

POWER YOUR DRIVE EXTENSION

2025 EVALUATION REPORT

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Second Evaluation Report

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Executive Summary

This is the second annual third-party evaluation report for the SDG&E Power Your Drive (PYD) Extension program. The Program was approved via a California Public Utilities Commission (CPUC) Decision in 2021 and launched in mid-2022 following completion of program design Advice Letters. The Program is targeting to install approximately 1,900 to 1,950 charging ports across 100 to 110 workplace and multi-unit dwelling (MUD) sites and is on track to achieve the port goal by the end of 2026. The Program has a total budget of $43.5 million, with a per-port cost limit of $18,131.

As of December 31, 2025, the Program received 209 site applications and accepted 110 projects. Demand continues to be strong, especially among MUD installations (accounting for 82 of the 110 accepted projects) while the remaining projects can be found at workplaces. In total, 66 projects are in underserved communities. This surpasses the Program's equity goal of locating at least 50% of projects in MUDs and 50% in underserved communities.

Site hosts entering the program strongly preferred the customer-owned behind-the-meter (BTM) infrastructure option, with 92% of projects opting for this (101 of 110), significantly above the Program's target of at least 20% of projects opt for customer-owned BTM infrastructure. By the end of 2025, 39 sites had completed installation, commissioning, and activation, making 706 charging ports available for customer use. Of these, 62% are in underserved communities and 84% serve MUDs.

Program implementation continues to show strong participation. Projects are progressing through multiple development stages, with 14 in the final design stage, 15 in construction, and 39 completed at the end of 2025. Despite strong participation, reoccurring operational challenges remain present. Project progress is limited by cost constraints, extensive permitting processes, infrastructure upgrades, and prolonged customer decision timelines. Completed projects had widely varied timelines, ranging from 539 days, to over 1,300 days from applications to activation, with an average around 1,000 days.

Field visits to 21 completed sites in 2025 provided important insight to the operations performance, usage patterns, and hosting experience of many customers. Operational data shows steadily increasing energy consumption and demand across the sites, with more than 200 MWh of electricity consumed to date and clear increasing trends in port utilization. Nevertheless, many MUD sites are still experiencing low early-stage usage, which leads to high electricity costs under the current commercial rate structures and fixed monthly charges. The Program has also demonstrated measurable emissions benefits. Throughout 2025, the Program enabled nearly 700,000 electric vehicle (EV) miles to be traveled and avoided roughly 15,000 gallons of gasoline, resulting in a reduction of 125 tons of CO_2, 70% of which was avoided in underserved communities.

Overall, the Program has continued to expand EV charging access while meeting its deployment and equity goals. Strong participation from MUDs and underserved communities, along with an increase in charger installations and utilization, shows an ongoing demand for EV charging infrastructure. The Program has also provided useful information regarding project timelines, costs, customer participation, and charging patterns that will inform future efforts. As site installations continue through 2026, the Program will continue to provide information on the benefits and challenges of EV charger installation across SDG&E's customer base.

Introduction and Background

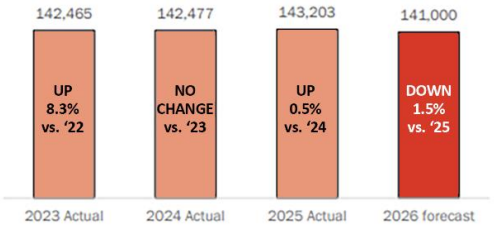
SDG&E Transportation Electrification Program Background

In 2016, the California Public Utilities Commission (CPUC) approved a San Diego Gas & Electric (SDG&E) transportation electrification program, one of several such state-sponsored initiatives. The CPUC's goal was to reduce greenhouse gas emissions from California's transportation sector, which is the leading source of greenhouse gas (GHG) emissions in the state. The first iteration of SDG&E's program, the Power Your Drive (PYD) Pilot, went into effect in 2019 and aimed to achieve this goal by encouraging residents to adopt electric vehicles (EVs), particularly in underserved communities. One strategy to promote adoption was to provide more charging options, especially at workplaces and multi-unit dwellings (MUDs) in the San Diego area.

EV Market Landscape

According to the most recently available data, San Diego County contains over 3 million registered vehicles (CA DMV 2024). Of these, nearly 74.5% are non-commercial automobiles, with the remaining 25.5% comprising large trucks, trailers, and motorcycles. In 2025, San Diego County saw 143,203 new vehicle registrations, which is slightly higher than the 142,477 new registrations from the previous year, with an increase of 0.5% (New Car Dealers Association 2026). Of these newly registered vehicles, 109,833 were light trucks, vans, and SUVs, while 33,370 were cars (i.e., larger non-commercial automobiles accounted for nearly 77% of all new vehicles). New car registrations dropped by 6.9% from 2024, while light truck registrations increased by 3.0%, continuing 2024's trend of customers shifting away from standard cars in favor of trucks, vans, and SUVs. Though the market's total number of vehicles stayed relatively constant, the purchasing trajectory suggests that larger vehicles are steadily taking over the landscape. Registrations of vehicles that are three years old or newer also jumped 1.5% in 2025, demonstrating increased interest in newer, but still used, vehicles.

Forecast for County New Retail Light Vehicle Registrations



The graph above shows annual new retail light vehicle registrations from 2023 to 2025, and Auto Outlook's projection for 2026.
Historical data sourced from Experian Automotive.

Market Summary

	2024 Annual	2025 Annual	% Chg. '24 to '25	Mkt. Share 2025
TOTAL	142,477	143,203	0.5%	
Car	35,861	33,370	-6.9%	23.3%
Light Truck	106,616	109,833	3.0%	76.7%
Domestic	46,116	44,150	-4.3%	30.8%
European	19,801	19,740	-0.3%	13.8%
Japanese	61,297	63,773	4.0%	44.5%
Other Asian	15,263	15,540	1.8%	10.9%

Domestics consist of vehicles sold by GM, Ford, Stellantis (excluding Alfa Romeo and FIAT), Tesla, Rivian, and Lucid. Other Asian includes Genesis, Hyundai, Kia, and VinFast.
Data sourced from Experian Automotive.

Between 2024 and 2025, new hybrid vehicle registrations in San Diego County rose by 29%, increasing their share to 21% of all newly registered vehicles. Battery electric vehicles (BEVs), on the other hand, slightly decreased by around 2.2%, now accounting for 22.4% of new vehicle registrations. Plug-in hybrid electric vehicle (PHEV) registrations also decreased by 5.1% since 2024, totaling 3.7% of all new vehicles registered in 2025. Collectively, BEVs, hybrids, and PHEVs made up approximately 46.7% of new vehicle registrations in San Diego County in 2025, up from 38.4% in 2024. In San Diego County, BEVs are mainly driven by dedicated electric brands like Tesla, Rivian, and Lucid, while hybrids and plug-in hybrids are led by traditional producers. Toyota had the highest hybrid share of its total vehicle sales at 47%, followed by Lexus at 46% and Hyundai at 41%, while PHEVs were led by Dodge at 43%, Volvo at 23%, and Lincoln at 16%, showing that plug-in hybrids are split across a variety of brands rather than dominated by one company.

PYD Pilot Charger Deployment

During the PYD Pilot, SDG&E installed a total of 3,040 charging ports at 254 locations, with the final site commissioning in late 2019. Of those chargers, 39% were placed at MUDs and 31% were in underserved communities, more than tripling the CPUC decision's 10% targets for those equity metrics.

SDG&E owns and maintains all charging stations installed through the Pilot. SDG&E coordinated the site design, permitting, construction, and commissioning of the charging stations, and continues to handle the billing, coordinate with electric vehicle service providers ("EVSP") to provide customer support, and maintain the charging equipment throughout its lifecycle. This "turnkey" ownership structure simplified the customer experience, improved the reliability of chargers, and encouraged EV charger adoption in settings such as MUDs. Program participant feedback indicated that expanded charger availability can heavily influence EV adoption and usage, with 60% of survey respondents reporting that access to charging infrastructure positively impacted their decision to purchase or lease and EV (SDG&E 2021), and 43% of respondents indicating that they were driving more electric miles due to the program's chargers.

EV Charger Market Landscape

Currently, 12,136 electric vehicle chargers can be found within San Diego County, or at least within 10 miles of the territory (CEC 2024). Of these, 10,785 are Level 2 (L2) charging ports, 5,202 of which are publicly available (48%), and 5,583 are privately operated (52%). San Diego County is also home to 1,351 direct current (DC) fast chargers, 1,293 of which are publicly accessible (96%), while only 58 are privately shared (4%). While payment is required to use most of the publicly available chargers, approximately 4-6% of San Diego's chargers are free to the public. The most popular charger brands are PowerFlex, ChargePoint, Blink, and Tesla, although many other brands are present. EV drivers in San Diego can easily find available public chargers near them by using a variety of online maps and applications, such as PlugShare, that update in real time.

PYD Pilot – Lessons Learned

Aside from the tangible benefits stemming from increased EV infrastructure, the PYD Pilot has allowed SDG&E to gain a better understanding of what it takes to install charging infrastructure on a large scale, which will continue to help streamline future efforts. Although the pilot ran approximately $25 million over budget, averaging around $275,000 per installation location, the overrun was primarily contributed to challenges of implementing an unprecedented utility-owned charging program, which included site development costs that were higher than expected, IT investments, complex MUD installations, and program requirements that were consistently evolving. An independent audit found that challenges surrounding budget tracking, vendor oversight, and project controls limited SDG&E's ability to address cost increases during program implementation. However, the experience revealed important insights into program design, which are actively being referenced in SDG&E's ongoing programs. The pilot demonstrated strong demand for workplace and MUD charging, showed that a utility-owned model can help increase MUD participation, highlighted the importance of targeted outreach and flexible site requirements in underserved communities, and provided data on dynamic pricing's impact on customer charging behaviors. The Pilot also revealed key challenges, including complicated enrollment processes, IT upgrades needed to support direct driver billing, permitting and site development requirements, and high costs surrounding utility-owned infrastructure.

Follow-On Programs

Expanding on the PYD Pilot program's success, SDG&E launched several additional projects that further benefit its customers and support California's sustainability goals. The first round included six (6) SB350 Priority Review Projects. These were short-term pilots to test different transportation electrification-enabling or supporting measures for the following pilot programs: SB350 Standard Review Program (SRP) Power Your Drive for Fleets (PYDFF), and AB1082 (Schools) and AB 1083 (Parks and Beaches) Pilots. These programs focus on increasing EV charger availability at over 50 San Diego schools, state-owned parks and beaches, and city- and county-owned parks, as well as expanding EV use in vehicle fleets and exploring the most advantageous ways to integrate EVs with the electric grid.

AB1082 PYD for Schools and AB1083 PYD for Parks and Beaches

Under AB1082, SDG&E's PYD for Schools Pilot aims to bring 184 L2 ports and 12 DC fast chargers to 30 school sites, with the fast chargers installed at colleges and universities. Schools can choose to own, operate, and maintain the EV charging equipment themselves, or opt for SDG&E to retain ownership and maintenance rights. As of December 2025, 26 sites were enrolled in the PYD for Schools program and fully operational with 229 ports. Of these sites, 50% were in an underserved community, exceeding the initial goal of 40%.

Similarly, under AB1083, the SDG&E PYD for Parks and Beaches Pilot aims to install 64 L2 ports and 10 DC fast chargers across 12 state parks and beaches, as well as 56 L2 ports and 10 DC fast chargers across 10 city and county parks. The Parks and Beaches program targets at least one site in an underserved community, while 100% of city and county park sites are intended to support underserved communities. SDG&E is required to own and manage all charging equipment at these locations. Both components of these programs prioritize underserved communities, with an overall target of 50% of charger installations serving these areas. As of December 2025, 11 city and county park sites have been completed, totaling 90 ports (82 Level 2, 8 DCFC). SDG&E was working with State parks at the end of 2025 to start construction on more parks in 2026.

The charging stations installed as part of these combined programs resulted in an estimated 795 MT reduction in greenhouse gases in 2025 and dispensed more than 1.2 MWh of electricity to vehicles. Statistical analysis found that the AB1082 Schools Pilot had a statistically significant impact on increasing local EV registrations.

SB350 PYD for Fleets

The PYD for Fleets program supports the transition to clean transportation by focusing on electrifying medium- and heavy-duty vehicle fleets. The five-year program aims to facilitate the purchase of more than 3,000 EVs by installing charging infrastructure at over 300 fleet sites between 2020 and 2025. The program serves a wide range of fleet types, including medium-duty delivery vehicles, heavy-duty trucks, school and transit buses, and off-road equipment. The participating fleets were required to commit to purchasing at least two EVs and operating the charging infrastructure for a minimum of five years. The full site electrification timeline was anticipated to be 11 to 16 months, from initial interest through site activation and maintenance.

To make the transition to EVs easier and more cost-effective for the fleets, SDG&E developed the Electric Vehicle–High Power (EV-HP) rate, a commercial version of the EV-TOU plan which streamlines tariffs and allows hosts to subscribe to the level of maximum demand needed. The customer chooses the amount of power needed for fleet charging and pays a set fee each month, which allows for more predictable billing and budgeting. By eliminating variable energy costs and instead offering relatively stable rates, the EV-HP plan has been able to significantly improve EV use in San Diego's commercial sector.

Summary of PYD Extension Evaluation Plan

This program evaluation explores three primary research objectives, as described below.

- **Research Objective 1**: The first objective is to determine the extent to which PYD Extension has expanded access to electric transportation while decreasing the need for fossil fuels. The evaluation explores the number and characteristics of installed EV chargers and their frequency of use, as well as the likelihood that the chargers would have been installed without program assistance. It also investigates whether the program has influenced local drivers to adopt EVs.
- **Research Objective 2**: The second objective is to evaluate how the program has increased benefits to both EV drivers and ratepayers, particularly those in underserved communities. The evaluation looks at lower utility rates, fuel savings, increased charging availability, and environmental impacts as potential benefits experienced by these groups. It also investigates costs incurred by SDG&E and site hosts, as well as differences between MUD ownership models from PYD Pilot and PYD Extension sites, and the impact of incentives on program participation.
- **Research Objective 3**: The third objective is to identify lessons learned that can be applied to future Vehicle-Grid Integration (VGI) and Utility Transportation Electrification Program efforts. This involves investigating the application of Open Charge Point Protocol capabilities, Plug and Charge technologies, and automated demand response strategies. This evaluation will also compare program outcomes across different site types, ownership models, and underserved community status.

Evaluation Activities

The PYD Extension program is comprehensively analyzed by an Evaluation Team led by CLEAResult Energetics LLC with support from the Cadmus Group (i.e., "Evaluation Team") to determine program effectiveness and potential program improvements. This evaluation involves collecting data from SDG&E, electric vehicle service providers (EVSPs), and program participants via interviews, site visits, and surveys through 2027.

