

Process for New Service Request to Support National Grid's EV Charging Station Program

A new service should only be requested when the chargers cannot be powered from the existing building electrical panel due to load/breaker capacity, a difficult/cost-prohibitive conduit run, or to be eligible for the Demand Charge Alternative Program.

- Level 2 EVSE charging station applications requiring a new electrical service must install at least two dual-port stations or the equivalent (4 ports) when the service is connected and have electrical capacity and breaker space in the new panel to supply a total of at least four (five preferred), dual-port Level 2 EVSEs or the equivalent.
- A Work Request (WR) must be created for any project, DCFC or Level 2, where it has been determined that a new service will be required to serve the EV charging station(s). When the new service is requested, please be sure to enter a comment in National Grid's online WR portal that this service is for charging stations which are part of National Grid's EV Program (if calling in, please be sure to provide this information). This will help to ensure the WR is handled appropriately.
- The EV project information should be entered into the EV customer application portal, noting a new service is requested. You will be asked to provide the associated WR number.
- Once the WR is created and all the required information has been provided, a National Grid Designer will reach out to arrange a review of the proposed new service. The Designer will be able to determine the best way to serve the charging station(s). You may then prepare your estimate for the infrastructure work based on where the new service will be located. This estimate will need to be attached to your EV portal application. Please use the EV Make Ready Vendor Estimate Template found on National Grid's website, ngrid.com/ma-evcharging.
- If the load requirements are expected to exceed 200 kw and you would like to pre-check your project for viability, you may initiate a Step Zero Inquiry Order by calling **1-800-375-7405** and request that a Step Zero Inquiry Order be created. You will be asked to provide a.) the proposed service location, b.) load requirements and c.) approximate date service will be needed.
- You may call in a work request at: **800-375-7405**, or apply on-line using the Portal (<https://gridforce.my.site.com/electric/s/>). Typically, an electrician provides this information. Please be sure to provide contact information as well as general details about the service being requested.

This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.
Este es un aviso importante. Sírvase mandarlo traducir.
Avis important. Veuillez traduire immédiatement.
Questa è un'informazione importante, si prega di tradurla.
Это очень важное сообщение. Пожалуйста, попросите
чтобы вам его перевели.

Đây là một thông báo quan trọng. Xin hãy dịch thông báo này.
 這是一個重要的通知。請翻譯一下。
 هتجرت بجوت مهم راطلخا اذه
 এটি একটি গুরুত্বপূর্ণ বিজ্ঞপ্তি। অনুগ্রহ করে এটি অনুবাদ করে নিন।
 Sa se yon avi enpòtan. Tanpri, fi li tradwi.
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