



COMMUNITIES IN CHARGE

EXTENSIONS AND CANCELLATIONS
POLICY





Extensions and Cancellations Policy

1. Instructions

- Please read through the entire document to understand the Extensions and Cancellations Policy.
- Fill out the [Extensions and Cancellations Form](#)
 - Please provide as much detail as possible and submit required documentation
 - Note that documentation **must** be submitted with extension requests, and that any extension request without proper documentation will be rejected
 - Note that overdue projects without approved extensions are subject to cancellation

2. General

Communities in Charge may grant Incentive Recipients extensions and cancellations **only** when project delays or other mitigating circumstances are outside the Incentive Recipient's control, can be documented by the Incentive Recipient, **and** sufficient project progress can be demonstrated to the satisfaction of CALSTART.

All extension requests will be considered on a case-by-case basis and final determination of whether an extension is granted shall rest solely with Communities in Charge Staff. Incentive Recipients agree to be bound by said determinations in accordance with the Project Terms and Conditions for participation in Communities in Charge. Any Incentive Recipient who fails to complete their project within the 270-calendar day timeline and does not receive an approved extension from Communities in Charge will be subject to cancellation.

Any efforts made to abuse, circumvent, or not abide by said determinations may lead to temporary or permanent forfeiture of eligibility for participation in Communities in Charge. Such determinations shall be made solely by Communities in Charge and subject to appeal at the discretion of CALSTART.

3. Requesting an Extension

3.1 Timing

Conditional Award Extensions

Requests for an extension to the deadline to submit supplemental documentation by recipients of a Notice of Conditional Award must be made at least **30 calendar days** prior to the deadline. Requests made outside of this window must clearly explain why such request could not be made earlier.

Requests that do not explain why the request was not made earlier will be declined.



Extensions and Cancellations Policy

Final Award Extensions

Requests for extension to the 270-day (9 month) installation window must be made at least 30 calendar days prior to that deadline. Requests made outside of this window must clearly explain why such request could not be made earlier. Requests that do not explain why the request was not made earlier will be declined.

Length & Number of Extensions

A maximum of 2 extensions may be approved per project, not exceeding 180 calendar days total, unless explicitly granted in writing from Communities in Charge Staff. Incentive Recipients are required to notify Communities in Charge of any delays as the Incentive Recipient becomes aware and submit an extension request as early as possible. Failure to do so may result in denial of the request.

3.2 Process for Requesting an Extension

All project related extension requests must be submitted by the Incentive Recipient using the [Extensions and Cancellations Form](#).

Steps for Requesting an Extension	Requirements
Step 1 – Meet the Deadline	<u>Conditional Awards</u> apply >30 calendar days before the 90 day document submission deadline <u>Final Awards</u> apply >30 calendar days before the installation deadline
Step 2 – Determine Your Eligibility	Review Section 3.3 to determine if your situation qualifies for an extension
Step 3 – Meet the Prerequisites	<u>Conditional Awards</u> review Section 3.4.1 <u>Final Awards</u> review Section 3.4.2
Step 4 – Gather Supporting Documents	Review Section 3.3 for the list of required documents <u>Final Awards</u> also review Section 3.5 for additional required documents and update the Construction Progress Tracker in the IPC
Step 5 – Complete the Extensions and Cancellations Form	Requests must include, at a minimum: <ul style="list-style-type: none"> • Primary Contact Name (must be Incentive Recipient’s organization) • Application number of the delayed project • Explanation of the nature of the delay



Extensions and Cancellations Policy

	<ul style="list-style-type: none"> • Explanation of how the delay is outside the Incentive Recipient’s control • Timeline or work plan for completing the project within the 90-day extension period • Supporting documentation • (Final Awards) Evidence of sufficient project progress
--	--

The Primary Contact Name given on the Extensions and Cancellations Form must be associated with a project in the IPC as primary or alternate contact, or be an employee or officer of the Incentive Recipient entity. Requests or inquiries sent by organizations other than the Incentive Recipient will not be considered. The application number must be included in the request. The request must clearly explain the nature of the delay, how that delay is outside the Incentive Recipient’s control, a timeline or work plan for completing the project within the requested extension period, and **must** include appropriate required documentation explaining the reason for the delay (e.g., email correspondence from the Authority Having Jurisdiction, equipment procurement documents, etc.) as well as evidence of sufficient project progress (as defined below). **Any requests without supporting documentation will be automatically declined**, and overdue projects without an approved extension will be subject to cancellation.

Communities in Charge may determine additional documentation is necessary to evaluate an extension request. The Incentive Recipient will have 5 business days from the date that a request from Communities in Charge Staff is received to provide said documentation. Additional time may be provided at the discretion of Communities in Charge. Failure to comply with this documentation request will result in denial of the extension request.

Requests received outside these defined channels may not be monitored or considered.