- SDG&E provides data regarding advanced metering infrastructure, utility billing, costs, and more. These data are then used to project site utilization, impacts to the grid, GHG pollutants, etc. The evaluation involves calculating petroleum displacement by comparing EV use to counterfactual gasoline vehicle use, then using these calculations to estimate GHG and criteria pollutant reductions attributable to the PYD Extension program. Impacts to the grid are also estimated for each billing rate by analyzing load curves, site management practices, charging flexibility, and other applicable programs such as Low Carbon Fuel Standard (LCFS) credits.

- EVSPs provide data on vehicle charging utilization, such as station information, port details, and session summary data. The EVSP data is used in site utilization analysis, allowing PYD Extension to be compared to similar programs. This data is then used to estimate program impacts and load-shifting opportunities.

Further information was gathered via site visits to chargers that have been functional for a minimum of four months. During these visits, the Evaluation Team collected charger details, usage information, capacity, signage, and more to gain insights into resilience and load-shifting potential. Site visits were also used to confirm site characteristics, charger usage, and load management information.

- Upon completion of more than 30 sites, the Evaluation Team began conducting in-depth interviews with SDG&E staff, MUD and workplace site hosts, and MUD and workplace EV drivers. Additional information was collected via surveys of workplace site hosts, workplace EV drivers, and MUD tenant/condominium owner EV drivers to gauge their satisfaction with the program. The results were then used to analyze information on program implementation logistics, usage patterns, satisfaction, and provide recommendations.
- Program costs were evaluated via insights from stakeholder engagement, including percentage of budget spent, average costs per site and port, average cost per kilowatt of installed capacity, average cost per kilowatt hour for customer billing, etc.
- The PYD Extension program is comprehensively analyzed by the Evaluation Team on a rolling basis to determine effectiveness and potential improvements. Additionally, throughout the course of the program, the PYD Extension will continue to be regularly analyzed to ensure that it is effectively reaching its equity goals, by measuring the program's presence in underserved communities.
- This evaluation also includes an analysis of program materials, including webpages, tools, webinars, and more, to determine their clarity, usefulness, and lead-generation efficiency.

Furthermore, the Evaluation Team tracks current project stage and stage durations as defined by the CPUC for SB350 reporting:

1. **Application Review**, where customers submit an interest form, then SDG&E evaluates eligibility, conducts a viability study, and develops a 10% site design before inviting a full application (median duration of 19 days),
2. **Site Assessment**, where SDG&E conducts an advisory call and site walk to assess conditions and develop a 30% design, ending in a go/no-go decision (median duration of 72 days),
3. **Contract Issuance**, where SDG&E provides the 30% design and contract documents for execution (median duration of 323 days),
4. **Design and Permitting**, where SDG&E finalizes design details and completes permitting, testing, procurement, and reviews (median duration of 228 days),
5. **Construction**, where physical installation occurs, including trenching, electrical work, and charger installation while tracking progress (median duration of 227 days), and

6. **Activation**, where chargers are activated and inspected, with close-out documentation (median duration of two days).

All the information collected in the program's analysis activities is presented in a streamlined and interactive dashboard available to SDG&E staff, making it easier to identify patterns and track progress.

In addition to this report, the Evaluation Team published its first annual report in June 2025 and will be publishing a final report in June 2027. These reports are reviewed by multiple parties to ensure all information is accurate and conveyed efficiently. Annual Evaluation Report summaries will be presented at SDG&E's Program Advisory Council meetings as the reports are published.

PYD Extension

Program Performance Metrics

As part of the PYD Extension program, SDG&E originally aimed to install 2,000 L2 charging ports across 200 sites, for a total of 5,000 ports when combined with the PYD Pilot. As the program continued, the goal for total sites was changed to 100-110 to better align with program budget restrictions and realized cost challenges, down from the original intended 200. Additionally, the charging port goal was shifted slightly to approximately 1,900 L2 ports as opposed to the 2,000-port goal that was initially set. To utilize the full project budget without any roadblocks, SDG&E has set five metrics for PYD Extension to achieve.

The metrics are as follows:

1. At least 50% of installation sites must be in underserved communities.
2. At least 50% of installation sites serve MUDs.
3. At least 20% of installation sites include uncapitalized customer-side make-ready infrastructure.
4. SDG&E only owns installed EVSE at MUDs located within underserved communities.
5. Average cost per port does not exceed $15,000, with potential reimbursement up to $18,131 per port if costs exceed the threshold and are deemed reasonable in a subsequent general rate case. Costs above $18,131 are not reimbursable.

As of December 31, 2025, the program has installed 599 EVSE, representing 706 total ports across 39 sites. Five of these sites (comprised of 61 EVSEs with 75 ports) were completed in 2024, while the remaining 34 sites (comprised of 538 EVSEs with 631 ports) were completed in 2025. Of the total 706 ports, 437 of them (62%) are in underserved communities and 594 (84%) are serving MUDs, actively keeping pace with the program's metrics. Based on current progress, the program remains on track to meet its revised deployment goals, expecting 1,900-1,950 total ports across 100-110 sites. The program's results are currently meeting or exceeding SDG&E's metrics for underserved community and MUD distribution.

Table 1 below reflects the PYD Extension Program application pool by site type, including applications located in underserved communities and number of cancellations. A total of 209 applications were submitted through the program, 99 of which were ultimately cancelled, primarily due to costs exceeding customer expectations.

Table 1. PYD Extension Program Applications by Market Sector and Community Type.

Market Sector	Underserved Applications	Non-Underserved Applications	Total Applications	Canceled Applications
Destination Center	21	11	32	23
Government Facility	9	3	12	3
Multi-Unit Dwelling (MUD)	67	61	128	46
Public Parking	1	0	1	1
Retail Business Center	16	5	21	16
School Facility	8	3	11	8
Small Retail	2	1	3	2
Transit Agency	1	0	1	0
Total	**125**	**84**	**209**	**99**

Additional program metrics are also tracked, including percentage of budget spent, average port and site costs, cost per kWh of installed capacity, customer billing rates, SB350 project costs, and site maintenance and repair costs. Operational port characteristics are also monitored, such as charger utilization, capacity, and load management. Additionally, the Evaluation Team further tracks site characteristics, including MUD vs. workplace distribution, site and port count, and ownership option selection, among others.

Program Outreach Summary

SDG&E currently promotes three ownership options through the PYD Extension program:

1. **SDG&E-owned infrastructure with customer-owned chargers**, where the utility covers infrastructure costs up to the charging stations and customers install and maintain the chargers.
2. **Customer-owned infrastructure and chargers**, where SDG&E covers infrastructure costs up to the meter, offering rebates to cover up to 100% of customer-side infrastructure expenses.
3. **Fully SDG&E-owned infrastructure and chargers**, where all installation costs are covered by the utility. (Option 3 is limited to MUD locations in underserved communities and not available for workplaces.)

To promote the program for apartments, condos, and workplaces, SDG&E launched the PYD Extension Program on January 11, 2023 via a webinar hosted by the Electric Vehicle Association of San Diego. The session highlighted the benefits of EV charger installation in these locations and provided an overview of the installation process, timelines, and charger options. SDG&E has continued this outreach through partnerships with EVSPs and other stakeholders, using webinars to expand awareness and encourage promotion through existing customer networks.

SDG&E also maintains a set of online resources to support program participation. The webpages for PYD for Apartments and Condos (SDG&E n.d.a) and PYD for Workplaces (SDG&E n.d.b) include summaries of program requirements, rebates, charger options, installation pathways, along with factsheets and visual aids. These pages link to Electric Power Research Institute (EPRI) approved EV charger list, and a step-by-

step timeline from initial interest through installation and maintenance for apartments and condos. There are also additional pages tailored specifically to underserved communities.

In other versions of the PYD program, SDG&E used a broader mix of outreach strategies, including informational seminars, ride & drive events, booths at local events, email campaigns, in-person HOA meetings, and social media. These efforts emphasized meeting potential customers where they were, rather than relying on them to seek out information. For MUDs, a mix of email and direct outreach continues to be the most effective method. Additional promotions included a paid advertising campaign targeting low-income residents, MUD communities, and Spanish-speaking customers, as well as partnerships with community-based organizations (CBOs) to share information through local media, social media, and events located in underserved communities. In 2025, SDG&E performed focused outreach to small business in underserved communities as it looked to reach program saturation.

As the program moved forward, partners like EVSPs and installers began to play a more active role in outreach and project progression. These partners supported the beginning-stage scoping and helped guide which sites moved forward in the project development process. Over the course of this program, this partnership contributed to streamlining the flow of projects, as many sites were de-prioritized early in the process due to feasibility or expected cost challenges. As the program advanced, communication around cost expectations became clearer, with partners placing increased emphasis on cost earlier in the process to help potential customers understand the expected out-of-pocket costs before reaching final review.

Budget Summary

The PYD Extension program set an original budget of $43.5 million to support the construction of approximately 2,000 L2 chargers at apartments, sites serving apartment dwellers, and workplaces. Of the total budget, approximately $34.7 million was allocated for direct capital costs, and the remaining $8.8 million was designated for operation and maintenance costs. These numbers did not account for contingency or escalation costs. This budget was based on an estimated average cost per port of $21,605, reflecting costs discovered during the PYD Pilot. The PYD Extension program targeted an average cost of $18,131 per port, up $3,131 from its original goal of $15,000 per port. On average, the construction cost per site was estimated at $118,109. As of December 31, 2025, the PYD Extension program has spent $11,726,388 of the original budget and is keeping in-line with their expected budget per site and per port.

Timeline

Throughout 2021 and 2022, SDG&E submitted a series of Advice Letters to the CPUC on how to best manage the PYD Extension program, detailing financial logistics, rebate mechanisms, and strategies for outreach. Filing these Advice Letters also addressed components that are crucial to PYD Extension, including setting eligibility criteria for sites serving MUDs, underserved communities, and workplaces. SDG&E submitted a Rule 16.6 Request for Extension of Time to Comply with Decision 21-04-014 Approving Application 19-10-012 on August 11, 2025, and received approval on January 27, 2026, granting an extension from January 2, 2026 until December 31, 2026, to deploy the PYD Extension Program.

The PYD Extension program officially launched in mid-2022, with participant enrollment and project implementation activities beginning shortly after. The Evaluation Team kickoff meeting was held in March

2023. PYD Extension's Evaluation and Data Collection Plan was completed in July 2023. Evaluation activities and data collection efforts are ongoing throughout the program cycle.

SDG&E completed and filed the PYD Extension's first SB350 Data Template in December 2024, with subsequent reports following every 6 months. SDG&E filed the first SB350 Narrative Annual Report along with the first 3rd Party Annual Evaluation Report in June 2025. This is the second 3rd Party Annual Evaluation Report. The final 3rd Party Evaluation Report is scheduled to be submitted next year, in June 2027.

Findings

Of the 110 accepted project applications, 14 are in the final design stage, 15 are in the construction stage, and 39 are in the completed or close-out stage. Out of the 39 completed projects, 31 are in MUDs, and 23 of the 39 are in underserved communities. Only 9 completed projects opted for the SDG&E-owned BTM infrastructure with customer-owned chargers, while the remaining 101 selected the customer-owned BTM infrastructure option with customer-owned chargers.

The accepted projects included 82 (75%) for MUDs, far exceeding the program's 50% target; the remaining 28 applications were for workplaces. Within the MUD category, 47 (57%) sites are in underserved communities, also beyond the program's 50% goal. Additionally, 19 (68%) of the workplace applications were in underserved communities, surpassing the 50% workplace goal. With 39 projects completed thus far, their MUD (31) and underserved community (23) composition indicate early success in PYD Extension. It is expected that as the program continues, more applications will target underserved communities, keeping all metrics beyond the 50% equity goal.

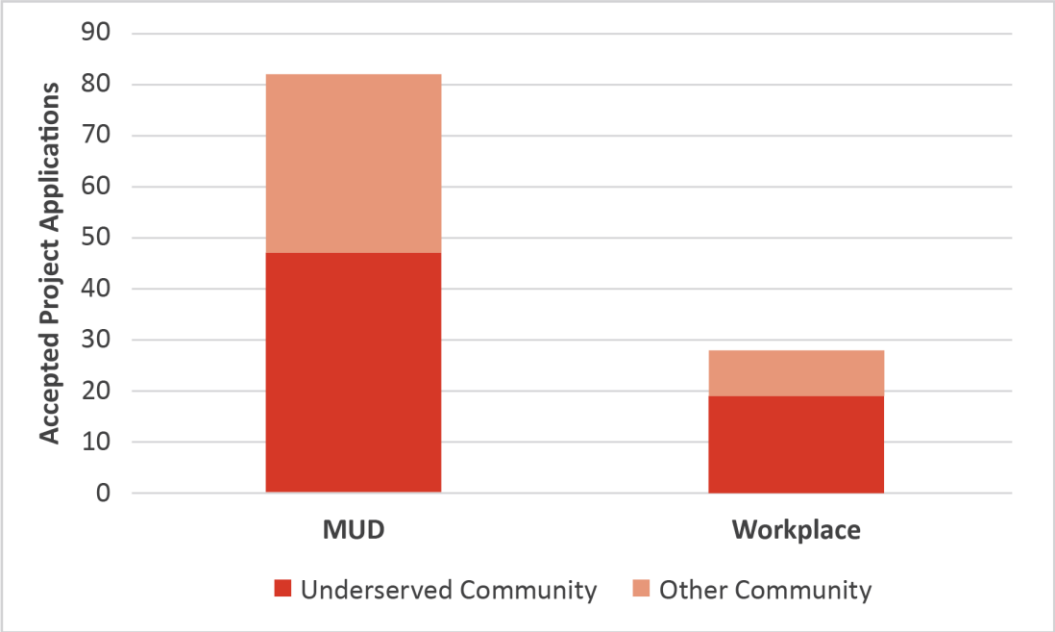


Figure 1. The 110 accepted project applications separated by MUD vs workplace location, highlighting the portion of each that can be found in underserved communities.

