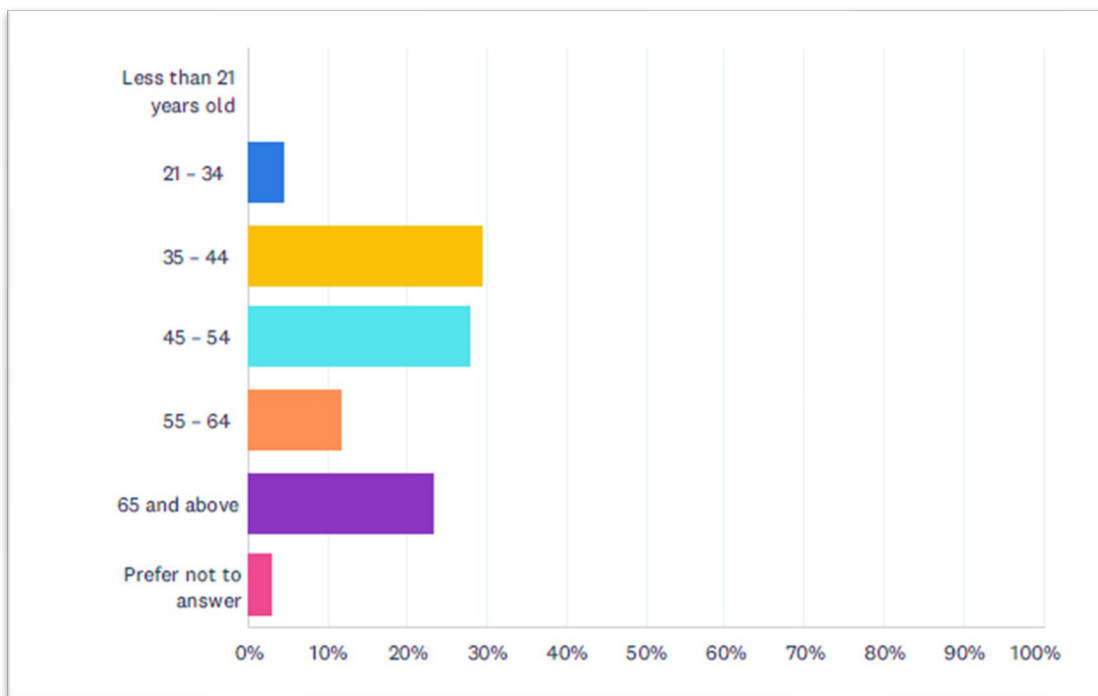
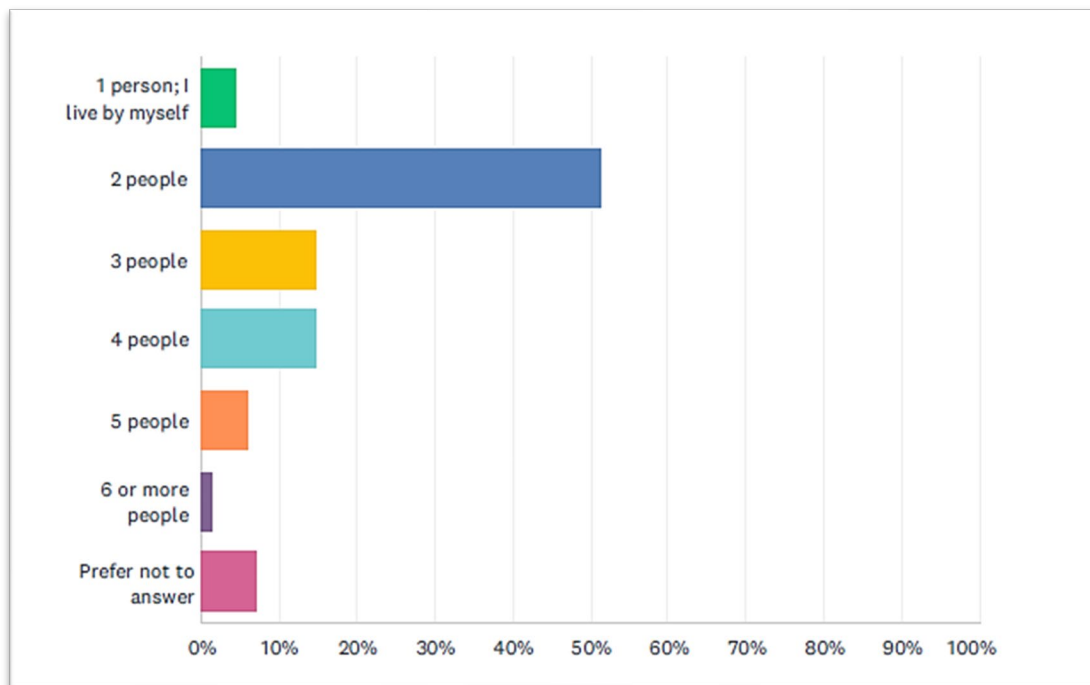