3.3 Delays Outside Incentive Recipient’s Control

All extension requests must be based on a need created by project delays outside the Incentive Recipient’s control. Such project delays eligible for consideration of an extension shall be limited to:

Reason For Extension	Required Supporting Documentation
Delay in Permit Issuance	Evidence clearly showing at least one of the following scenarios:



Extensions and Cancellations Policy

	<ul style="list-style-type: none"> ○ The permit process or timeline caused delays even when the Incentive Recipient consistently followed up with agencies or other authorities outside their control. ○ Repeated reviews by the Authority Having Jurisdiction, with new comments or information provided each time; and persistent follow-up with agencies or other authorities outside their control. ○ Authority Having Jurisdiction capacity limitations at application intake, inspection scheduling, etc.; and persistent follow-up with agencies or other authorities outside the Incentive Recipient's control.
Delay in Final Site Plan	Evidence of status/timelines; evidence of persistent follow-up with agencies or other authorities outside the Incentive Recipient's control.
Equipment Supplier Limitations	Notification of delay and shipping estimated time of arrival from equipment distributor.
Utility delays due to capacity limitations, energization, etc.	Evidence of Utility interconnection status/timelines. <i>*Note: If all other work for a Project Site is complete aside from final energization, a special additional extension may be considered.</i>
Public Health Orders	Copy of communication from governing authority, detailing the limitations.
Labor Shortages, including critical staff illness	Detailed explanation of the delay and evidence of upcoming labor timeline.

Under extraordinary circumstances (e.g., natural disasters such as fires, earthquakes, etc.), the Project Team may consider requests for extension for reasons outside of those described above. Otherwise, no extension will be granted for any reason not on the above list.

3.4 Prerequisites for Consideration of an Extension Request

3.4.1 Extension to Conditional Awardee Submission Deadline

For Incentive Recipients that received a Conditional Award, requesting an extension to submit supplemental documentation will **not** be considered unless:

- 1.) Incentive Recipient can produce written evidence of **permit** processing status/timelines, or evidence of persistent follow-up with agencies or other Authority Having Jurisdictions.
- 2.) Incentive Recipient can produce written evidence of **final site plan** development/timelines, or evidence of persistent follow up with agencies or other Authority Having Jurisdictions.



Extensions and Cancellations Policy

3.4.2 Extension to Installation Window & Payment Request Submission

Deadline

The following **must** be true before an extension to the 270-day (9-month) installation window may be considered:

- 1.) All necessary permits, designs, and site verification form sign-offs must be complete, contain all the relevant and necessary signatures and information, submitted to the IPC, and a Final Award has been granted; and
- 2.) Eligible chargers must have been ordered prior to the time an extension is requested and the Incentive Recipient must provide proof of paid order upon request; and
- 3.) Construction **must** have begun at the project site and the Incentive Recipient **must** update the Construction Progress Tracker in the IPC **and** submit required documents (e.g., documentation, photos, etc.) upon request; and
- 4.) All necessary utility coordination including but not limited to site assessments and load calculation studies showing adequate load to the site have been completed and required documents (e.g., communication from the utility) can be provided upon request.

Incentive Recipients are encouraged to upload all required project documentation (e.g., equipment procurement orders, invoices, inspection cards, etc.) through the Incentive Processing Center (IPC). All extension requests must be accompanied by required documentation as listed in **section 3.3**, which can be uploaded in the **Extensions and Cancellations Form**. Any requests without required documentation shall be declined.

3.4.3 Corrections & Timelines for Completing Extension Requests

If an extension request is incomplete, the Incentive Recipient will receive a notification asking for a correction (such as additional documentation). An Incentive Recipient has **10** calendar days from receiving the notification to correct and complete their extension request. If this deadline is not met, the extension request will be declined. If an Incentive Recipient is unresponsive to communications about submissions for an extension request for a period of **10** calendar days, the extension request will be declined. Any overdue project without an approved extension will be subject to cancellation. Requests which contain no supporting documentation will be rejected immediately.



Extensions and Cancellations Policy

3.5 Demonstrating Sufficient Project Progress

Communities in Charge Staff will evaluate whether the Incentive Recipient has made sufficient progress towards the overall completion of the project in good faith. Sufficient project progress shall mean, for the purposes of this document, that all prerequisites have been completed at the time the request is made.

Each extension request will be reviewed on an individual basis and be evaluated based on the totality of the circumstances. Determination of whether sufficient project progress has been made shall rest solely with Communities in Charge Staff, and any determinations shall not be subject to appeal.

