



AGENCY: INDIANA DEPARTMENT OF ENVIRONMENTAL MANAGEMENT (IDEM)

TITLE: INDIANA STATEWIDE ELECTRIC VEHICLE CHARGING NETWORK

ACTION: DRAFT - REQUEST FOR PROPOSALS FOR FULL STATEWIDE OR PARTIAL DIRECT-CURRENT FAST CHARGER AND/OR LEVEL 2

DATES: The closing date for receipt of applications is **Month XX, 2020, 5:00 p.m. ET**. Indiana will only accept electronic grant applications in response to this RFP. Electronic grant applications must be submitted in Microsoft Word or PDF format to VWTrust@idem.in.gov. Electronic submissions will be considered timely upon receipt, not transmission. An e-mail response confirming receipt of electronic applications will be provided on or before the closing date when possible. Facsimile and late submissions will not be accepted.

SUMMARY: This action announces funding availability for projects focused on improving Indiana's statewide electric vehicle (EV) charging network. Funds will be available for both direct-current fast charge (DCFC) and Level 2 (L2) equipment. These proposals may include plans focused on a single statewide EV charging network as well as regional, local, or individual charging network installations.

FUNDING and AWARDS: The total estimated funding for this competitive grant opportunity is approximately \$6,150,000. Indiana anticipates awarding cooperative agreements from this announcement subject to availability of funds and the quality of proposals received.

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Grant Overview

On January 11, 2017, a [Third Partial Settlement and Consent Decree](#) was finalized between the U.S. Justice Department, the Volkswagen (VW) Corporation and its subsidiaries regarding the installation and use of emission testing defeat devices in over 590,000, 2.0 and 3.0 liter subject vehicles sold and operated in the U.S. beginning in 2009. On September 6, 2017, the United States filed its Notice of and Memorandum in Support of Its Unopposed Motion for Court Approval of Finalized Trust Agreements. The Court approved the Trust documents shortly after this filing. The Environmental Mitigation Trust Fund is the result of a Consent Decree between the U.S. Justice Department, the Volkswagen Corporation, and its subsidiaries. The settlement required Volkswagen to pay \$2.9 billion into an Environmental Mitigation Trust Fund, to offset the excess air pollution emitted by some of the Volkswagen vehicles that violated the Clean Air Act. Indiana has dedicated approximately \$39.77 million from the Trust for projects that provide direct emission reductions across the state with all funds being fully disbursed by 2028. The breakdown of funding for these emission reducing projects can be found in Table 1.

IDEM, through its commissioner, is authorized to conduct clean air projects through the award of grant funds by [Indiana Code 13-17-3-9](#).

Table 1 – Eligible Mitigation Actions and Indiana Intended Allocations

Eligible Mitigation Action	Intended Allocation
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Category 1 – Class 8 Local Freight and Drayage Trucks	
Category 2 – Class 4 – 8 School, Shuttle, Transit Buses	\$21,320,000
Category 6 – Class 4 – 7 Local Freight Trucks	
Category 3 – Freight Switchers	
Category 4 – Ferries and Tug Boats	
Category 7 – Airport Ground Support Equipment	\$8,200,000
Category 8 – Forklifts and Port Cargo Handling Equipment	
Category 5 – Ocean/Lake Going Vessels Shorepower	\$0
Category 9 – Light Duty Zero Emission Supply Equipment	\$6,150,000
Category 10 – Diesel Emission Reduction Act Option	\$4,100,000
Total	\$39,770,000

As noted above, approximately \$6,150,000 has been allocated to Category 9 – Light Duty Zero Emission Supply Equipment used to improve Indiana’s statewide electric vehicle (EV) charging network. If IDEM decides to partially fund a proposal, it will do so in a manner that does not prejudice any grantee or affect the basis upon which the proposal was evaluated and selected for award, and that maintains the integrity of the competition and the evaluation process. This document provides the program and application guidance necessary to applicants interested in participating in this funding opportunity.