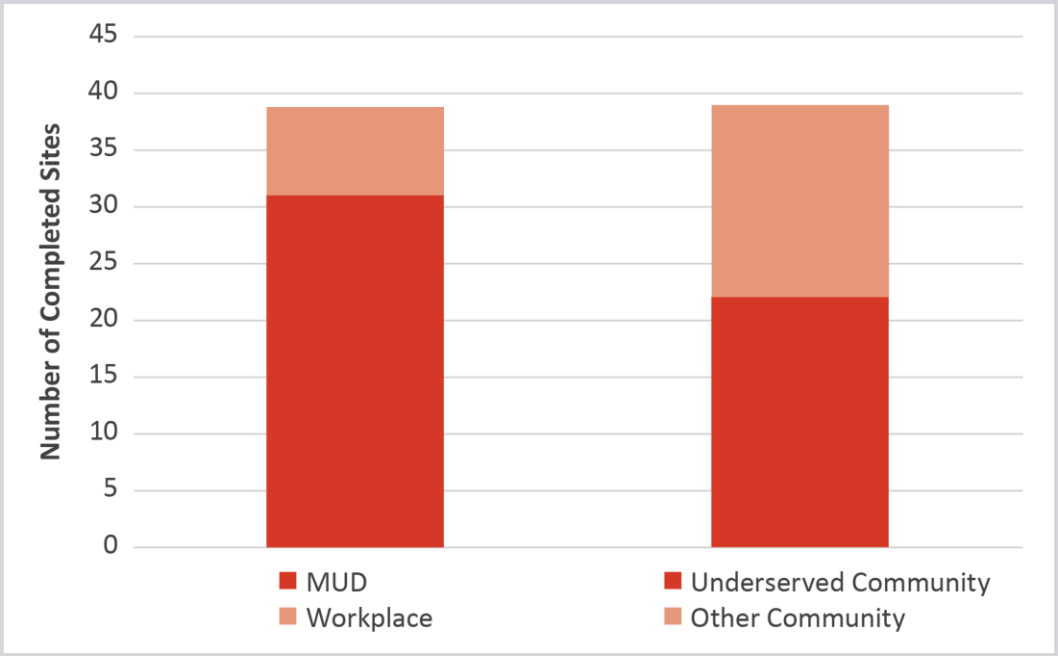


Figure 2. The 39 completed project sites, highlighting the portion of each that can be found in MUDs vs. workplaces and underserved communities vs. other communities.

Figure 3 and Figure 4 show the amount of time that the 38 completed project sites spent in each of the CPUC defined phases[1]. The quickest project, an MUD, was completed in only 539 days, with the majority of time split relatively evenly between the design and construction phases. The longest project, constructed at another MUD, took over 1350 (~3.5 years), owing to large delays in the contract issuance and construction phases, which took up the majority of the project timeline. On average, contract issuance was the longest phase for MUD projects and Workplaces. The activation phase is generally brief. The variety in phase durations reflects the multiple factors that can impact project timelines, particularly the phases that occur before construction. The contract issuance phase includes preliminary design work and cost estimation that is required before a contract can be executed. The utility updated their methodology for counting the application review stage duration, making year-over-year comparison difficult. As more applications are processed and more projects are completed, it is possible that the average phase duration may decrease across the entire project timeline.

[1] Out of the 39 activated sites program to date, one site did not include any SDG&E behind the meter infrastructure upgrades (received behind the meter incentives only) and was excluded from the analysis as it was missing many of the program milestone dates.

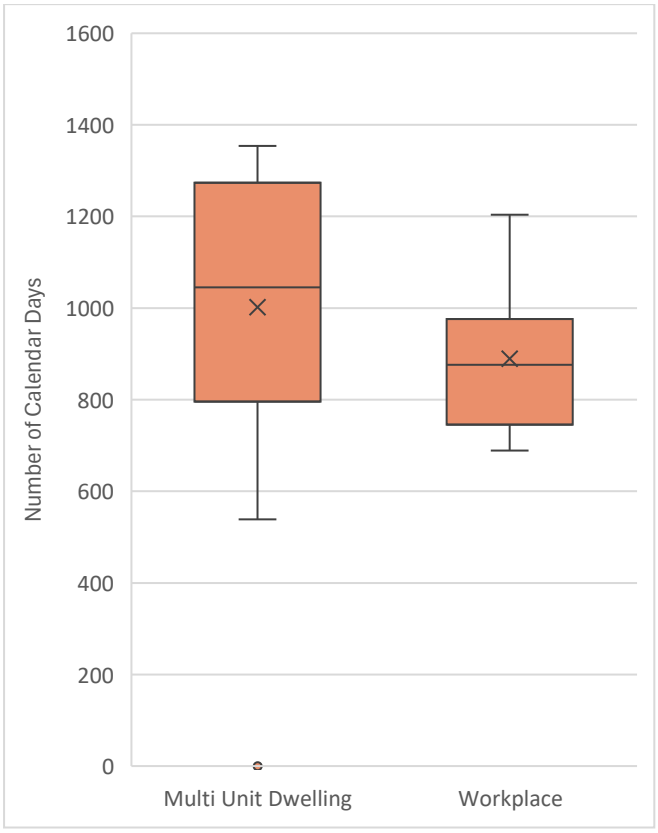


Figure 3. Box-and-whisker plot detailing the high, low, and mean number of days from project inception to completion, divided between MUDs and Workplaces.

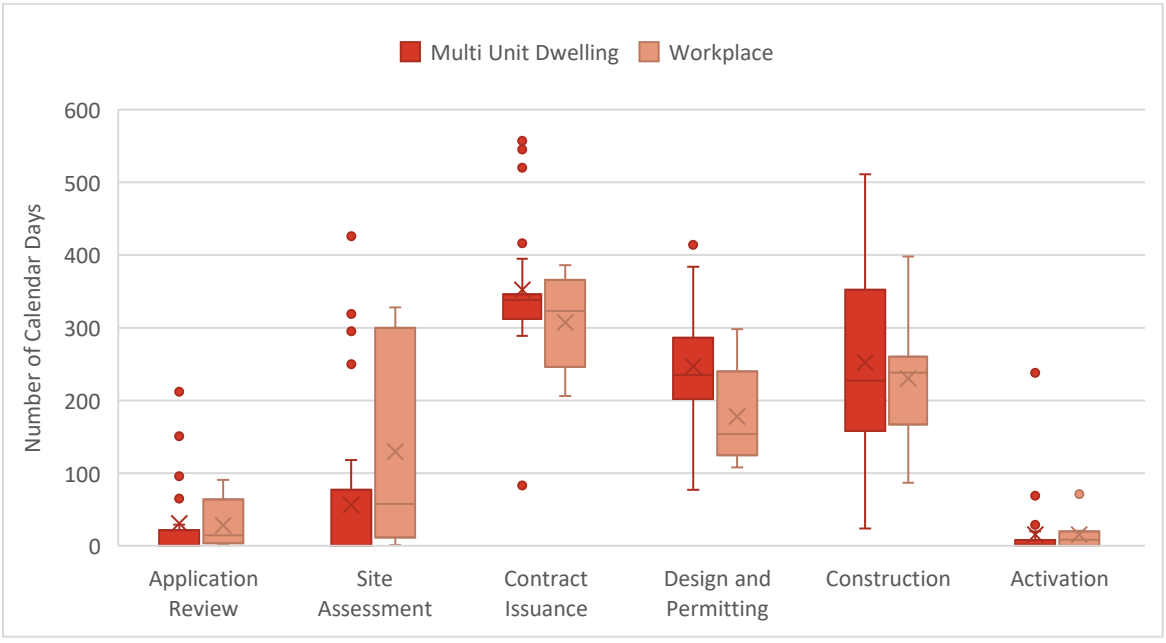


Figure 4. Box-and-whisker chart displaying the high, low, and median durations of each phase.

Utility Staff Insights

Discussions with SDG&E program staff highlighted several insights into how the PYD Extension project evolved during its implementation. Overall, the PYD Extension program took longer to implement than program staff originally expected. Early estimates assumed projects could move from application to completion within approximately two years. However, these timelines were lengthened by supply chain delays, complex permitting processes, and customer decision timelines. Projects requiring larger electrical components faced particularly long procurement timelines, with some switchboards taking over a year to obtain. Utility Transformer upgrades often further delayed site progress. Permitting was also identified as a significant challenge, as inconsistent requirements and standardization across jurisdictions created confusion for customers and delayed project movement.

Another major shift from the original vision was the mix of project types. SDG&E initially expected workplace charging installations to make up most projects, but MUDs ultimately became the larger share of participation. This shift was partially driven by outreach partners focusing heavily on targeting MUD opportunities where rebates made a larger impact. Despite this change, the program successfully met its target of serving underserved communities, reaching the 50% minimum participation goal without requiring significant implementation adjustments.

Program cost, particularly the $18,000-per-port cap applied to workplace projects, remains one of the most influential factors affecting program participation and project viability. Upfront costs are a consistent challenge for customers even when rebates are available, and many projects noted additional out-of-pocket costs during the program's cost review process. 99 projects were ultimately cancelled, many of them after reaching the cost call stage. Because such a large amount of effort often occurred prior to the cost call, these cancellations created frustration for both customers and program staff and contributed to extended project timelines.

Reflecting upon these challenges, SDG&E identified several areas where program efficiency could be improved. Earlier engagement with cities may have helped streamline permitting processes, while clearer communication around ownership options, particularly the SDG&E ownership option, could have improved customer understanding. SDG&E also noted that establishing a dedicated contractor for program construction and design may have reduced costs and simplified procurement. Finally, allowing the per-port cost limit to be managed as an average across projects rather than a strict per-project limit could reduce administrative burden and improve overall project feasibility.

Participant Insights

The Evaluation Team conducted interviews and surveys with PYD Extension program participants, including project site hosts and electric vehicle (EV) drivers who use program-supported chargers. Research objectives were to assess the extent to which the program broadened access to EV charging infrastructure, maximize benefits while minimizing costs, and develop lessons learned toward VGI approaches.

Site host interviews were conducted by phone between April and May in 2026, lasting 20 to 45 minutes each, following the interview guide found in Appendix B. The Evaluation Team reached out to site hosts who had participated in prior site visits, completing interviews with two MUD managers and one

workplace host. EV driver surveys [Appendix C] were distributed digitally via participating site hosts in May 2026. Survey respondents were offered a $10 gift card as incentive for participation. The survey received 19 complete and 2 partial responses, all from MUD charger users. Table 2 summarizes outreach and response counts.

Table 2. Site Host Interview and EV Driver Survey Sample and Outreach

Site Type	Completed Project Sites	Interview Sites Target	Contacted Interview Sites	Completed Interview Sites	Survey Sites Attempted Outreach	Completed Surveys (number of EV drivers)[1]
MUD	31	5	2	2	6	21
Workplace	8		2	1	2	0

[1]Did not track at which sites survey respondents charged their EVs

Site Host Interview Results

The Evaluation Team interviewed three site hosts who installed EV chargers through the PYD Extension program: two managing MUD properties and one overseeing a workplace installation ("workplace site host"). Of the two MUD site hosts, one manages EV charging across multiple properties ("multi-property MUD host"), while the other is a representative from a local homeowners' association ("HOA MUD host"). Interview topics included the program's influence on decision-making, process experience, charger usage, and overall satisfaction. Due to sample size constraints, the following qualitative analysis ought to be considered participant-informed directional insights rather than statistically significant conclusions.

Program Influence on Decision-Making

The program's influence seemed to vary by site type. The workplace site host (managing energy and sustainability for a large public institution) said the program was not a major factor in their decision to install charging infrastructure, as their organization already had electrification plans in place and would likely have installed chargers regardless. In contrast, the two MUD site hosts both said the program was a meaningful influence on their decision to install.

The multi-property MUD host said that they would have installed some upgraded EV charging infrastructure without program influence, but likely would not have invested at the same scale or at some of their older buildings without the support of the program. The HOA MUD host shared that the upfront cost of charger installation would have outweighed the future benefits without program incentives.

In summary, all three site hosts agreed that program support helped address cost barriers to infrastructure installation. The workplace host noted the program made electrification significantly more affordable, allowing them to complete planned projects faster. The multi-property MUD host credited SDG&E's support with making it feasible to upgrade an aging infrastructure system that would have otherwise been cost-prohibitive. Finally, the HOA host confirmed that without program incentives, the project would not have moved forward at all.

Program Process Experience

Site hosts identified coordination and communication as the most significant process challenges. The workplace site host described difficulty working with large contractors in SDG&E's network, who they felt lacked urgency in paying smaller subcontractors while awaiting rebate reimbursements from SDG&E (which they attributed to larger contractors' greater financial flexibility). One MUD host similarly noted that while they had a positive working relationship with their electrical contractor, coordination amongst themselves, the contractor, the EV charger vendor, and SDG&E was often difficult.

The same MUD host reported that unclear communication from SDG&E at the program's outset made it difficult to understand the full scope of participation and hindered informed decision-making. That said, several of the insights that emerged were positive, including the program's coverage of ongoing maintenance and networking costs.

The workplace site host flagged the easement process as a particularly inefficient pain point. The program requires that easement documents not be initiated until project design is 30% complete, after which they go through a slow back-and-forth review before finalization. The workplace site host felt this sequencing unnecessarily prolonged the project timeline.

Charger Usage

All three site hosts reported that their charging stations were underutilized after installation. The multi-property MUD host said usage at newer chargers was slow, but was expected to grow now that the infrastructure is fully in place and operational. The HOA MUD host noted that only six residents had EVs when they joined the program, which grew to a total of 29 EV owning residents after installation. Despite the expanded EV ownership, charger utilization remained low, as many residents only needed to charge approximately once every two weeks.

The workplace site host said that while the workplace chargers were underutilized, they were still being used more than fleet chargers installed through a separate SDG&E medium- and heavy-duty fleet electrification program. Because their sites already have very high overall usage, current charger usage was not yet substantial enough to affect their total energy costs.

Both MUD hosts found the EV time-of-use (EV-TOU) rate challenging. One noted that the rate was only favorable when multiple drivers used the chargers regularly, making it difficult to justify at current utilization levels. The other had responded by disabling charging during peak hours (4:00 - 9:00 p.m.) to avoid the highest rates but still found the base costs of the rate difficult to recover without higher driver volumes. This host specifically noted that greater transparency around the rate structure at the outset of program participation would have been valuable, rather than after charger installation.

Site Host Satisfaction

Site hosts rated their satisfaction with overall program performance and specific program aspects on a 1 to 5 scale, where 1 indicated *not at all satisfied* and 5 indicated *very satisfied*. Results are shown in Table 3 below.

Table 3. Site Host Satisfaction with Program Aspects

Site Host	Program Overall	Incentive Level	Application Process	Charging Equipment Performance	Design & Permitting Process	Communication from Utility & Vendor	Charging Vendor Experience
Workplace	3	5	5	5	2	4	3
MUD 1	5	4	4	3	4	4	2
MUD 2	3	5	3	4	4	2	2
Average	**3.7**	**4.7**	**4**	**4**	**3.3**	**3.3**	**2.3**

Incentive levels received the highest average satisfaction rating (4.7/5), with two hosts giving the maximum score. Charging vendor experience was rated lowest (at a 2.3/5 average), with both MUD hosts citing difficulty reaching consistent support contacts and slow resolution of equipment issues. The workplace site host scored vendor experience at a 3, sharing that despite the sub-optimal experience, they would still recommend this vendor based on dashboard functionality and service responsiveness.

Design and permitting (3.3) and communication (3.3) were the next lowest-rated areas. The host who gave communication a 2 clarified that poor interactions were primarily with the vendor rather than SDG&E, which they shared finding as mostly helpful. Two of the three hosts said they would recommend the program, with the third saying they would not recommend in its current form, feeling they were not receiving sufficient value.