Examples of supporting documentation which may be required to show sufficient project progress include, but are not limited to:

- Documentation indicating timely and persistent follow-up with Authority Having Jurisdiction, utilities, and property owners/management (beyond that which was included with their application)
- Proof of accuracy and completeness of information provided to Authority Having Jurisdiction and utilities (beyond that which was included with their application)
- Timeliness of equipment and service orders
- Date and time stamped photos of the Project Site
- Proof of other good faith efforts to complete charger installation
- A timeline or work plan for completing the project within the requested extension period

Examples

Reason for Extension Request	Timeframe for Extension Request	Example Required Documents (including but not limited to)
Delay obtaining final permit (Conditional Awardees only)	Submit request at least 30 calendar days before the 90 day document submission period ends.	Any form of communication (email, letter, notice) stating the reason for the delay
Cannot meet Incentive Recipient Agreement signing deadline	Submit request before the 14 day signing period ends.	Any form of communication (email, letter, notice) stating the reason for the delay



Extensions and Cancellations Policy

EVSE delivery delays	Submit request at least 30 calendar days before installation window ends.	Each of the following: <ul style="list-style-type: none">○ Vendor correspondence showing the new estimated delivery date○ Proof of EVSE purchase○ Logged progress in the Construction Progress Tracker with construction start date entered
EVSE installation delays	Submit request at least 30 calendar days before installation window ends.	Each of the following: <ul style="list-style-type: none">○ Vendor correspondence confirming delay in materials or scheduling○ If contractor delay, correspondence showing proof of delay and/or quotes for the scope of work○ Proof of EVSE purchase○ Logged progress in the Construction Progress Tracker with construction start date entered
Utility delay	Submit request at least 30 calendar days before installation window ends.	Each of the following: <ul style="list-style-type: none">○ Utility provider correspondence stating the reason for the delay and approximate timeline for resolution; and○ Proof of EVSE purchase; and○ Logged progress in the Construction Progress Tracker with construction start date entered; and○ Proof of completed installation
Delay in final inspection	Submit request at least 30 calendar days before installation window ends.	Each of the following: <ul style="list-style-type: none">○ Any form of communication from the AHJ (email, letter, notice) that states the reason for the delay and approximate timeline for completion○ Proof of EVSE purchase○ Logged progress in the Construction Progress Tracker with construction start date entered○ Proof of completed installation



Extensions and Cancellations Policy

The following actions on behalf of the Incentive Recipient **will not** constitute sufficient project progress:

- Supporting documentation that reflects the Incentive Recipient hindering the progression of the project such as not providing timely responses and communications to contractors, utilities, vendors, etc.;
- Neglecting to notify the Communities in Charge Project Staff of any delays that materially impact the completion of the project in a timely manner, when such delays become known to the Incentive Recipient;
- Delaying the project progress as a result of other Incentive Recipient projects;
- Stopping work (without Communities in Charge Staff issuing a stop work order) or not starting the project due to outside constraints without prior notification to Communities in Charge.

3.6 Additional Considerations

Projects encountering multiple delays should submit their extension request for the most impactful and time-consuming reason.

4. Cancellations

4.1 Applicant/Incentive Recipient Initiates Cancellation

In the event that an Incentive Recipient requests cancellation of their Award, the Incentive Recipient must complete and submit the [Extensions and Cancellations Form](#). The cancellation option must be selected, and the reason for the cancellation must be clearly stated. The application number associated with the Award must be included in the request. Any funds reserved in connection with the cancelled Award shall be forfeited.

In the event a cancellation request is received **prior to distributing Notices of Award**, Communities in Charge Staff shall confirm cancellation of the application, and any relevant documents submitted but not yet reviewed shall therefore not be reviewed or considered for award.

All of the above requirements must be followed to participate in Communities in Charge. Failure to notify Communities in Charge of a cancellation in a timely manner may result in temporary or permanent loss of eligibility to participate, in accordance with the Terms and Conditions.



Extensions and Cancellations Policy

4.2 Communities in Charge Initiates Cancellation

Communities in Charge Staff may initiate cancellations for reasons including but not limited to those outlined in the table below.

Reason For Cancellation	Timeline for Compliance
Failure or Refusal to Meet the Conditions for Final Award	90 calendar days from the issuance of Conditional Award
Failure or Refusal to Sign the Incentive Recipient Agreement (IRA)	14 calendar days from the issuance of the IRA
Failure or Refusal to Submit a Payment Request	On or before the final payment request submission deadline, which is 270 calendar days from the Notice of Award date, including any approved extensions , and no later than the Final Funding Wave close date. Final Closing Date by Funding Wave: <ul style="list-style-type: none">• FW2 closes May 15, 2026• FW3 closes August 15, 2026• FW4 closes June 26, 2027
Failure or Refusal to Correct a Payment Request	30 calendar days from notification of a need for corrective action, following the final payment request submission deadline
Non-Compliance with any Agreement Requirement	Duration of participation in Communities in Charge, per the Project Terms and Conditions, Implementation Manual and the Incentive Recipient Agreement
Termination Without Cause	Duration of participation in Communities in Charge, per the Project Terms and Conditions, Implementation Manual and the Incentive Recipient Agreement