This program will fund two types of EV charging station equipment: Direct-Current Fast Charge (DCFC) and Level 2 (L2). The financial breakdown of available funds for these project types can be found in Table 2. For more information on this funding opportunity, other Indiana Volkswagen Environmental Mitigation Trust programs, and to sign up for updates visit <https://www.in.gov/idem/airquality/2712.htm>.

Table 2 – EV Charging Equipment and Allocated Funding

EV Charging Equipment Type	Allocated Funding
Direct-Current Fast Charge (DCFC)	\$5,535,000

Level 2 (L2)	\$615,000
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Goals and Objectives of Program

- To develop a statewide EV charging network that provides EV charging locations to the greatest number of citizens
- To create a diverse statewide network that meets the needs of Indiana citizens using both DCFC and L2 charging equipment
- To implement a program that is reliable through multiple charging stations at each location
- To maximize the available funds of \$6.15 million and achieve greatest value for Indiana’s investment
- To maximize leveraging of public- and private-sourced funds where possible to obtain the greatest number of charging locations possible

Applicant Eligibility

Eligible applicants for this program include, but are not limited to:

- For profit businesses registered with the Indiana Secretary of State
- Nonprofit entities registered with the Indiana Secretary of State
- Federal, state, and local government agencies
- Indiana-based metropolitan planning organizations

Electric Vehicle Charging Equipment Project Types

Indiana intends to allocate 100% of the allotted \$6.15 million through a single round of funding for EV charging locations across the state. All applicants must demonstrate that each station and location has a high potential for utilization.

Two charging station types are eligible for funding through this program: DCFC and L2. These two charging station types serve different key needs of Indiana’s EV owners. While DCFC equipment is often located along interstates and highways to supply the necessary support for longer distance travel, L2 charging equipment is generally located in residential and retail areas to support more local travel. Together these two types of charging stations can lay the groundwork for a sustainable market for EV owners and station providers across Indiana.

Additional requirements for DCFC and L2 charging stations can be found in Appendix A at the end of this document.

Projects funded under this program will be reimbursed at the maximum dollar amount per charging location or percentage of the total location-specific project costs, whichever is less. The maximum amount and percentage of total costs per location eligible for reimbursement can be found in the Table 3.

Table 3 - Summary of Maximum Funding Amount or Percent per Charging Location

EV Charging Equipment Type		Government Agency Publicly Available	Nongovernment Agency Publicly Available	Not Publicly Available
Direct-Current Fast Charge (DCFC)	Max Dollars per Location	\$180,000	\$160,000	\$120,000
	Max Percentage of Project	90%	80%	60%
Level 2 (L2)	Max Dollars per Location	\$9,000	\$8,000	\$6,000
	Max Percentage of Project	90%	80%	60%

Direct Current Fast Charge Sites

The Federal Highway Administration (FHWA) has designated I-65, I-70, I-74, I-80, I-94, I-275, I-465 and SR-37 as alternative fuel corridors. This designation is a result of demonstrated local interest, demand for charging stations along these corridors, and regional electric vehicle (EV) travel and traffic counts. For these corridors to be designated by the FHWA, EV charging sites must be located at intervals of 50 miles or less along the corridor.

A comprehensive database of existing DCFC and L2 charging locations can be found at U.S. Department of Energy’s [Alternative Fueling Station Locator](#). According to the Alternative Fueling Station Locator, Indiana currently has 18 non-Tesla DCFC charging

stations online. A list and map of existing non-Tesla DCFC sites in Indiana can be seen in Appendix B of this document.

To appropriately prepare these corridors for long distance EV travel, the DCFC component of this program is focused on, but not limited to, locating additional DCFC charging sites for light-duty EVs along the corridors listed above and no more than one road mile off these corridors. The overarching intent of this program is to help fill in existing and projected gaps in Indiana's EV charging station network. Due to their proprietary nature, Tesla supercharger locations are not considered a part of the publicly available charging station network.