Driver Survey Results

The Evaluation Team surveyed EV drivers who used chargers installed through the PYD Extension program at their residence or workplace. The survey received 19 complete responses and two partial responses, all from residential users (no responses were received from workplace charger users). The survey explored program influence on EV acquisition, EV benefits and challenges, charging habits, rate awareness, and overall satisfaction.

Program Influence on EV Purchase or Lease

To understand how much the program influenced EV adoption, respondents were asked whether they had purchased or leased an EV *before* or *after* program-supported chargers became available at their residence. A large majority (18 of 20 respondents) acquired their EV *before* the chargers were installed. Of the two who obtained an EV *after* charger installation, only one attributed their decision to charger availability, reporting they would have been not too likely to purchase an EV without it. These results suggest the program has *limited* direct influence on EV acquisition within this driver cohort.

EV Benefits and Challenges

Overall, 16 of 18 respondents reported experiencing benefits from driving an EV compared to a traditional vehicle. The most frequently cited benefits were improvements to comfort and convenience, increased satisfaction and enjoyment, and reduced noise (each reported by 13 respondents).

12 of 19 respondents reported no challenges while driving their EV. Among the seven who experienced challenges, the most common were difficulty finding a charging station (three respondents), insufficient vehicle range (two respondents), and charging taking too long (two respondents).

When asked specifically about challenges with the PYD-installed chargers at their residence, eight of 19 respondents said charging took longer than expected. Four respondents found the restricted charging hours at their site (preventing charging during peak hours of 4:00–9:00 p.m.) to be a limitation, and four others found the chargers unreliable or requiring more effort than expected. Six of 19 respondents reported no challenges with the chargers.

Charging and Driving Habits

All 19 respondents reported that they do not charge their EV every day, with 13 of 19 primarily charging at night. Eight respondents reported needing more than seven hours to fully charge their vehicle, with most requiring at least one hour. Ten respondents charged exclusively at their residence; the remaining nine charged elsewhere between once a week and several times a week (most commonly at store parking lots, Tesla Superchargers, or their workplace).

In terms of daily driving, most respondents typically drove fewer than 30 miles per day, and none reported regularly driving more than 50 miles. This relatively low daily mileage is consistent with the infrequent charging patterns reported.

Regarding rate transparency, 15 of 19 respondents found the charging rate at their residence site to be *clear* or *very clear*; four found it *not too clear* or *not at all clear*. Eight respondents paid a TOU rate and eight paid a flat rate, with three unsure. All TOU users reported being at least somewhat familiar with TOU pricing, though familiarity with how electricity prices vary by time of day was slightly lower. Seven of eight TOU users said they time their charging to take advantage of lower off-peak rates, with all but one charging overnight.

User Experience and Satisfaction

Respondents expressed high satisfaction with the EV driving experience overall, with all 19 respondents rating themselves as *very satisfied* with driving their EV. Satisfaction with EV range was also generally high, though one respondent reported being *not at all satisfied*. Charging station satisfaction was slightly more mixed: most respondents were *somewhat* or *very satisfied*, but three reported being *not too satisfied* or *not at all satisfied* with their charging station experience.

On reliability, all respondents considered their EVs very reliable. However, seven of 19 rated their charging station as only somewhat reliable, and one rated it not at all reliable. Respondents who gave low satisfaction or reliability ratings most frequently attributed this to slow charging speeds (particularly in comparison to public fast chargers), as well as technical issues such as card recognition failures and chargers requiring restarts.

When asked to compare EV driving and charging to the experience of driving and fueling a traditional internal combustion engine (ICE) vehicle, most drivers found both driving and charging to be easier. However, four respondents said charging an EV was not as easy as fueling a traditional vehicle, and three said it was about the same. Two respondents found driving an EV about the same as driving an ICE vehicle.

Site Visits

The evaluation team visited completed sites throughout the program, pairing each visit with an interview with a site host who had responsibility for and knowledge of the project. These visits allowed the team to verify details about the installations – including equipment make and model, quantity of ports, and specific use cases – as well as to evaluate the site hosts' experience with the PYD Extension program and uncover any special considerations or adjustments that needed to be made during execution.

Overall, the team visited 21 completed PYD Extension sites in 2025; 14 were MUDs and 7 were workplaces. The visited sites represented 427 Level 2 ports, comprising 4.3 MW of nameplate charger capacity. The most common network service provider was ChargePoint, totaling 219 (51%) served ports, followed by EverCharge at 188 (44%). PowerFlex made up the remainder of the ports (19, 4.5%).

MUD Observations

At MUDs, certain characteristics were recurrent across multiple sites, and some lines of feedback were voiced by multiple site owners. These observations and responses follow below as major takeaways from the PYD Extension program.

Many sites experienced low usage at their charging stations, predominantly due to a low EV adoption rate among their residents. Combined with the EV-HP rate, which requires a moderate volume of usage to offset the base subscription cost, this tended to result in very high monthly per-kWh costs, despite the low usage. MUDs, seeking to break even on their electricity costs, find themselves in the paradoxical situation of needing to significantly increase consumption to reduce their per-kWh costs, especially early in the project deployment. While HOA boards are generally willing to subsidize these costs in the short-term, there is a pressing need to find a sustainable solution, and sites may need utility assistance in determining the best way to move forward.



Figure 5. Thirty 60 A breakers in a 600 A panel. Site load is managed by a wireless gateway unit (not shown)

Another common finding was MUDs often oversubscribed electrical panels, leveraging system-wide, programmatic load management protocols to ensure that panels are not overloaded. Sizing panels below the simultaneous peak demand of all charging stations reduces the need for transformer upgrades, while recognizing that typical resident driving cycles and charging habits are unlikely to cause reduced charging performance at any given time, especially given low vehicle adoption. One site (Figure 5) was observed to exceed its panel rating by 3 times, operating thirty 60A charging stations on a single 600A panel, with shared programmatic load management ensuring that the system would always operate within limits.

The subject of project costs tended to incur mixed feedback. At multiple sites, construction costs increased beyond what had originally been approved by HOA boards and site managers, and at times significantly eroded rebates and caused financial issues. Causes for these increases were varied: electrical equipment that couldn't fit, unexpected rerouting of conduit or trenching, and cost increases in equipment were all cited as contributing factors. However, some sites worked with their installers to maximize rebate funds with the plan of using the funds to pay for long-term networking and maintenance contracts, aiming for a simple, turnkey solution to station reliability despite the increased number of charging stations.

One vendor was described as having issues and delays during the commissioning and servicing of their chargers after the project installation was complete. This complaint was echoed by several sites. Other network service providers did not incur the same criticism, noting the number of ports served by these providers are significantly lower than the vendor identified with these issues.

Some sites had undergone multiple charging installations from different programs. Some Workplace sites also have installations from previous fleet and light duty programs. One MUD site is operating stations from the Power Your Drive Pilot and the Extension program, as well as installing two of their own charging installations: one being designated for the commercial tenants on the ground floor and the other composed of individually owned chargers. This led to a high level of technical fragmentation at the site, with each project constituting its own environment in their backend dashboard and, frequently, its own meter. This also fragments the billing structure, as the electrical tariffs differ between meters. In particular, the EV-HP rate was challenging for this site, as while its other chargers have good utilization, the low usage of the PYD Extension chargers meant that fixed fees made up a significant portion their cost of operation. High billing costs with low usage was also mentioned by other HOAs and rental managers as it can be difficult set prices at levels that recover the full costs of energy bills, as residents will look for cheaper alternatives, such as public fast charging.

Workplace Observations

Workplace sites tended toward pedestal-type charging stations installed for maximum cable coverage (i.e. between parking spaces; where possible between rows of head-to-head parking spaces – pictured at right). While all installations had Level 2 chargers, the charger power varied; the highest-powered installations operating with two 80 A circuits serving each dual-port charger, and the lowest-powered operating on 32 A, 6.7 kW chargers under intelligent load management.



Figure 6. Charging station facing two exterior parking spaces and backing up to two interior parking spaces inside garage.

Multiple workplace sites cited that two of their biggest challenges in participating in the PYD Extension program were communication and unpredictable timelines from SDG&E and its contractors. Delays in project completion were cited, including improper installation necessitating rectifying work and challenges scheduling transformer outages.

As with the MUD segment, there were challenges with Network Service Providers. One site reported that their Network Service Provider experienced issues with applying their purchased warranty in the backend system, raising concerns over whether their equipment would be covered in the event of issues. Another site host noted that they were expecting a two-month wait to commission their chargers after final installation.

Infrastructure Cost Analysis

Of the 16 sites that had all costs closed out as a part of the PYD Extension program, costs varied significantly based on site-specific conditions and infrastructure needs. Per the CPUC SB350 data reporting template, site costs are reported for the following categories: third-party infrastructure design, permitting, meter, trenching and excavation, project management and labor, EVSE rebates, and customer side infrastructure rebates. One site did not have any SDG&E infrastructure costs and only received rebates for the customer-side infrastructure and EVSE.

Total third-party infrastructure design costs amounted to $207,303 across 15 sites, with an average of $13,820 per site, ranging from $5,609 to $43,971. These values only reflect outsourced design services and exclude any in-house design efforts (which are not separately tracked). Site permitting costs were not separately recorded, so a standardized estimate of $5,000 per site was used when evaluating site costs, totaling $75,000.

Similarly, separate meter costs were not included, as meters were pre-capitalized at the company level and cannot be attributed to individual sites. Costs for site trenching and excavation (which are any costs categorized as service costs and excluding site design) totaled $357,822 across 15 sites, averaging $23,855 per site and ranging from $191 to $86,036. This highlights the cost variables associated with different levels of site complexities and conditions (distance to electrical infrastructure, for example). Additionally, total project management and labor costs were set at $28,024 per site, totaling $420,360 overall across 15 sites and covering coordination, oversight, and implementation activities.

This high-level expense breakdown shows that the PYD Extension projects have considerable variability in infrastructure costs, driven by circumstantially bound factors such as civil work requirements, electrical infrastructure needs, and overall project difficulty.

In regard to offsetting project costs via rebates, total EVSE rebate amounts reached $888,558 across 15 sites which received them, with an average of $59,237 per site, ranging from $28,801 to $92,395. Rebates for customer-side infrastructure were even larger, but are not disclosed to preserve anonymity under 15-15 Rule as only seven sites received them. Figures 7 and 8 below present box-and-whisker plots of site-level cost and rebate distributions, demonstrating the high variability among project cost and rebate categories.

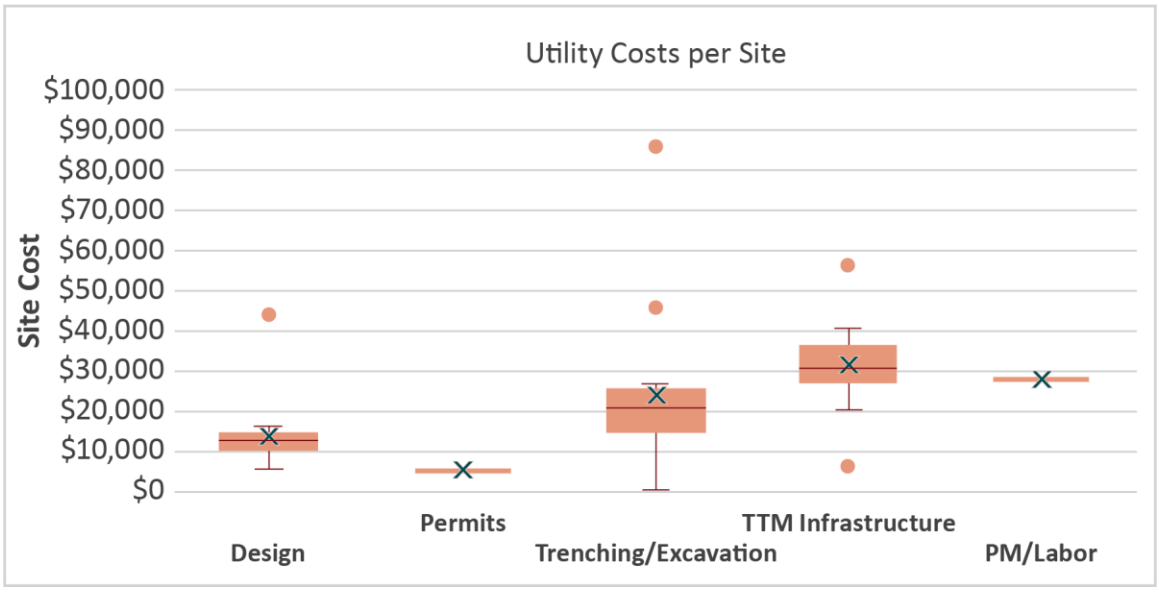


Figure 7. Box-and-whisker plot of the costs associated with each project cost category.

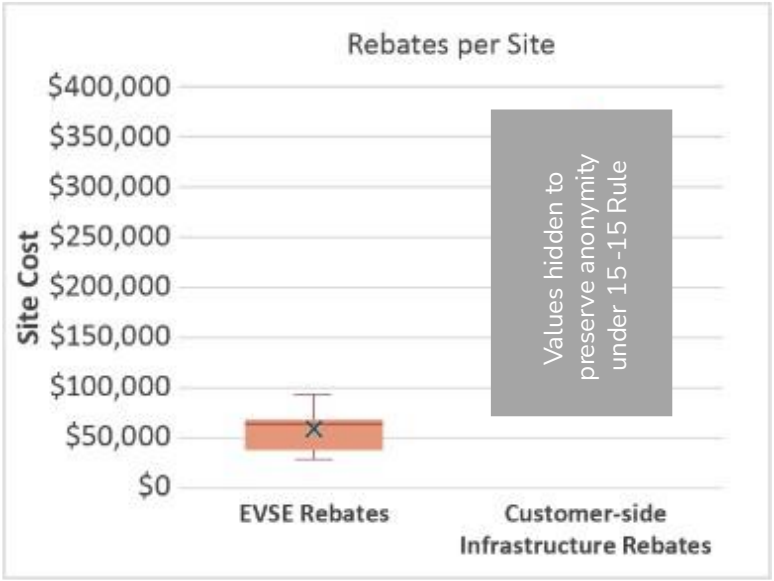


Figure 8. Box-and-whisker plot of the costs associated with each project rebate category.

Analyzing these costs and rebates on a per-port basis helps normalize values across sites of varying sizes. The lowest per-port cost (which includes site design, permitting, trenching, excavation, TTM make-ready infrastructure, project management, and labor) was $2,108 at the site with the greatest number of ports (35), while the highest was $19,438, resulting in an average per-port cost of $7,225. On the rebate side (which includes EVSE and customer-side infrastructure rebates), the lowest rebate per port was $0 at a site that received no rebates, while the highest was $14,348, with an average rebate of $7,704 per port. Figure 9 illustrates the average costs and rebates per port across the 16 PYD Extension Program sites with finalized cost data.