Figure 5. Residential Participant Size of Household



Educational levels can be seen in Figure 6 along with income in Figure 7. These graphs illustrate that most participants have a bachelor's or graduate degree and full-time employment. The Companies remain eager, as noted previously, to work with SACE and other members of the ETSG to drive participation across a broader swath of the population, including at multi-family dwellings.

Figure 6. Residential Participant Education Level

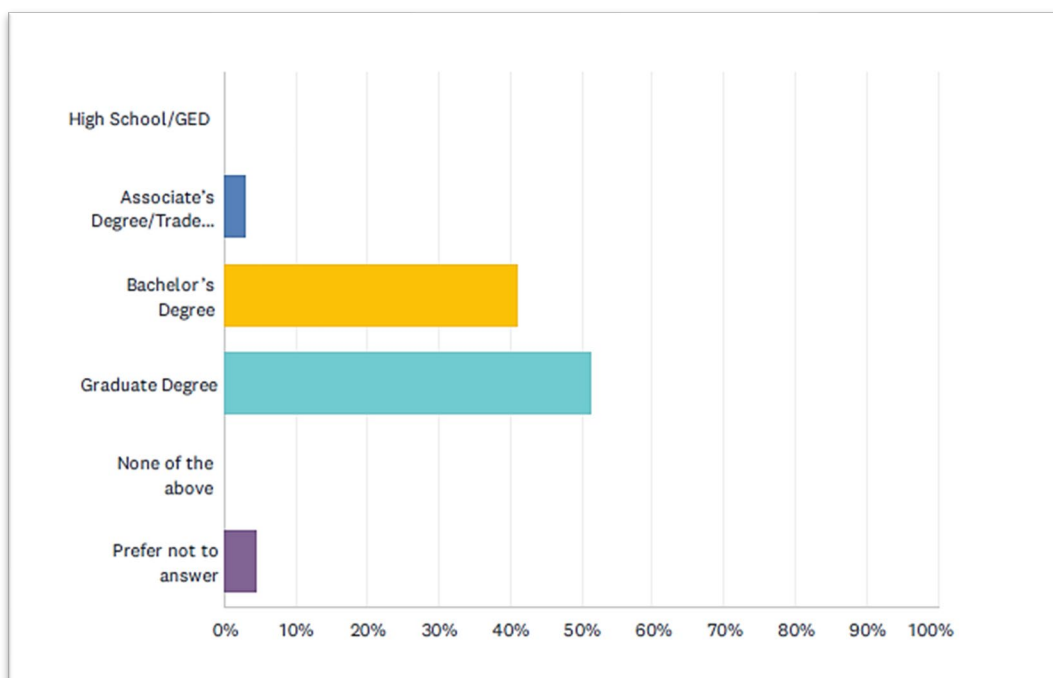
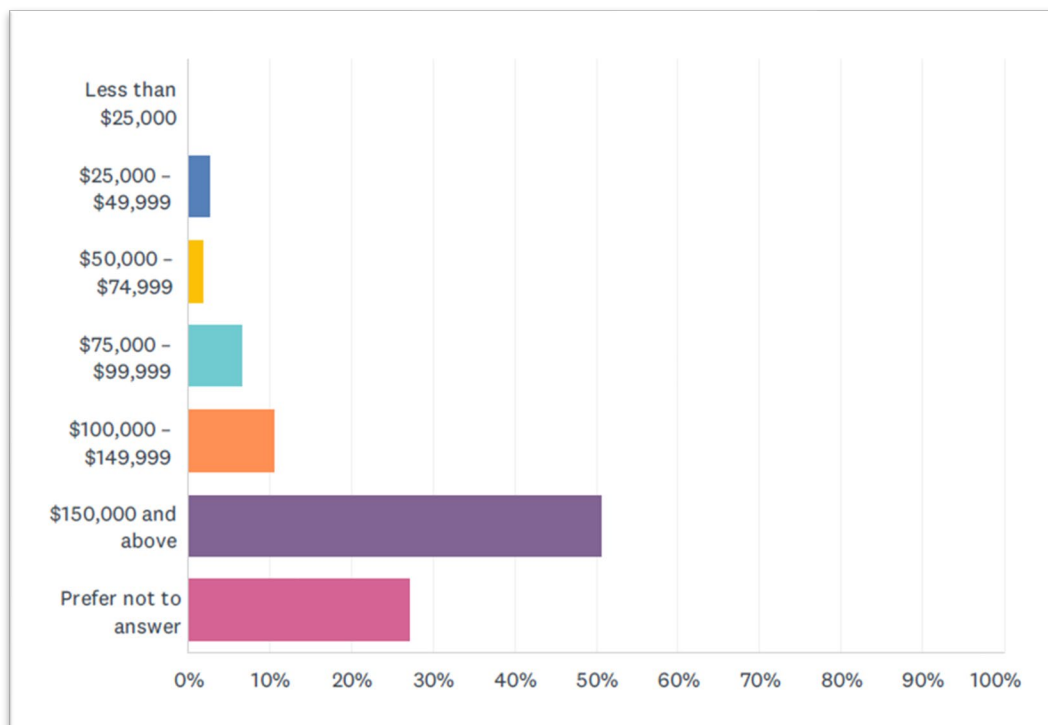