All DCFC projects shall meet the requirements listed in Appendix A: DCFC and L2 Project Requirements included in this guidance, where applicable.

Level 2 Charging Sites

The most common EV charging infrastructure currently online in Indiana are L2 charging stations and they can be installed at a much lower cost than DCFC stations. Because of this lower cost, investing in L2 stations can accomplish a great deal even with a notably smaller investment of Indiana's funds. According to the Alternative Fueling Station Locator, Indiana currently has 171 non-Tesla L2 charging stations online. Appendix B of this document also includes a list and map of these station locations.

L2 charging stations can provide conveniently located and accessible charging opportunities. This program does not restrict L2 charging locations to any particular corridor and these sites may be geographically located anywhere across the state.

All L2 projects shall meet the requirements listed in Appendix A: DCFC and L2 Project Requirements included in this document, where applicable.

Ineligible Projects

Projects not eligible for award under this program include, but may not be limited to:

- Installation of Level 1 charging equipment
- Installation of hydrogen fueling stations
- DCFC sites more than one mile off the FHWA approved corridors listed above
- Projects not meeting the requirements listed in Appendix A

Costs Eligible for Reimbursement

Costs directly incurred by the grantee through the purchase and/or installation of eligible equipment after the execution of a project funding agreement are eligible for

reimbursement subject to the limitations in Table 3. These costs may include the procurement of goods and services from vendors and contractors, labor costs incurred by the grantee's employees for installation, and other costs necessary to successfully complete the project. All costs must be supported by appropriate documentation. IDEM retains the sole authority to determine eligible project costs.

Application Limitations and Requirements

Applicants may submit more than one application; however, each application must request funds for either DCFC or L2; not both. Each application may include more than one charging site. If submitting more than one charging site in an application (or multiple applications), the applicant must prioritize sequentially the charging sites at the time of submission (unless the application is for a full, statewide charging network). Applications for DCFC projects may also include one L2 charger, if desired. Awards will be made on a cost reimbursement basis. This means grantees must incur the cost of the project prior to being repaid. Costs must be incurred only after a project is selected for award and a project funding agreement has been executed between IDEM and the grantee.

Eligible project costs include, but are not limited to:

- DC fast charging station, power conversion, hardware, and associated equipment (with required warranties)
- Level 2 charging station, hardware and associated equipment (with required warranties)
- Supporting costs such as final design, engineering and permitting
- Utility upgrades such as transformers and extensions
- Initial networking/subscription activation fees for a charging network
- Payment module, as required by this program
- Cord or cable management strategy including retractable cords
- Battery storage
- Construction and/or installation costs directly related to the charging station such as dedicated parking spaces, electrical service and connection, on-site sign installation, installation of lighting, shelter/awning construction etc.

Costs Ineligible for Reimbursement

Funds awarded by this program cannot be used for administrative costs, lobbying, or for the intervention in federal regulatory or adjudicatory proceedings. Costs incurred prior to the execution of the project funding agreement are also ineligible project costs and will not be reimbursed.

Ineligible costs include, but are not limited to:

- Research projects and studies
- Feasibility studies such as surveys to determine interest in the installation of EV charging stations in particular locations
- Proposals for any type of vehicle demonstration or demonstrations of existing technologies for public outreach or education
- Land or parking space purchase/lease
- Level 1 infrastructure
- Internet and/or cellular connection (wireless or otherwise)
- Ongoing or annual networking/subscription fees for a charging network
- Electricity consumption and demand charges
- General maintenance or repair of equipment or facilities
- Administrative costs
- Signs and installation of signs located off-site or along adjacent highway corridors directing drivers to the charger locations
- Other capital costs, such as construction of buildings, parking facilities, etc. or general maintenance other than the supply equipment.
- Construction or installation of site amenities not directly related to the charging station such as restrooms

Funding and Cost-Share Requirements

Grantees will receive reimbursement for eligible costs incurred up to the maximum dollar amount or percentage of total costs listed in the project funding agreement. No costs to be reimbursed may be incurred prior to the execution of the project funding agreement. A cost is considered incurred if it has been ordered, contracted, purchased, or installed. Requests for reimbursement shall be in a manner as specified by IDEM and must include documentation to show that the equipment has been received and installed by the grantee;

the equipment is fully operational; all requirements of the project funding agreement have been met; and that the costs have been incurred and paid by the grantee.