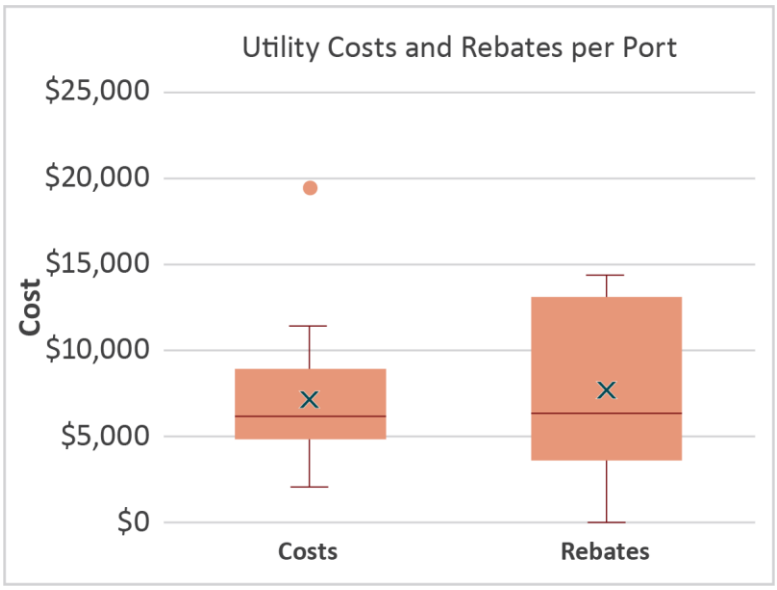


Figure 9. Box-and-whisker plot of the per-port costs and rebates associated with each project.

Examining these values on a per-kilowatt basis reveals a similar pattern. The lowest cost per kilowatt was $293, again at the site with 35 ports, while the highest was $2,700, resulting in an average cost of $929 per kilowatt. Rebate values ranged from $0 per kilowatt at the same site that received no rebates to $1,928 per kilowatt, with an average rebate of $991 per kilowatt. Figure 10 presents the average costs and rebates on a per-kilowatt basis.

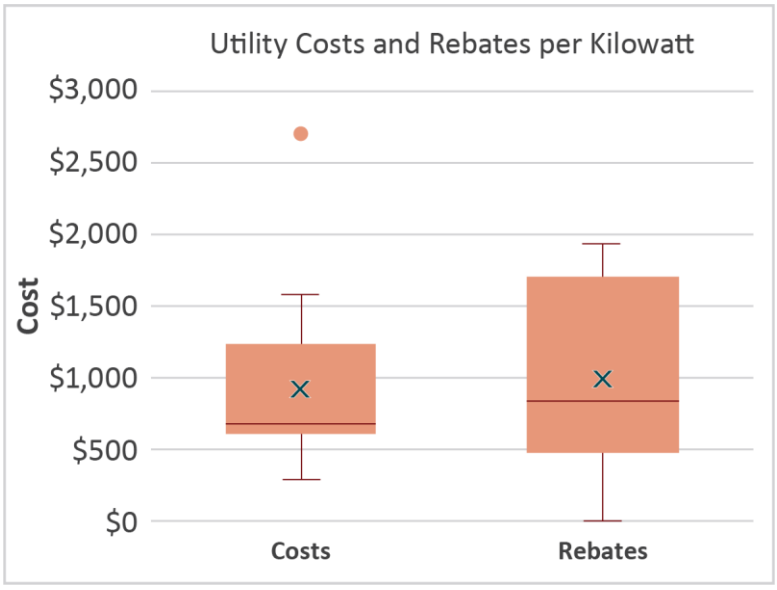


Figure 10. Box-and-whisker plot of the per-kilowatt costs and rebates associated with each project.

Grid Impacts

This section describes grid impacts for the SDG&E PYD Extension program based on an analysis of energy consumed by operational charging stations installed through 2025.

Data Sources

The primary data source for the following analysis is the energy usage-related data provided in regular 15-minute intervals from the advanced metering infrastructure (AMI). Another data source is charging session-specific data provided by network service providers (NSPs). There are several important differences between AMI and NSP data. While AMI data includes only energy usage, NSP data includes expanded details of session start and stop time, the duration of a vehicle's connection to a charging port, the duration of a vehicle actively pulling power, and the specific port used for a session. AMI meters track standing loads (such as those the EVSE uses for communications, cooling, active power converters, solenoids, and screens), which NSPs typically cannot do.

Summary of Grid Impacts

Out of the 39 activated sites at the end of 2025, AMI usage was showing charging activity at 25 sites (4 sites had more than 12 months, 4 sites more than 6 but less than 12 months, 9 sites more than 3 but less than 6 months, and 8 sites less than 3 months of usage) with 14 sites not showing any charging activity.

Table presents the estimated PYD Extension program grid impacts.

Table 4. PYD Extension Program Grid Impacts

Impact Parameter	Actual 2025	Actual PTD
Operational Sites [a]	39	39
Installed Capacity (kW)	5,933	6,473
Electric Energy Consumption (kWh)		
On-Peak (4:00 – 9:00 p.m.) kWh (% of total)	(16%)	(15%)
Maximum Demand (kW)		
(with date and time)	12/18/25 11:30 p.m.	12/18/25 11:30 p.m.
Maximum On-Peak Demand (kW)		
(with date and time)	12/19/25 7:15 p.m.	12/19/25 7:15 p.m.

[a] Only 38 of the operational sites had sufficient data to be included in the impacts analysis

Energy consumption values are hidden to preserve anonymity under 15-15 Rule.

Consumption and Maximum Demand

The following figures summarize the energy consumption data for the 39 projects activated by December 31, 2025 (one project did not have any usage in 2025). The highest energy-consuming site, a MUD, had dispensed more than 50 MWh since its activation in September 2024, reflecting consistent monthly usage. The highest-usage workplace site dispensed nearly 10 MWh since its activation in July 2025. Through the end of 2025, the activated sites collectively consumed over 200 MWh, with this number expected to exponentially increase as more sites are activated and available for charging.

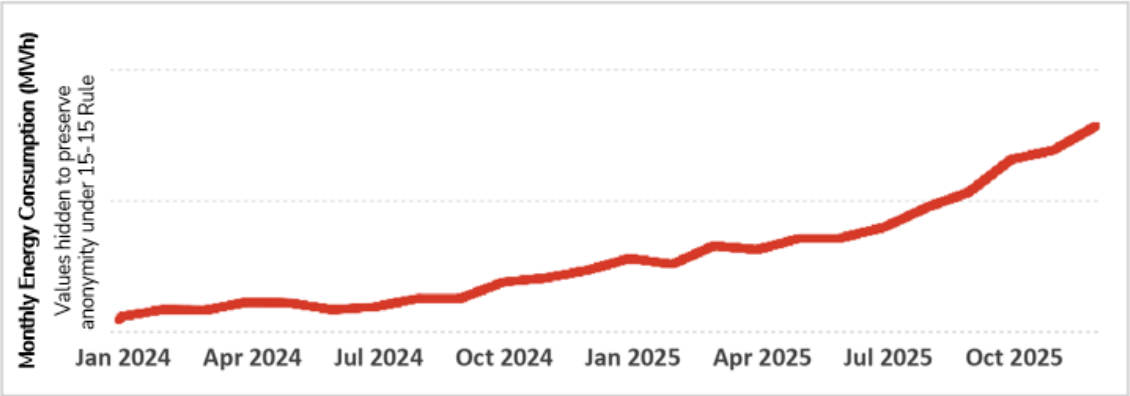


Figure 11. Monthly Energy Consumption from January 2024 to December 2025

Between January 2024 and December 2025, PYD sites experienced a steady increase in kWh consumed, with major inflection points occurring in September 2024 and September 2025 (Figure 11). Monthly energy dispensed remained relatively modest and somewhat variable through mid-2024, including a brief dip in early summer, before resuming a clear upward trajectory in the fall. Throughout 2025, monthly totals climbed consistently, with a pronounced acceleration in the fourth quarter following the September 2025 inflection point. Program sites dispensed more than a cumulative 30 MWh in December 2025, which marked the highest monthly energy total observed so far, signaling strong momentum heading into 2026.

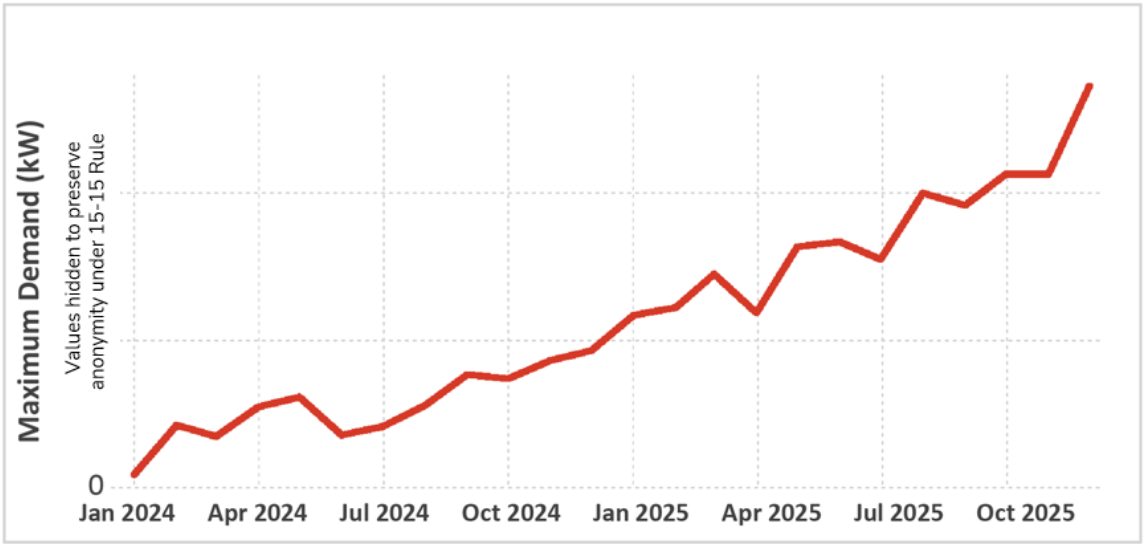


Figure 12. Maximum Monthly Energy Demand from January 2024 to December 2025

Program-wide maximum concurrent 15-minute demand (the highest combined electricity demand from all charging stations measured during any 15-minute interval across the program) has followed a similar, steady upward trajectory, peaking in December 2025 at more than 100 kW, indicating the growth of new sites adding charging demand (Figure 12). Early 2024 showed relatively low and variable demand levels, followed by a gradual but consistent increase beginning in mid-2024 as additional infrastructure came online. Throughout 2025, maximum demand rose more sharply, with several step increases suggesting new site activations or higher utilization at existing locations. The pronounced peak at the end of 2025

underscores the program's expanding operational scale and increasing contribution to overall electric demand.

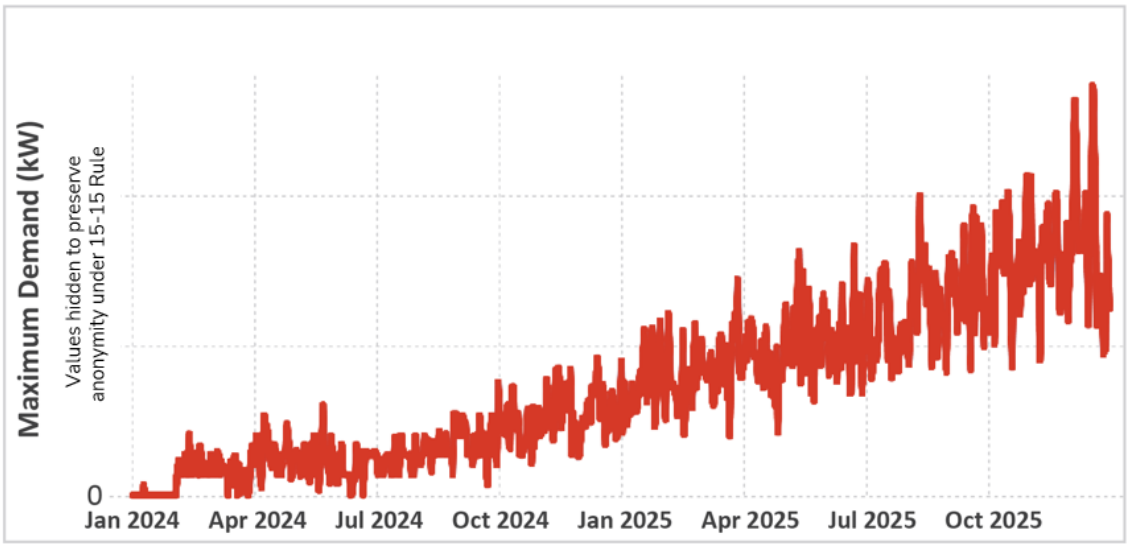


Figure 13. Maximum Daily Energy Demand from January 2024 to December 2025

Increasing resolution to daily demand tells a similar story, showing defined regular peaks and valleys that correspond with relatively heavy usage through the evening, primarily after 9:00 p.m., and into the early morning, subsiding around 6:00 a.m. (Figure 13). Maximum demand steadily increased over the analysis period and began increasing more rapidly into the Fall of 2025. Variability in daily demand also increased over time with progressively larger fluctuations between peaks and valleys. The largest peak, on December 18, 2025, exceeded 100 kW at 11:30 p.m., indicating program-wide usage during off-peak hours.

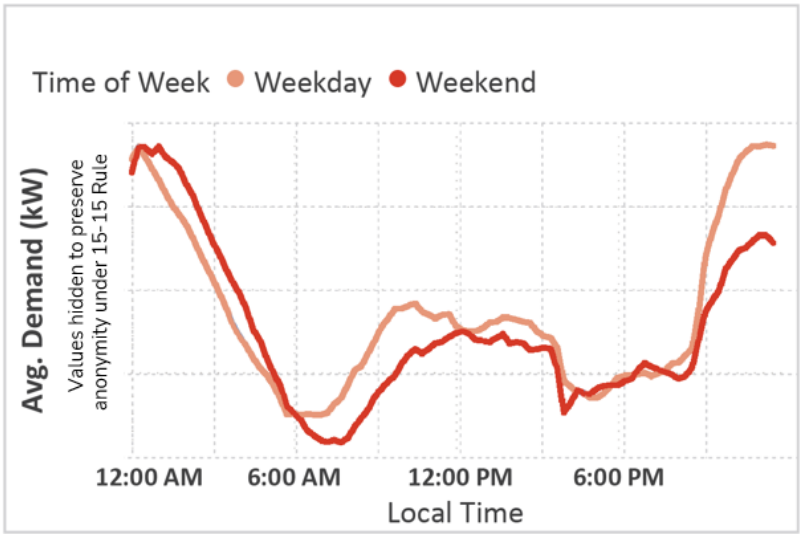


Figure 14. Average Weekday and Weekend 24-hour Load Curve for All Sites

There is relatively little differentiation between average site load curves on weekdays and weekends (Figure 14). The load profiles reveal a consistent overnight average peak below 5 kW around midnight, followed by a

pronounced drop in the early morning hours across both day types (reflective of nearly four to one MUD to workplace ratio of sites). Midday demand gradually builds through late morning and early afternoon (representative of workplace charging with weekday usage reaching slightly higher levels than weekends before tapering off in the late afternoon). Evening demand ramps up again for both curves, with weekday demand peaking more sharply late in the evening, suggesting alignment with routine daily travel or end-of-day charging habits. Overall, the closely aligned shapes and modest offsets between weekday and weekend curves indicate predictable, stable usage behavior rather than sharp, event-driven demand spikes.