Figure 7. Residential Participant Income⁶

8. Insight on regional attributes of participants.

According to the United States Census Bureau's 2020 urban and rural definition⁷, and based on the Companies' own internal data, 68% of DEC participants in the MRC Programs reside in an urban area and 32% are located in rural communities. For DEP, 33% of participants reside in an urban area and 64% are located in rural communities.

⁶ As noted above, Residential Participant Income is reported voluntarily in participant surveys. The Companies do not collect or maintain income data on their customers in the ordinary course of their business.

⁷ Source: [Urban and Rural \(census.gov\)](https://www.census.gov)

Figure 8. Breakout of Urban and Rural DEC Participants

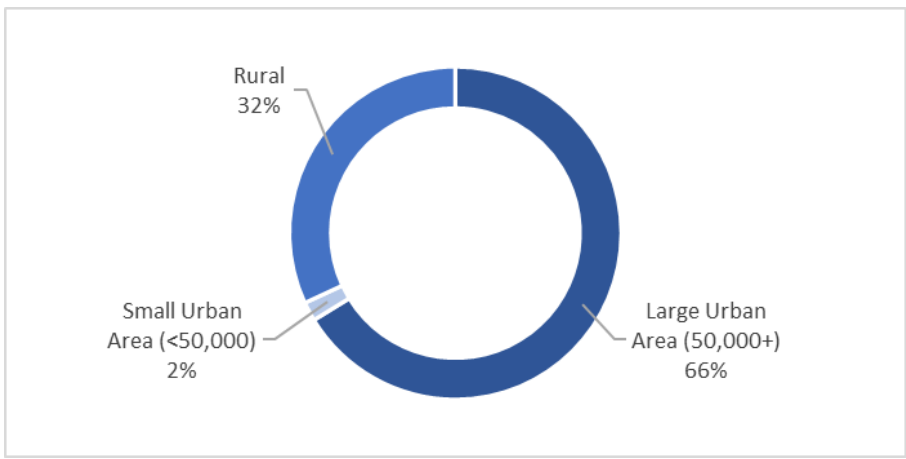
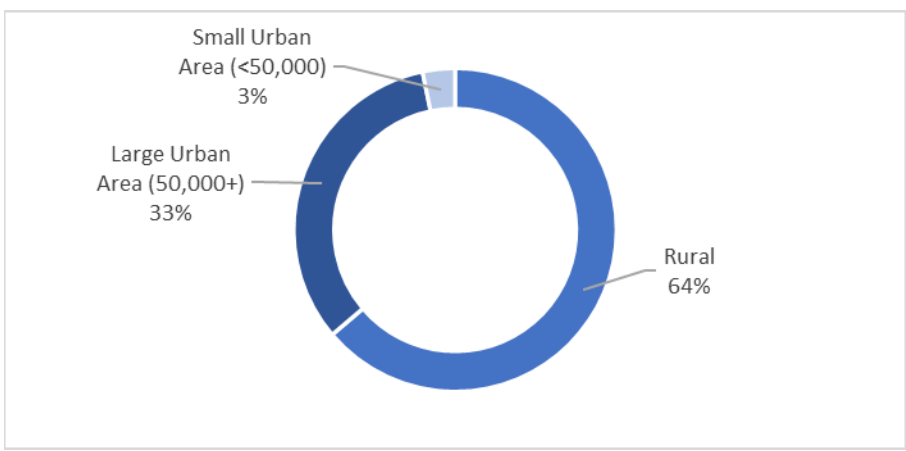