Mandatory cost-shares are required for all projects. Reimbursement of eligible costs will only be provided up to the maximum dollar amount or percentage of total costs included in the project funding agreement and in accordance with this document. The remaining project costs are the responsibility of the grantee and serve as the grantee's cost share. In-kind donations are not eligible project costs and may not be credited as part of a grantee's cost share.

Preference will be given to proposals that include a financial cost-share match over and above those detailed in this announcement. This will enable the program to maximize the total funds available.

Disqualification from Funding

The grantee shall not receive reimbursement if complete and truthful information has not been submitted to IDEM. The grantee will be disqualified and shall not receive reimbursement if the grantee has:

- Not submitted a claim for reimbursement and all required documentation by the deadline included in the project funding agreement, or
- Incurred costs prior to the execution of the agreement.

Award Timeline and Requirements

All applicants will be notified regarding their award status at the conclusion of the funding cycle. Applicants selected to receive funding will be required to execute a project funding agreement with IDEM. Although not required at the time of application, a simple site plan showing the charging site location, planned site improvements to be reimbursed, and other pertinent details of the project parcel will be required prior to a draft agreement being provided by IDEM to the recipient. If the apparent successful applicant fails to deliver an executed agreement within 30 days of receipt, IDEM, at its sole discretion, may cancel the award and award the funds to another applicant.

Upon execution of the agreement by IDEM, a copy of the fully executed agreement will be returned to the grantee, at which time the funding will be considered awarded. The project, including the purchase of equipment, may not occur prior to the execution of the agreement.

IDEM proposes the following estimated timeline:

Project Milestone	Approximate Date of Completion	Approximate Accumulated Time from Web Posting
RFP Posted Online	Month XX, 2020	
Proposal Receipt Deadline	Month XX, 2020	12 Weeks
Proposal Review, Prioritization, and Selection	Month XX, 2020	16 Weeks
Selected Proposal Notification	Month XX, 2020	17 Weeks
Grant Agreements Fully Executed	Month XX, 2020	21 Weeks
Projects Complete and Fully Implemented	December 31, 2022	XX Weeks

Agreement Terms

Applicants interested in applying for funding should consider the following items that will be part of the requirements addressed in the agreement:

- All projects selected for funding shall be completed no later than December 31, 2022. If an application indicates a project cannot be completed within this timeframe, it will not be considered for funding.
- Charging locations funded by this program must be in operation for a period of not less than five years. Sites may be upgraded by the grantee over this period, but the number of charging plugs and minimum charging capability shall not be reduced.
- Grantees will be required to submit biannual and final reports to IDEM, as well as progress reports upon request.
- The claim for reimbursement of costs and all required documentation is due to IDEM within one month after the completion of the project. IDEM will not reimburse the applicant until all requirements are met. No reimbursement will be made for any costs incurred in development of a project that is not successfully completed and placed in service. Failure to maintain the project and comply with all terms of the agreement will result in repayment of funds reimbursed. Under no

circumstances will reimbursement be made for costs incurred prior to the execution of the agreement.

- Grantees should expect to allow a minimum of 90 days for reimbursement processing.
- Grantees will procure all goods and services in accordance with state law and must make a good faith effort to encourage competition. All documents relating to procurement will be made available to IDEM upon request.
- All information submitted to IDEM over the course of the project, including all records supporting all expenditures of funds, is subject to inspection by interested parties and disclosure to the public, subject to any applicable confidentiality exceptions provided in applicable state or federal laws.