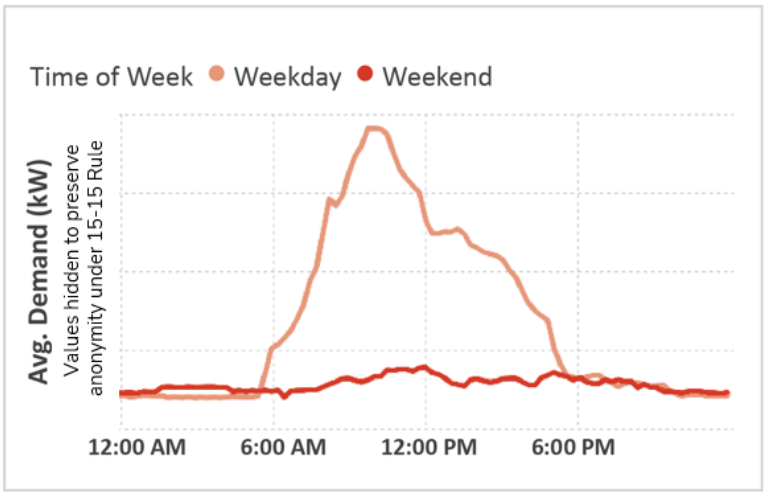


Figure 15. Average Weekday and Weekend 24-hour Load Curve for Workplaces

Figure 15 shows a load curve for the program's eight workplace sites (most of which were activated in the second half of 2025) with significant weekday ramp up in the morning after 6 a.m. when employees start arriving and tapering off four to six hours after peaking just before noon as the vehicles complete their charge. There is minimal charging after 5 p.m., which is reflective of end of the work day, as well as on the weekends.

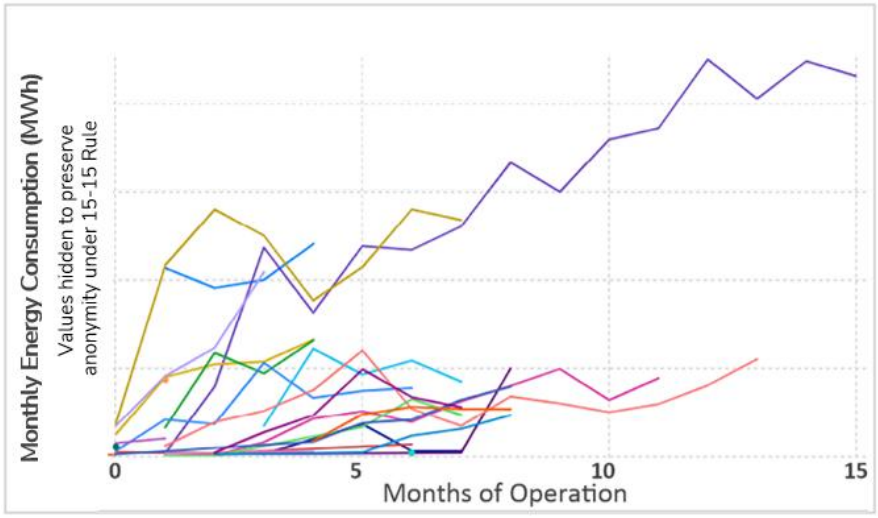


Figure 16. Individual Site Monthly Energy Use Since Activation

Figure 16 displays the monthly energy consumption of individual sites from its activation. In the months immediately following site completion, new charging installations commonly exhibit a period of rapid growth in energy consumption and mild instability as drivers begin using their amenities and find economically optimal schedules and usage. The most common progression at MUDs is an early peak, followed closely by a mild drop in usage, after which utilization stabilizes. The workplaces currently deployed as part of the project are much more likely to see continuous growth month-over-month, with some workplace sites adding on thousands of additional kWh between months.

Charging Sessions

In comparison to the utility AMI data, which provides a view of energy use and demand from typically a single meter on site, the charging session data is collected by the Evaluator Team from the NSPs and provides a more granular resolution of energy use and demand for each charging port. Charging session data can provide insights into valuable details including charging duration (which is often shorter than the total charging session time during which the EV is connected to the station), amount of energy dispensed to individual EV, and level of load management used to avoid charging during 4 p.m. to 9 p.m.

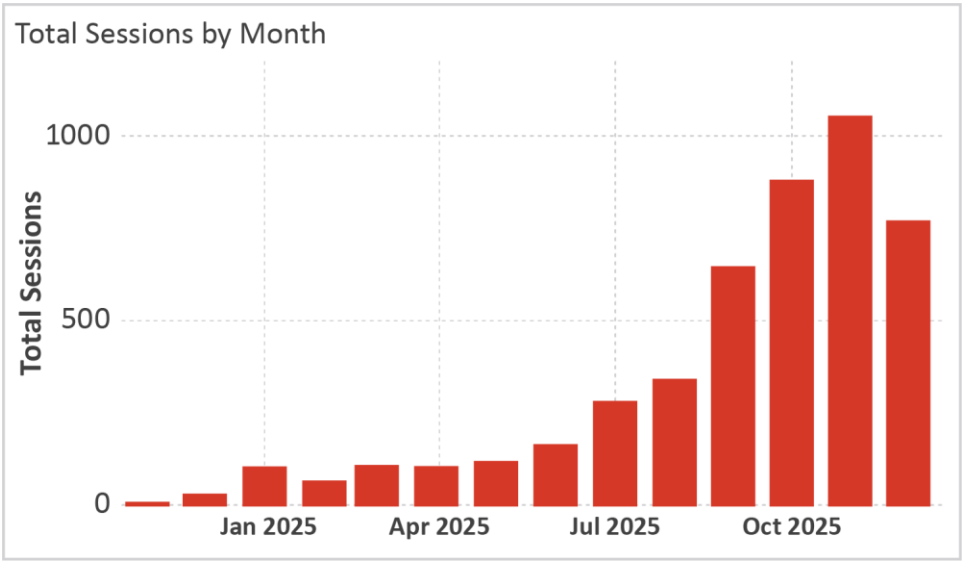


Figure 17. Monthly Charging Session Count

Figure 17 shows the monthly charging session count across all activated program sites for which charging session data was available (21). The program has seen continuous growth in the number of sessions, reaching more than 1,000 sessions per month by the end of 2025. On a site level basis, most sites average less than one session per port per day, especially in MUDs where chargers are in assigned spaces where drivers may only charge once a week.

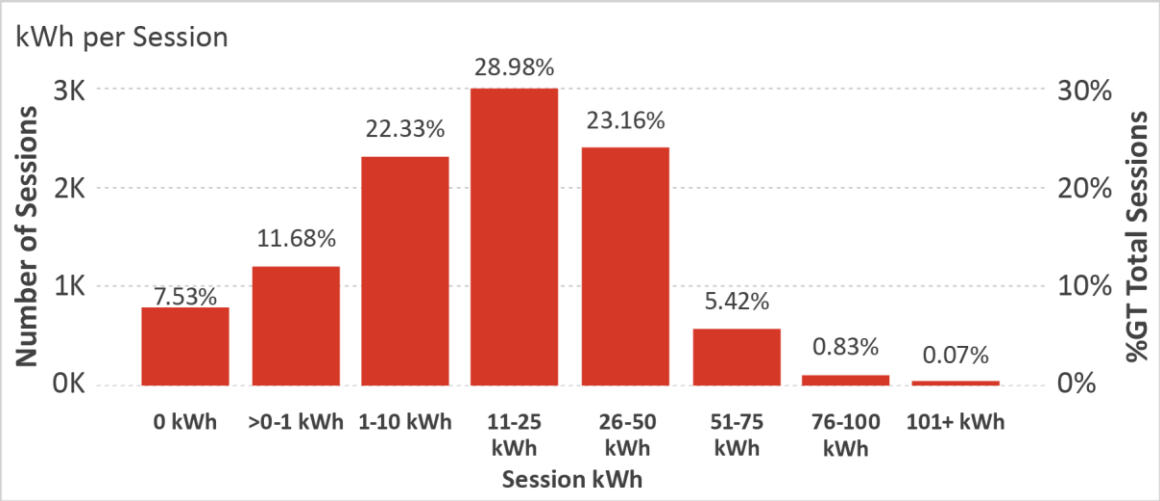


Figure 18. Charging Session Energy Consumption Histogram

As shown in Figure 18, more than 7% of reported sessions showed no energy use and nearly 12% had less than one kWh. This is indicative of sessions that never started, or in some cases, have started and then were suspended as part of load management settings. Sessions greater than 10 kWh and up to 25 kWh were most common (nearly 30%), followed closely by sessions between 26 kWh and 50 kWh (23%) on one end and between one and 10 kWh on the other (22%). These larger sessions likely reflect drivers who only charge every few days, as an average 30-mile commute uses less than 10 kWh. Very few EVs on the market have batteries with greater than 75 kWh capacities and therefore less than 1% of the sessions dispensed more energy than that.

Billing Costs and Rate Analysis

Billing structure and electricity rate design were noted as key factors that impacted early charger utilization and operating costs across PYD sites. Because many PYD installations are located at small multifamily residential properties, such as condo buildings and small apartment complexes, charging demand typically ramps up gradually after installation. Under the default commercial rate structure used by many sites, SDG&E applies a minimum monthly charge of approximately $300, regardless of electricity consumption.[2] While this structure can work well for sites with higher charger utilization, it creates challenges for installations that are newly operational with relatively low charger usage. For example, if a site supports around 20 charging sessions per day, the fixed monthly charge is spread across a larger amount of electricity use and allows for a more manageable site cost per kWh. However, during the early stages of site operation, when charger utilization may be closer to 1-2 vehicles charging per day, that same fixed charge leads to much higher electricity costs per kWh.

This issue is especially noticeable in the first several months of charger operation. At first, many sites see monthly electricity consumption below 250 kWh, where the fixed minimum charge makes up a large percentage of the total bill. At those lower usage levels, electricity prices can often exceed $1 per kWh, even though the actual energy rate is much lower (Figure 19).

[2] The default commercial rate for the program is EV-HP with some customers on AL-TOU, TOU-A3, and TOU-DR1 rates.

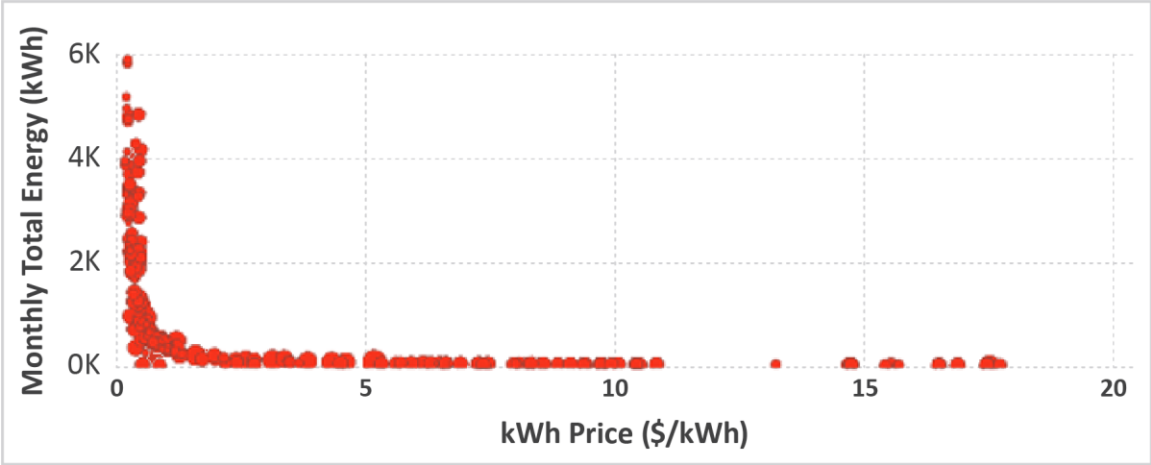


Figure 19. Scatter plot showing the relationship between electricity price and monthly electricity consumption

As shown in Figure 20 below, the electricity cost per kWh declines as total electricity consumption increases, as fixed monthly charges are distributed across a larger volume of energy use. As charger utilization increases and total electricity consumption rises, the impact of the fixed monthly fee becomes smaller and the electricity cost per kWh declines. This trend is seen quite often among new charging installations. Contrary to what was heard in the participant survey, it can be seen that charger utilization grows gradually as residents become aware of the new charging infrastructure, purchase compatible vehicles, and shift away from other charging options. At many PYD sites, early adopters may already have access to charging elsewhere, including free workplace or public charging in some instances, which can further slow the ramp-up period and prolong higher electricity costs.

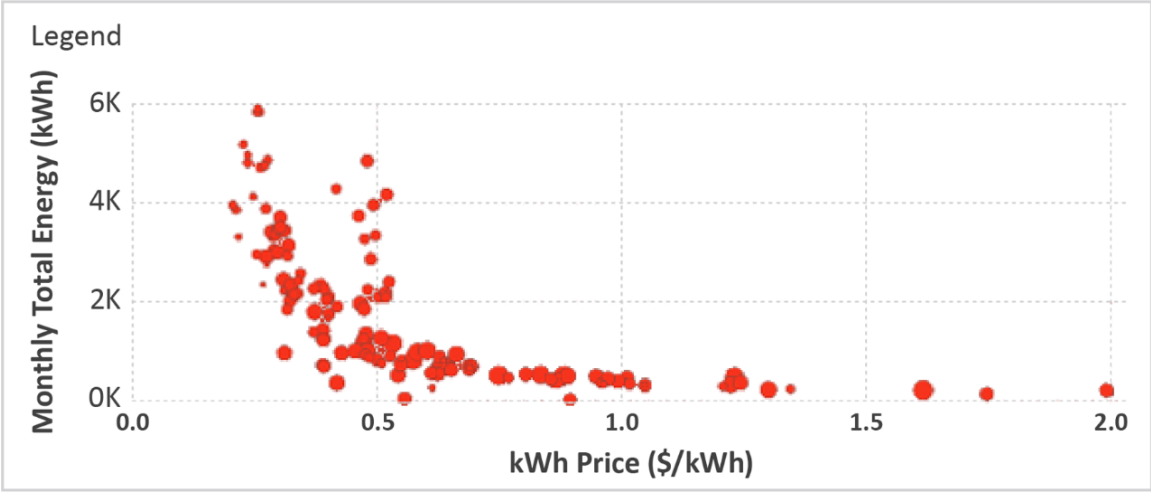


Figure 20. Scatter plot showing the relationship between electricity price ($/kWh) and total monthly electricity consumption

Billing analysis also shows that rate selection may have a significant effect on sites' early-stage operating costs. In at least one instance, a site moved from the default commercial rate to an alternative rate structure that offered a lower monthly minimum charge, but a slightly higher energy price per kWh. That setup was more appropriate for this site with low initial charger utilization because it reduced the impact of fixed monthly costs on the electricity price. Once charging demand grows, the site may switch back to

the standard rate structure, which offers slightly lower energy prices but requires a higher monthly charge. Because many sites are still relatively new, early billing data may not reflect consistent operating conditions and should be interpreted cautiously. Costs observed during the first few months of operation will undoubtedly be higher than what sites experience once charger utilization begins to increase and charging activity becomes more reliable.

