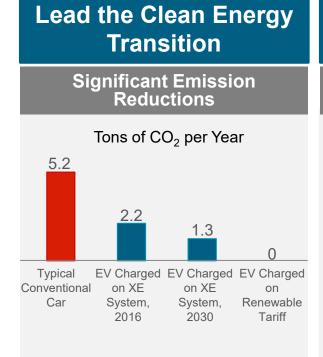


## **Customer-centric approach to EVs**

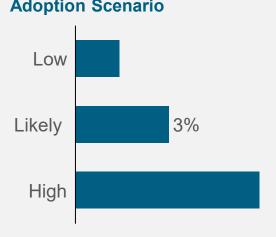


## **Enhance the Customer Experience**

## Customer barriers the Utility can address

- Lack of awareness or understanding
- Upfront costs of charging infrastructure
- Inability to access charging
- Long charging times
- Suboptimal incentives to charge when energy costs are lowest

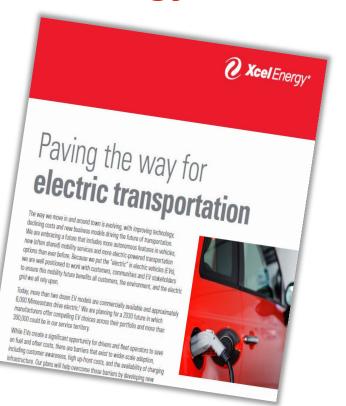
# Lower rates through increased sales Share of Load by 2030 by EV Adoption Scenario



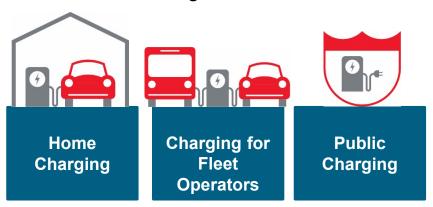
Source(s): Xcel Energy Analysis – Estimated combined emissions for Xcel Energy Colorado



## **Xcel Energy's EV Plan**



#### Focus on 3 Market Segments:



#### Key Barriers to Address:

Lack of Awareness and information

Initial upfront costs

Insufficient incentives to charge when energy costs are lowest





Fleet	Light-Duty Infrastructure and Advisory Services
	Medium-and-Heavy Duty Infrastructure
	V2G School Buses
	Fleet Advisory Services
	Fleet Charging Rate
Public Charging	Corridor Pilot
	Community Mobility Hubs Pilot
	Public Charging Rate
Home	EV Service (second-meter rate)
	EV Service Pilot
	Advisory Services & Online Tools
	EV Service Pilot At-Scale
	EV Subscription Rate
	Charging Perks Pilot

#### In-Market:









Advisory Tools for Fleets and Residential EVs

-chargepoin+:

eMotorWerks

Residential Service Pilot

#### **PUC Approved:**







Fleets Infrastructure



**Public Charging** Infrastructure



Subscription Service Pilot

#### **EV** education & outreach





Market Research

**EV Email Network** 

Social media



Web content

Rate & Renewable Advisor

Out of Home

Learn more about electric vehicles

Radio





Community events

EV partner events



- Electricians
- Fleet Advising



## Fleet analytics and advisory services

#### **Analytics and Advisory Services**

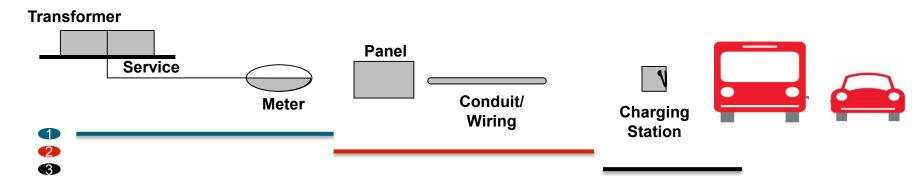


## **Xcel Energy is partnering with fleet** analytics companies to help customers:

- Understand fleet needs and highlight opportunities for electrification
- Collect detailed data of fleet vehicle usage on a day-to-day basis
- Assess which EVs can support existing driving patterns
- Analyze economics for customers and make recommendations based on fleet needs (including rate options)



### Make Ready Service



- Utility provides new line of service, including:
  - distribution feed,
  - necessary transformer upgrades,
  - new meter
- This new line of service will only serve EV charging

- Utility provides:
  - new service panel
  - conduit and wiring
  - trenching
  - associated site work
- Utility owns and maintains "Make Ready," including EV service connection up to the "stub" of the charging equipment

- Customer can choose for pre-qualified equipment;
  - Prepay for equipment
  - Pay in monthly charge (provided by utility)
- Customers enrolled in time-varying rate and encouraged to participate in smart charging programs, as they become available
- Customer would determine public charging rates (if applicable)

## Our continued commitment to pursuing R&D and new solutions

Will continue to explore innovative solutions with partners that can:

- 1 Help drive investment in infrastructure
- 2 Make it easier for customers to access electricity as a transportation fuel
- 3 Minimize system costs for EV charging and support greater renewable energy use and integration









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