Project Reporting and Monitoring Requirements

Grantees will be required to submit biannual reports to IDEM from the contract start date until the project is completed, along with a final report, and interim progress reports upon request. Additionally, all grantees will submit annual station utilization data to IDEM for no less than 5 years after project completion. At a minimum, the following information will be submitted for each charging station installed:

- Number of charging events
- Connect and disconnect times
- Start and end charge times
- Number of unique vehicles connected
- Total kWh dispensed per charging event
- Average kWh per charging event
- Peak power (kW) per event
- Peak power (kW) by time and date
- Peak power demand (kW) by month
- Average duration of charging events
- Percentage of station downtime

How to Apply

Indiana will only accept electronic grant applications in response to this RFP. Electronic grant application narratives and any required supporting materials must be submitted in a single Microsoft Word or PDF document format, to VWTrust@idem.in.gov. Electronic submissions will be considered timely upon receipt, not transmission. An e-mail response confirming receipt of electronic proposals will be provided on or before the closing date when possible. Hard-copy, facsimile, and late submissions will not be accepted.

Applicants may submit more than one application; however, each application must request funds for either DCFC or L2; not both. Each application may include more than one charging site location. If submitting more than one charging site location in an application (or multiple applications), the applicant must prioritize sequentially the charging site locations at the time of submission (unless the application is for a full, statewide charging network). Applications for DCFC projects may also include one L2 charger, if desired. **Complete applications are due by email before Month XX, 2020, 5:00 p.m.** Applications received after the deadline will be deemed ineligible and will not be reviewed. Incomplete applications may be disqualified from consideration. IDEM is not responsible for any errors or delays caused by technical difficulties resulting from the emailing of applications.

Content and Form of Application Submission

The grant application must contain the following information, preferably in the sequential order shown:

1. Signed cover letter on the applicant's letterhead that briefly summarizes the applicant's proposal.
2. If the applicant is a privately-owned entity, the application must include a completed and signed copy of the Automated Direct Deposit Authorization Agreement and W-9 Form.
3. Narrative Work Plan. This document, a maximum of 15 pages in length, must conform to the following outline:
 - a. *Project Title.*
 - b. *Title of IDEM RFP from which funds are being requested.*
 - c. *Grantee Information:* Include applicant (organization) name, address, contact person, phone number, fax, and e-mail address.
 - d. *Funding Requested:* Specify the amount of monies being requested from the program.

- e. *Total Project Cost:* Specify total cost of the project, including program funding and applicant's financial cost-share. Identify funding from other sources where needed along with a clear demonstration that these funds are in-hand and obligated to this project.
- f. *Project Schedule:* Provide a detailed project schedule starting from the approximate award date (for planning purposes, Grantees should assume funds will be available by no later than 60 days after notification of award), including all key milestones that demonstrate progress, along with a projected completion date.
- g. *Project Description:* Explicit description of how the proposed project meets the program's goals and objectives along with the requirements detailed in Appendix A, to include:
 - i. A detailed project summary, description of specific actions to be undertaken, and the estimated timeline for each component.
 - ii. An explanation of how the project benefits air quality for citizens of Indiana, including an estimate (and how estimate is calculated) of the number of citizens positively affected.
 - iii. A plan for tracking and measuring the progress toward achieving the anticipated outcomes of the project.
 - iv. An explanation of how project success will be evaluated.
 - v. A detailed summary describing the physical location(s) where EV charging stations will be installed along with demonstration that current and anticipated EV utilization supports long-term viability at the location.
 - vi. A description of the roles of the applicant and partners, if any.
 - vii. Contact information for all key personnel.
 - viii. To the extent not covered above, information to address the evaluation criteria listed included in this document.