Additional analysis will focus on identifying typical charger utilization needs and ramp-up timelines. Key questions will include the level of monthly electricity consumption required for electricity prices to fall to more reasonable levels, as well as how many months it typically takes for sites to reach that point. These insights will help inform guidance for future installations and determine whether alternative rate structures may be more appropriate during the early stages of charger deployment, as well as what these rate structures may look like. Ultimately, while the current default rate structure allows for cost-effective charging at sites with medium or high charger utilization, fixed monthly charges create a significant challenge during the initial ramp-up period when charging is low, and a more strategic rate option may help reduce that burden for new sites.

In comparison, all chargers installed through the PYD Pilot are billed under San Diego Gas & Electric's VGI rate, an innovative pricing structure that uses dynamic hourly rates to discourage charging during peak demand periods (4:00 to 9:00 p.m.) and encourage off-peak use, while also incorporating local feeder and grid adders to reflect real-time grid conditions. Unlike traditional fixed-hour EV-TOU rates, VGI pricing varies hourly and often maintains relatively low weekday late-afternoon rates—except during the hottest weeks of the year in San Diego (typically August through October), when elevated demand places greater strain on the grid. At Rate-to-Driver (RTD) sites, drivers are billed directly under the VGI rate, maximizing responsiveness to price signals—an approach enabled by SDG&E's ownership of PYD charging stations—while at Rate-to-Host (RTH) sites, where drivers are not billed directly, hosts instead implemented load management strategies to limit charging during peak periods. By 2020, more than 4,500 EV drivers had enrolled in the program (SDG&E 2021), collectively using over 4 million kWh of electricity and avoiding more than 3 million kg of CO_2 emissions, demonstrating both the financial and environmental benefits of dynamic pricing.

Charging Flexibility

The section is included in the 2025 Evaluation Report because of the limited number of sites supplying charging session data through December 31st, 2025. As more sites are completed, NSP session data will be collected and analyzed, and the results will be included in the final evaluation report in 2027.

Petroleum Displacement

The Evaluation Team estimated the petroleum displacement attributable to vehicle electrification enabled by the PYD Extension program. Table 5 presents petroleum displacement for the PYD Extension program through 2025, including the estimated actual impacts for 2025, actual impact for all sites for the program-to-date (PTD), and a 10-year forecast.

In total, the program has thus far enabled an estimated nearly 700,000 miles of electrified driving, with 70% of those in underserved communities. This usage accounts for a PTD savings of more than 15,000 gallons of gasoline, and over 10 years may account for over 200,000 gallons saved.

Table 5. PYD Extension Program Petroleum Displacement Summary

USC Status	Usage				Petroleum Displacement (GGE)		
	2025 (kWh)	PTD (kWh)	2025 Use (Miles)	PTD Use (Miles)	2025	PTD	10-Year Projection
Underserved			373,045	479,080	8,233	10,573	123,267
Baseline			203,064	205,411	4,482	4,533	98,975
Total			**576,109**	**684,491**	**12,715**	**15,107**	**222,242**

Energy consumption values are hidden to preserve anonymity under 15-15 Rule.

GHG and Criteria Pollutant Emissions Impacts

The Evaluation Team also calculated reduced emissions from displaced fossil fuel use from internal combustion engine (ICE) vehicles that were not in service because of the PYD Extension program. The Evaluation Team began by developing counterfactuals for an average new vehicle then calculated the emissions associated with these vehicles under conditions that otherwise matched the EVs, which provided a baseline.

Although EVs have no tailpipe emissions, the mix of generation sources from the electric grid includes renewable as well as fossil fuel power to supply electricity to the charging stations, with the latter primarily responsible for emitting GHGs and criteria pollutants into the atmosphere.

Table 6 summarizes GHG impacts for the PYD Extension program for three time periods: estimated reductions that reflect what program sites saved in 2025, PTD reductions from all sites, and a 10-year projection based on annualized data from all sites.

Table 6. PYD Extension Program GHG Reductions Summary

USC Status	Usage				CO_2e Reduction (MT)		
	2025 (kWh)	PTD (kWh)	2025 Use (Miles)	PTD Use (Miles)	2025	PTD	10-Year Projection
Underserved			397,665	515,113	68	87	1,120
Baseline			178,530	169,117	37	38	915
Total			**576,195**	**684,230**	**105**	**125**	**2,034**

Energy consumption values are hidden to preserve anonymity under 15-15 Rule.

Table 7 shows the estimated reductions in local emissions from the tailpipes of ICE vehicles that this program displaced, including PM10, PM2.5, ROG, and CO. The PYD Extension program shows the greatest reductions in CO, largely due to emissions profile of a modern new vehicle.

Table 7. PYD Extension Program Local Emissions Reductions, Program-to-Date

USC Status	PM_{10} (kg)	$PM_{2.5}$ (kg)	ROG (kg)	CO (kg)
Underserved	0.52	0.47	5.54	229.97
Baseline	0.22	0.21	2.27	96.78
Total	**0.74**	**0.68**	**7.81**	**326.75**

Lessons Learned

Of the 110 accepted applications, 82 were for MUDs, exceeding the program's goal of having at least 50% of projects serve multifamily housing. Similarly, 66 accepted projects were located in underserved communities, surpassing the program's equity goals. Completed projects continue to show this trend, with 31 of the 39 activated sites serving MUDs and 23 located in underserved communities. The program has also continued to exceed its customer-owned infrastructure goals, with 101 of 110 accepted projects selecting the customer-owned, behind-the-meter infrastructure option.

Project timelines continue to be one of the challenges affecting implementation. Early program expectations assumed projects could be completed within roughly two years, though actual durations varied significantly. The average site was completed within two years of contract signing, although the total project length is close to three due to the project development work sites perform prior to signing the program agreement. Equipment procurement, permitting requirements, customer decision-making, and infrastructure upgrades all contributed to these delays. Continued efforts to streamline permitting, standardize requirements, and identify infrastructure hurdles earlier should help reduce future timelines.

Project costs and customer finance concerns continued to influence participation and project viability. While rebates significantly reduced customer expenses, many sites encountered additional costs during design and construction that were not expected during the initial application. Some projects were ultimately canceled after reaching the cost review stage, contributing to customer and designer frustration and extending timelines.

Site visits also highlighted challenges with low charger utilization during early months of operation, particularly at MUDs where EV adoption tends to occur gradually. In these cases, fixed monthly charges often result in high electricity costs until utilization increases.

As a whole, the program saw rapidly increasing energy use in the latter half of 2025 as more sites came online and more drivers began using the chargers. Petroleum reduction and avoided emissions will continue to grow as utilization increases.

Overall, the PYD Extension program continues to demonstrate strong demand for charging infrastructure, particularly at MUDs and within underserved communities. The program remains on track to achieve its deployment goals (targeting 1,900 ports at 100 to 110 sites, more than 50% of the sites being MUDs, and more than 50% of the sites located in underserved communities) by the of the extended Program deployment deadline of December 31, 2026. The sites completed so far provide insights on project timelines, infrastructure costs, customer decision-making, and charger utilization trends. As additional sites are completed and more data becomes available, these lessons will help inform future SDG&E efforts and support improvements to site design, program efficiency, and customer experience.

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Appendix A: Acronyms

AMI	Advanced Metering Infrastructure
BEV	Battery Electric Vehicle
BTM	Behind-the-Meter Infrastructure
CA DMV	Department of Motor Vehicles, State of California
CBO	Community-Based Organization
CEC	California Energy Commission
CO	Carbon Monoxide
CO2	Carbon Dioxide
CPUC	California Public Utilities Commission
DC	Direct Current
DCFC	Direct Current Fast Charging
EPRI	Electric Power Research Institute
EV	Electric Vehicle
EV-HP	Electric Vehicle–High Power
EV-TOU	Electric Vehicle time-of-use
EVSP	Electric Vehicle Service Provider
GHG	Greenhouse Gas
HD	Heavy-Duty
HOA	Homeowners' Association
ICE	Internal Combustion Engine
kg	Kilogram(s)
kWh	Kilowatt-Hour(s)
L2	Level 2
LCFS	Low Carbon Fuel Standard
M	Million
MD	Medium-Duty
MT	Metric Ton
MUD	Multi-Unit Dwelling

MWh	Megawatt-Hour(s)
NSP	Network Service Provider(s)
PHEV	Plug-in Hybrid Electric Vehicle
PM10	Particulate Matter (<10 micrometers)
PM2.5	Particulate Matter (<2.5 micrometers)
PTD	Program-to-Date
PYD	Power Your Drive
PYDFF	Power Your Drive for Fleets
ROG	Reactive Organic Gases
RTD	Rate-to-Driver
RTH	Rate-to-Host
SB	Senate Bill
SCE	Southern California Edison
SDG&E	San Diego Gas & Electric
SRP	Standard Review Program
SUV	Sport Utility Vehicle
TOU	Time of Use
V2B	Vehicle-to-Building
V2G	Vehicle-to-Grid
V2H	Vehicle-to-Home
VGI	Vehicle–Grid Integration

Appendix B: SDG&E PYD Extension Site Host Interview Guide

Interviewee Name:	
Interviewee Organization:	
Interviewee Title:	
Date of Interview:	
Interviewer Name:	

Research Objectives	Corresponding Sections/Questions
Identify the extent to which the program has broadened access to electricity for transportation, while displacing other fuels.	Section 0, 0-0
Determine the extent to which the PYD Extension program has maximized benefits and minimized cost.	Section 0, 0-0
Develop lessons learned towards advanced technology approaches to vehicle-grid integration (VGI) and utility transportation electrification program approaches	Section 0, 0-0, 0, 0

Audience: Site hosts

Purpose: Gain an understanding of site hosts' experience with the Power Your Drive program and the program's influence on their decision to install EV charging on their residential or workplace property.

These in-depth interviews will be conducted by Cadmus staff. Interviews will be scheduled in advance of the call via email. The interview will take between 45 and 60 minutes. This information will be included in the email invitation.

Target: 5

Email Invitation from Cadmus

To: **[EMAIL]**
From: **[YOUREMAIL]**
Subject: Power Your Drive Program Experience [Response Requested]

Hello **[NAME]**,

On behalf of SDG&E, Cadmus is conducting in-depth interviews with site hosts, like you, who have participated in the Power Your Drive program. We're interested to learn about your experience installing EV charging through the program and to make sure we have a thorough understanding of how the program works. We'll also invite you to share your perspective on things that are working well and any areas where you experienced challenges. Your feedback will help SDG&E make any needed improvements to the program.

Please let me know when you are available. I expect this interview to take about 45 minutes. I've shared some of my availability below. If these times and dates do not work well, let me know what availability you have next week and I'll schedule a time for us to speak.

[LIST TIMES AND DATES OF AVAILABILITY].

[Day, Date]:

- Time Window
- Time Window

[Day, Date]

- Time Window
- Time Window

If you have any questions about the development of this research, please contact **[UTILITY CONTACT]** at **[UTILITY]**, available by email (**[EMAIL]**) or phone (**[PHONE NUMBER]**).

I appreciate your time and help with this process and our efforts to enhance our lessons learned. Thank you in advance for participating in this research,

[NAME
SIGNATURE]

Calendar Invite

To: **[EMAIL]**
From: **[YOUREMAIL]**
Subject: [XXX] Program Interview

Hello **[NAME]**,

Thank you for agreeing to speak with me about the Power Your Drive program. Our call is scheduled for **[INSERT TIME AND DATE OF CALL]** and will take about 45 minutes.

As previously mentioned, our questions will focus on your perspectives of the program. You can join the call either from your computer (by clicking on the link below) or by calling in using the number provided.

If you have a need to reschedule, please let me know. Thank you, and I look forward to speaking with you.

[NAME
SIGNATURE]

Introduction and Interviewee Details

Thank you for taking the time to speak with me. As you may recall, Cadmus is conducting in-depth interviews with participating site hosts like yourself as part of the SDG&E Power Your Drive program evaluation process.

The purpose of these interviews is to make sure we have a realistic, robust comprehension of the program and to document its functionality in practice. We'll also invite you to share your perspective on things that are working well or any areas where you may have experienced challenges. Your feedback will be kept anonymous. We will use the information you provide to inform our understanding of the program so we can provide well-rounded and balanced observations and recommendations for enhancement. The interview will take about 45 minutes.

To start, please tell me about your role and main responsibilities at your site.

What was your involvement with the Power Your Drive program?

Project Motivations

How did you learn about the SDG&E Power Your Drive program?

What were the main reasons your site decided to install EV charging?

[If "incentives"] Anything beyond the program incentives?

What were the main barriers that the program helped you overcome? *(Listen/probe for: financial, technical, permitting, utility approval)*

Before learning about the Power Your Drive program, how likely would you have been to install EV charging at your site(s)?

Very likely
Likely
Not too likely
Not at all likely

Why did you say you were **[answer from 0]**?

[If likely or very likely] Would you have installed a different type or number of chargers??

[If likely or very likely] Would you have installed charging as soon as you did?

Program Experience

We understand that you installed **[number of chargers, ports, etc]** at your property. Is that right?

How did you determine which EV chargers to install and how many were the best fit for your site?

Our understanding of the participation process is that after you learned about the program, you submitted an interest form and then an SDG&E representative helped you apply. Once approved, SDG&E conducted an inspection of your site, created your project infrastructure design package, and you approved the total project cost on the cost call. When all the permits were secured by yourself and SDG&E, the utility constructed your make-ready charging infrastructure, and then you were able to commission your EV charging station. Finally, SDG&E inspected and energized the equipment. Is that correct?

[If no] Please describe your experience in the program.

Which parts of the process were the most challenging and why?

How did you overcome these challenges? **[challenges listed in** Error! Reference source not found.**, or prompt interviewee with the following if unsure]**

Application
Site assessment
Design and permitting
Infrastructure construction
EV charger commissioning
Final inspection and electrification

How, if at all, did the program and program staff help you overcome the barriers to electrification: **[answers from 0]**?