Figure 9. Breakout of Urban and Rural DEP Participants



North Carolina program participants fall within 292 census tracts, the smallest territorial entity for which population data is available, out of North Carolina’s total 2,195 tracts. Of the 292 census tracts, 59% of participants reside in Wake (30%) or Mecklenburg (29%) counties. Figure 8 shows the concentrations of participants including in rural counties such as Polk, Lee, Moore and Chatham.

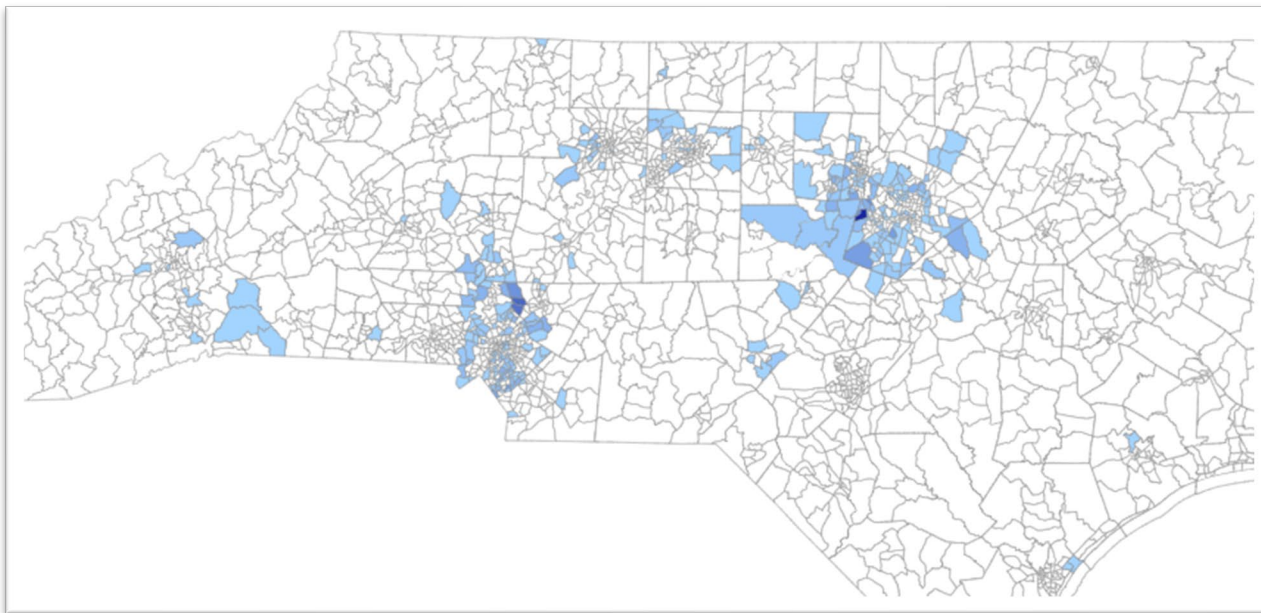


Figure 10. Census Tract Participation Heat Map

Census data also indicates that Wake and Cabarrus Counties encompass majority of the MRC Programs' participants. Wake County has the highest number of participants with 3.3% of total program participants residing in this tract with a population of 11,891. The census tract also reflects the population has a median age of 36 years.

