



COMMUNITIES IN CHARGE

FUNDING WAVE 4 REBATE WEBINAR
FREQUENTLY ASKED QUESTIONS



TETRA TECH





Frequently Asked Questions

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Frequently Asked Questions

General Program Information

Q: How should project-specific or award-specific questions be handled?

A: For all project/award-specific questions, please submit a support request in the Incentive Processing Center (IPC) or by emailing communitiesincharge@calstart.org with your question or issue. The timeline for resolving a support request varies based on volume, completeness, clarity, complexity of the issue. The best way to reduce processing time is to submit a complete & clear support request as early as possible.

Q: Can I schedule a phone call or Zoom meeting with CALSTART or Tetra Tech?

A: Yes, but the Communities in Charge (CIC) team will attempt to resolve your request via support request first. If the request is not resolved via the support request system, the CIC team may decide to set up a meeting to further discuss the request.

Incentive Recipient Agreement (IRA)

Q: What should I do if I have not received my IRA and my project deadline is approaching?

A: Check in the IPC that you have the correct information listed for your Authorized Signatory. IRAs are emailed via Formstack to Authorized Signatories. If you do not find the IRA in the Authorized Signatory's inbox, including any spam or junk folders, submit a request to resend the IRA.

Q: How can I verify whether the Authorized Signatory has signed the IRA?

A: Authorized Signatories receive IRAs and confirmations by email using the "Formstack" email system. A copy of the fully executed IRA will be sent after they have successfully signed the IRA through Formstack.

Q: When is the Incentive Recipient Agreement (IRA) issued?

A: The IRA is issued after Notice of Final Award (Tier 1) is confirmed. Projects with Conditional Awards are not issued IRAs.



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Q: How can Authorized Signatory information be updated?

A: You must submit a support request to and update the contact information for the Authorized Signer. The new Authorized Signer must also be affiliated with the Incentive Recipient entity, and have the authority to sign contracts that obligate that Incentive Recipient entity. You must include the reason the correct Authorized Signer was not listed at the time of application, and you must include all of the following information for the new Authorized Signer: first and last name, title, phone number, email address.

Q: What happens if a property is sold during the six-year reporting period?

A: The IRA requires that CALSTART be given notice, and CALSTART give consent to assign the duties of the IRA to the buyer. "Incentive Recipient shall not assign any of its rights, duties, or interest in whole or in part, in this Agreement without the express prior written consent of CALSTART. Any unauthorized attempt by the Incentive Recipient to assign or delegate any rights or obligations under this Agreement without such consent shall be deemed null and void and constitute a breach of this Agreement."

Payments & Reimbursements

Q: What is the expected timeline for Wave 4 payment processing?

A: Timelines for payment of FW4 payment requests vary and depends on several factors, including the volume and the completeness and correctness of submissions. The best way to reduce processing time is to submit complete and correct documents before the submission deadline.

Q: What documentation is required to receive a Rebate for EVSE equipment costs?

A: Every payment request must include a dated EVSE invoice. The CIC Rebate will cover up to the total direct project costs or the Magnitude of Award, whichever is lower. While it is not necessary to report all costs, please note that each Incentive Recipient must attest to the truth of their project costs, and CIC may request additional documentation as an additional check on project costs.



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Q: What happens if I submit a Payment Request without an ACH form?

A: For a payment request to be paid via ACH, an ACH form is required. If you have already submitted your payment request and it is approved before the ACH transfer is authorized, you will be issued a physical check. Please email completed ACH form to ap@calstart.org. If additional info is needed, we will ask for it. If you do not submit an ACH form, you will be sent a check to the address we have on file for the Applicant Organization.

Q: If all submitted documents show as “Verified,” does that mean payment has been approved?

A: Payment Requests are evaluated for completeness first, correct accounting second, and payment information third. When all documents appear as "Verified" this means the request has been verified as complete and is currently undergoing the additional layers of review. The primary contact will receive an email update when the award is paid.

Prevailing Wage Requirements

Q: What prevailing wage documentation is required, and what records must be maintained?

A: Incentive Recipients must attest that they have complied with prevailing wage on the Payment Request Form. If they are asserting that they are exempt, a determination from the Department of Industrial Relations or a court is required to be submitted prior to any payment issuance. This can take an extended period of time to get and is usually required by the DIR prior to construction commencing. Incentive Recipient should consult the Department of Industrial Relations website and resources for anything required under this regulation. CALSTART cannot provide any advice on complying with prevailing wage requirements. CEC is not the relevant governing body for this topic. You must receive an official determination from the DIR.

Equipment & Project Scope Changes

Q: Can I change the EVSE model after submitting my application?

A: Yes. An Incentive Recipient may change their equipment provided that the new equipment is on the CIC [Eligible Equipment List](#). If you intend to change your equipment, please submit



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this request early as we do need to confirm that the new equipment is eligible. Equipment eligibility delays is not an acceptable reason to grant an Extension.

Q: Can I reduce the number of Charging Ports after receiving an award?

A: Yes. A reduction in the number of ports would result in a reduction to the Magnitude of Award. Please submit a support request, and the team will share the instructions for reducing the number of ports.

Q: Can I switch from dual-port chargers to single-port chargers while maintaining the same total port count?

A: Yes. The port count will not be changing, but you would need to submit an equipment change and ensure the new equipment is on the CIC [Eligible Equipment List](#).

Project Deadlines & Extensions

Q: Can the 270-day project completion deadline be extended?

A: Yes. Please consult the [Extension and Cancellation Policy](#) and use the Extension Form to submit an extension request. Please do 30 days before the deadline.

Contractors, Installation & Permitting

Q: Is a general contractor required if a licensed electrician is performing the installation?

A: An EVITP certified electrician may or may not be a licensed contractor. A general contractor is not required. Projects should ensure that they are following applicable law, including related to EVITP and your AHJ for any permitting requirements.

Q: Are screenshots of online permit portals acceptable documentation?

A: Yes. A screenshot of the permit's portal is acceptable. Please ensure that the URL of the permitting agency is visible in your screenshot.



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Network Providers & Data Reporting

Q: What information is required in a Network Service Agreement (NSA)?

A: The [Implementation Manual](#) states what elements are required in the NSA. If those elements are not included in the NSA, you can submit an Attachment to the NSA that includes this information.

Q: What is a Network Service Agreement and how long must it be maintained?

A: The Network Service Agreement is an agreement between the Applicant and their chosen Network Provider to collect EVSE usage data and comply with all data reporting requirements outlined in the Implementation Manual. Awardees must maintain a Network Service Agreement for the Project Site for no less than 6 years from the date of Final Commissioning.

Q: Is the Eligible Network Service Provider (NSP) list open to new applicants?

A: We remain open to accepting new Network Providers to our Eligible Network Providers list. Please review the technical requirements in the Implementation Manual, then submit your request via email at communitiesincharge@calstart.org and we will share the agreement details.

Q: Are there minimum charger utilization requirements?

A: There is not a minimum utilization requirement, but the project does need to be able to submit utilization data for the project.