[MUD site host only] We understand that to participate, you (or your employer) had to own or lease the property for at least 5 years and you must own and maintain the EV chargers. How clear were these requirements?

Were they easy to follow? If not, why?

Program Costs and Benefits

How did the Power Your Drive program incentives influence your overall project budget and decision-making?

[MUD site host only] How, if at all, did the availability of rebates for network services and maintenance influence your decision-making?

What were the largest project costs that were not covered by the program? (e.g. charging equipment, maintenance, electric bills)

Since participating in the Power Your Drive program, have you experienced any unexpected costs as a result of adding EV charging to your site?

What, if any, additional funding sources did you use to finance your make-ready charging infrastructure project? (federal tax credits, grants, etc.)

Charger Usage

To the best of your knowledge, how many individuals are using the EV chargers?

What times are residents/office workers using the chargers?(e.g., during work, overnight, on the weekends etc.)

About how frequently would you say they are using the chargers? (If needed: Your best estimate is fine.)

In your opinion, are the chargers being highly utilized?

How did you anticipate residents/office workers to use the EV chargers?

Has actual charger usage differed from what you expected?

Have you noticed any changes in the amount of EVs parking on your site now that charging has been installed? **[If noticed more]** How many more would you say, on roughly a weekly basis?

[MUD site host only] What sort of feedback have you received from residents about the EV chargers? **(If not mentioned, probe for charger availability)**

Has charging availability been a point of attraction for new residents or helpful in retaining current residents?

[Workplace site host only] How have employees responded to the availability of charging?

How has charging availability impacted workers' commuting habits?

What have you heard any feedback from employees about the chargers?

If you can recall, which utility rate did you chose for your charger installation? (VGI or EV-TOU)? **[If no, move on]**

How satisfied are you with the utility rate you pay for your chargers on a 1 to 5 scale, where 1 is not at all satisfied and 5 is very satisfied?

[If not satisfied] Why were you not satisfied?

Can you think of anything that might improve your utility rate?

What factors influenced your choice of utility rate?

[MUD site host only] Since your chargers were installed, have you been actively managing charging? (e.g. controlling when people can charge, charging by reservation)

[If no] Why not?

[If yes] Has managing charging been easy or difficult in your experience?

[If yes] Has your chosen utility rate influenced how you manage charging?

[Workplace site host only] How did you develop your Load Management Plan as part of your participation in the program?

Has the Load Management Plan helped you manage charging?

How has the Load Management Plan affected your energy usage concerning the chargers in addition to other energy use?

[If located in an underserved community] How, if at all, does being located in an underserved community influence your decision to participate in Power Your Drive?

What kind of impact did/does the program have on addressing specific inequities and/or barriers your community faces? (e.g., limited local charging, lower likelihood of residents purchasing EVs, etc.)

Satisfaction and Additional Feedback

Considering the **program overall**, how satisfied are you with Power Your Drive?

Not at all satisfied
Not too satisfied
Neither satisfied nor dissatisfied
Somewhat satisfied
Very satisfied
[If not too satisfied or not at all satisfied] Why were you not satisfied?
Can you think of anything that might improve the program overall?

How satisfied were you with the **level of incentive to participate**?

Not at all satisfied
Not too satisfied
Neither satisfied nor dissatisfied
Somewhat satisfied
Very satisfied
[If not too satisfied or not at all satisfied] Why were you not satisfied?

How satisfied were you with the **application process**?

Not at all satisfied
Not too satisfied
Neither satisfied nor dissatisfied
Somewhat satisfied
Very satisfied
[If not too satisfied or not at all satisfied] Why were you not satisfied?
Can you think of anything that might improve the application process?

How satisfied were you with the **design and permitting phase**?

Not at all satisfied
Not too satisfied
Neither satisfied nor dissatisfied
Somewhat satisfied
Very satisfied

[If not too satisfied or not at all satisfied] Why were you not satisfied?
Can you think of anything that might improve the design and permitting process?

How satisfied were you with **communication from the utility and charger installers**?
Not at all satisfied
Not too satisfied
Neither satisfied nor dissatisfied
Somewhat satisfied
Very satisfied
[If not too satisfied or not at all satisfied] Why were you not satisfied?
Can you think of anything that might improve the program communication?

How satisfied were you with the **performance of the charging equipment**?
Not at all satisfied
Not too satisfied
Neither satisfied nor dissatisfied
Somewhat satisfied
Very satisfied
[If not too satisfied or not at all satisfied] Why were you not satisfied?
Can you think of anything that might improve the equipment performance?

How satisfied were you with the **performance of the charging equipment vendor**?
Not at all satisfied
Not too satisfied
Neither satisfied nor dissatisfied
Somewhat satisfied
Very satisfied
[If not too satisfied or not at all satisfied] Why were you not satisfied?
Can you think of anything that might improve the equipment performance?

Would you or have you recommended the program to any other site hosts?

Do you have any other suggestions that would make the program easier for site hosts like you to participate in?

Is there anything else about your experience with the program that we haven't covered yet but should understand?

Closing

Thank you for participating in this interview and sharing your experiences with us, your insights are very valuable to informing this work. As part of this research effort, Cadmus will be talking to many similar organizations about these same topics.

Is there anything you would be interested to learn from our research findings as we continue evaluation reporting?

Again, thank you so much for your time and input; we really appreciate it. Feel free to contact me if you think of anything else or have any questions. Have a nice day.

Appendix C: SDG&E PYD Extension Driver Survey

This survey is designed to assess drivers' experience using the EV charging infrastructure installed at their home or workplace through SDG&E's Power Your Drive (PYD) Extension program and to understand how the availability of chargers has influenced their driving habits. This survey should take approximately 15 minutes for the driver to complete.

Research Objectives	Corresponding Section
Identify the extent to which the PYD Extension program has broadened access to electricity for transportation, while displacing other fuels.	Section A, Section 0, Section **Error! Reference source not found.**
Determine the extent to which the PYD Extension program has maximized benefits and minimized cost.	Section C, Section 0**Error! Reference source not found.**
Develop lessons learned towards advanced technology approaches to vehicle-grid integration (VGI) and utility transportation electrification program approaches	Section **Error! Reference source not found.**

Target Audience: Residents and employees who charge their EV at sites that installed EV charging stations through the SDG&E Power Your Drive program.

Target Quota = Representative sample of drivers from program sites (final sampling TBD)
General Instructions

- Qualtrics programming instructions are in red **[LIKE THIS]** (the style is "Survey: Programming").

Variables to be Pulled into Survey

- Site name
- Site address
- Site type (Multi Unit Dwelling [MUD] or workplace)

Survey Introduction and Screener

[RECOMMENDED: CLIENT-APPROVED LOGO TO APPEAR ON START SCREEN]

Welcome! Thank you for sharing your experience with driving an electric vehicle, whose charging infrastructure at your **[IF Site type=MUD** "residence"; **IF Site type=Workplace** "workplace"**]** was supported through the SDG&E Power Your Drive program. This survey will take 15 to 20 minutes to complete and will ask questions about your experience driving an EV and using the associated charging equipment.

Your responses will remain confidential and will only be used for research purposes to better understand how drivers use these EV chargers.

[SCREEN OUT TERMINATION MESSAGE: Those are all the questions we have. Thank you for taking the time to complete this survey.

A. Vehicle Background

Let's start with a few questions about your EV (electric vehicle), charging and driving habits, understanding of charging rates, and if the Power Your Drive (PYD) program influenced your purchase or lease of an EV.

A1. Do you own/lease your EV?
1. Yes
2. No **[END OF SURVEY]**

A2. What is the make and model of your EV?
1. Make: **[OPEN ENDED]**
2. Model: **[OPEN ENDED]**

A3. When (month/year) did you begin charging your EV at your **[IF Site type=MUD]** "residence" **[IF Site type=Workplace]** "workplace"?
1. Month **[DROPDOWN]**
2. Year **[DROPDOWN]**

B. Program Influence

B1. Did you purchase/lease your EV ***before*** or ***after*** the EV charging became available at your **[IF Site type=MUD]** "residence" **[IF Site type=Workplace]** "workplace"?
1. Before
2. After

B2. **[IF AFTER]** Did the availability of EV chargers influence your decision to purchase or lease your EV?
1. Yes
2. No

B3. **[IF AFTER]** How likely would you have been to purchase or lease you EV if the chargers were not available at your **[IF Site type=MUD]** "residence" **[IF Site type=Workplace]** "workplace"?
1. Very likely
2. Somewhat likely
3. Not too likely
4. Not at all likely

C. User Experience and Satisfaction

The next set of questions are designed to gain a sense of your experience driving an EV and using the related charging equipment.

C1. How satisfied are you with the driving experience of your EV?
1. Very satisfied
2. Somewhat satisfied
3. Not too satisfied
4. Not satisfied at all

C2. How satisfied are you with the range of your EV?
1. Very satisfied
2. Somewhat satisfied
3. Not too satisfied
4. Not satisfied at all

C3. How reliable would you say the EV you drive is?
1. Very reliable
2. Somewhat reliable
3. Not too reliable
4. Not at all reliable

C4. Compared to driving a traditional vehicle, would you say **driving your EV** is overall:
1. Easier
2. About the same driving experience
3. Not as easy

C5. How satisfied are you with your experience using the charging stations at your **[IF Site type=MUD]** "residence" **[IF Site type=Workplace]** "workplace"?
1. Very satisfied
2. Somewhat satisfied
3. Not too satisfied
4. Not satisfied at all

C6. How reliable would you say the EV charger at your **[IF Site type=MUD]** "residence" **[IF Site type=Workplace]** "workplace" is?
1. Very reliable
2. Somewhat reliable
3. Not too reliable
4. Not at all reliable

[ASK IF C5 & C6 = 2, 3, OR 4]

C7. What issues, if any, have you experienced with using your EV charger?
1. **[OPEN ENDED RESPONSE]**

C8. Compared to your experience refueling a traditional vehicle (e.g. at a gas station), would you say **using the charging stations for your EV** is overall:
1. Easier
2. About the same experience
3. Less easy

D. EV Benefits and Challenges

Now we'd like to hear about any benefits and challenges you may have experienced when driving your EV.

D1. Since you began driving your EV what benefits, if any, have you noticed compared to driving a traditional vehicle?

1. **[OPEN ENDED]**
2. I have not noticed any benefits

D2. Select all benefits you have noticed from driving your EV compared to driving a traditional vehicle. **[RANDOMIZE]**

1. Improvement in air quality or health
2. Improvement to your comfort or convenience
3. Reduction in noise
4. Improved driving satisfaction/enjoyment, please specify how: _____ **[WITH WRITE IN OPTION]**
5. Nothing; my driving has remained the same

D3. What kind of challenges have you experienced? Select all that apply.

1. Difficult to find charging stations
2. Insufficient vehicle range
3. Requires charging more frequently than I expected
4. Is more challenging to drive
5. Is unreliable or requires more maintenance than I expected
6. Other **[OPEN ENDED]**
7. I have not experienced any challenges driving my EV **[EXCLUSIVE]**

D4. In what ways are the EV charging stations at your **[IF Site type=MUD]** "residence" **[IF Site type=Workplace]** "workplace" lacking?

1. Difficult to find
2. Not enough charging stations
3. Difficult to use/operate the charging stations
4. Charging stations are located out of my way
5. Charging stations take longer to charge the EV than I expected
6. Charging stations are unreliable or require more effort than I expected
7. Other **[WITH WRITE IN OPTION]**
8. None of the above **[EXCLUSIVE]**

E. Charging and Driving Habits

E1. How often do you charge your EV?
1. Less than once per day
2. Once per day
3. Twice per day
4. More than twice per day

E2. What time(s) of day do you typically charge the EV? **[ACCEPT MULTIPLE RESPONSES]**
1. Morning
2. Night
3. Middle of the day
4. Other **[WITH WRITE IN OPTION]**

E3. How much time is needed to charge your EV to be ready for you to drive?
1. Less than 30 minutes
2. 30 minutes – 1 hour
3. 1-3 hours
4. 3-5 hours
5. 5-7 hours
6. More than 7 hours
98. Don't know

E4. How often do you charge your EV someplace other than your **[IF Site type=MUD]** "residence" **[IF Site type=Workplace]** "workplace"?
1. Never
2. Once a week
3. Several times a week
4. Most days a week
5. Every day

E5. **[IF E4 = 2, 3, 4, OR 5]** Where else do you charge your EV?
1. **[OPEN END RESPONSE]**

E6. How many miles do you typically drive your EV in a day? Would you say:
1. Less than 10 miles
2. 10-20 miles
3. 20-30 miles
4. 30-40 miles
5. 40-50 miles
6. 50 miles or more
98. Don't know

G. Charging Rates

Display Section KKKKKKKKKKKKKKKKKKKKKKKKKK0.10344961.98 if Site type=MUD

F. How clear and transparent is the charging rate and pricing at your residence charging site?

1. Very clear
2. Somewhat clear
3. Not too clear
4. Not at all clear

F7. Do you have to pay a Time-of-Use (TOU) rate, where the electric rate varies based on the time of day, or flat rate, where the electric rate is the same at any time of day, to charge your EV at your **IF Site type=MUD]** "residence" **[IF Site type=Workplace]** "workplace"?

1. TOU rate
2. Flat rate
98. Don't know

F8. **[IF** Error! Reference source not found.**=TOU]** How familiar are you with Time-of-Use (TOU) rates?

1. Very familiar
2. Somewhat familiar
3. Not too familiar
4. Not at all familiar

F9. **[IF** Error! Reference source not found.**=TOU]** How familiar are you with how electricity pricing varies by time of day at your residence?

1. Very familiar
2. Somewhat familiar
3. Not too familiar
4. Not at all familiar

F10. **[IF** Error! Reference source not found.**=TOU]** Do you try to charge your EV at specific times of day because of the charging rate?

1. Yes
2. No

F11. **[IF** Error! Reference source not found.**=YES]** What time of day do you typically charge your EV?

1. Day time
2. Evening time
3. Overnight

G. Closing

G1. Do you have any other comments or questions for SDG&E? Please feel free to share any feedback you have about operating or charging the EVs/EV equipment, whether positive or negative.

1. **[OPEN ENDED RESPONSE]**

G2. Would you like to receive compensation for your participation in this survey in the form of a $10 digital gift card?

1. Yes
2. No

G3. **[IF** Error! Reference source not found.**=YES]** Please provide the following contact information to receive an incentive. All fields must be filled out to receive an incentive. **[NOTE: EMPLOYEES OF PUBLIC ENTITIES ARE NOT ELIGIBLE FOR INCENTIVE]**

1. First name: **[WRITE IN OPTION]**
2. Last name: **[WRITE IN OPTION]**
3. Email address: **[WRITE IN OPTION]**

You have reached the end of the survey. Thank you for your time and highly valued insights.