Table 6 below shows North Carolina counties and the relative propensity for residents to participate, as measured using an index. Indices are useful to compare a specific group of people to a larger population; in this case, MRC participants to nonparticipants. An index value of 100 indicates that a given county has average propensity for MRC participation relative to the rest of the state. An index of 200 shows that the result is twice the average, and an index of 50 is half the average.

In Table 6, Cabarrus County is the highest indexing county in the program, meaning that a Cabarrus County resident is >2.6 times more likely to participate than the average North Carolina resident. Chatham County indexes above Wake and Mecklenburg Counties

due to its lower population and higher number of program participants. Durham County rounds out the top five counties for per capita participation.

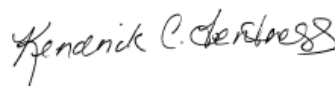
Table 6: Top NC Counties for Per Capita Participation Rate, Indexed

NC County	# of Customers	Population	Index
Cabarrus	42	221,200	264
Chatham	14	75,070	260
Wake	151	1,112,883	189
Mecklenburg	147	1,100,984	186
Durham	35	320,146	152
Polk	2	19,413	144
Orange	14	147,376	132
Lincoln	6	85,670	98
Iredell	11	183,965	83
Moore	5	98,618	71

CONCLUSION

The Companies will continue to work with the ETSG to identify additional ways to improve this program and to otherwise simplify EV adoption for all customer markets and by all customer classes. The Companies expect to file their next semiannual report in August 2023.

Respectfully submitted, this the 20^h day of February, 2023.



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Commercial EV Charger Prep Credit

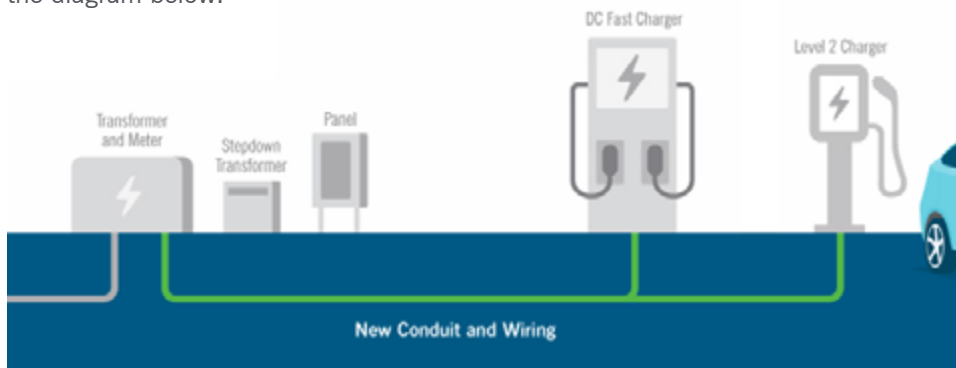
Help cover a portion of the cost of preparing your business for EV charging infrastructure.



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Feb 20 2023

This one-time credit helps eligible businesses cover a portion of the cost of preparing to install an electric vehicle (EV) charger on-site. Credit includes the electrical wiring and electrical upgrades needed to support Level 2 or higher EV chargers, indicated in the diagram below:



How It Works

1. Hire an electrical contractor to assess and prepare the site.

Contractor completes the make-ready work for your EV charging infrastructure needs and you pay the invoice as usual.

2. Apply and submit documentation online.

Once the EV charging installation work is completed (or if it was completed within the last four months), fill out the Charger Prep Credit Application and submit a copy of your approved permit, a paid and itemized invoice from your electrical contractor, and a schematic diagram of the installation.

3. Duke Energy reviews your application.

4. If approved, you receive a check in the mail.

Amount will be based on charger type and kW needs.

Eligibility

- Must be a nonresidential Duke Energy customer in North Carolina (including businesses, multifamily dwellings, transit stations and schools).
- Must agree to program terms and conditions (available at duke-energy.com/ChargerPrepTerms).
- Credit is for make-ready work including underground boring, installing conduit and electric panel work.
- Charger Prep Credit does not include the cost of permitting, EV charging equipment itself, installation of the actual charger, upgrades to service outside the premise (past the Duke Energy meter) or labor charges that support those tasks.

For more information or to calculate and apply for your Charger Prep Credit, visit duke-energy.com/EVBusinessPrep.



EV COMPLETE