Evaluation of Applications

Eligible projects will be evaluated on a competitive basis according to the scoring criteria listed in Table 4. While the scoring criteria provided in this section are the primary means of determining a selected project, IDEM may also consider other factors not included in these scoring criteria in making the final selection of projects. In addition to the

quantitative evaluation based on Table 4 below, additional qualitative considerations will be given to applications that include:

- Reasonable geographic distribution of projects across the state.
- Collaboration among a diverse set of stakeholders to advance a broader environmental vision or goal for the area.
- Evidence of regional support of a project.
- Evidence of a clear plan of action, milestones, and schedule for project completion.
- Evidence of commitment by owner to maintain DCFC and/or L2 charging station equipment
- Evidence of project implementation feasibility without significant obstacles to ensure continued use of the charging station.

Projects will be evaluated and scored based on the following criteria:

Table 4: Scoring Criteria and Maximum Points Available

Scoring Criteria	Maximum Points Available
Cost effectiveness of project (a ratio of total investment to projected utilization) Or (both being considered at this time) Cost effectiveness of project (a ratio of total investment to annual average daily traffic at project location)	25
Long-term Sustainability and Maintenance of Site (ability to continue efforts or expand the project after the mitigation project funding is utilized)	20
Compliments other programs for a statewide network or the application itself supports a statewide network (ability of proposal to meet goal for state wide network and fill in infrastructure gaps)	20

Verified leveraging of additional resources (financial only).	15
Project Readiness (is project “shovel-ready” and what is projected total project build timeline)	10
Quality of site marketing and amenities (amenities such as restrooms, food, and shopping; and marketing; and marketing of site location to consumers)	10
TOTAL POINTS AVAILABLE	100

Disqualification of Applications

IDEM may reject outright and may not evaluate applications for any one of the following reasons:

- The applicant fails to deliver the application by the due date and time.
- The applicant acknowledges that a requirement of the application cannot be met.
- The applicant’s proposal materially changes a requirement of this guidance or the proposal is not compliant with the requirements of this guidance.
- The applicant’s proposal limits the rights of IDEM.
- The applicant fails to timely respond to IDEM’s request for information, documents, or references.
- The applicant fails to include an original signature.
- The applicant presents the information requested by this guidance in a format inconsistent with the instructions of the guidance or otherwise fails to comply with the requirements of the guidance.
- The applicant provides misleading or inaccurate responses.
- There is insufficient evidence (including evidence submitted by the applicant and evidence obtained by IDEM from other sources) to satisfy IDEM that the applicant is properly qualified to satisfy the requirements of the guidance or application.

- The proposed project(s) are not in compliance with applicable state and federal statutes and rules.

Application Questions

Questions or requests for clarification about this program may be submitted in writing via email to SSeals@idem.in.gov. Verbal questions will not be addressed. If the question or request for clarification pertains to a specific section of this guidance document, please reference the section and page number. A list of written questions and answers will be available for review at <https://www.in.gov/idem/airquality/2712.htm>.

IDEM reserves the right to amend this guidance at any time by addendum. If the addendum is issued after the closing date for receipt of applications, IDEM may, in its sole discretion, allow applicants to amend their project applications in response to the addendum, if necessary.

IDEM Discretion

IDEM may select part of an application for funding and/or may offer to fund less than the dollar amount requested in an application. IDEM reserves the right to reject any or all applications, in whole or in part, any time prior to the execution of a project funding agreement.

IDEM is not obligated to fund an application from an applicant that has demonstrated marginal or unsatisfactory performance on previous grants or contracts with IDEM or other state agencies.

IDEM reserves the right to verify information contained in the application. This may include utilizing publicly available information and other outside sources to evaluate the applicant's performance under other contracts.

IDEM Disclaimer

IDEM accepts no obligation for costs incurred by the applicant in anticipation of being awarded a grant. IDEM creates no obligation expressed or implied by issuing this Request for Proposals or by receipt of any projects submitted. The award of any grant monies shall be at the sole discretion of IDEM. Neither this Request for Proposals nor any response resulting from this announcement is to be construed as a legal offer.

Appendix A: DCFC and L2 Project Requirements

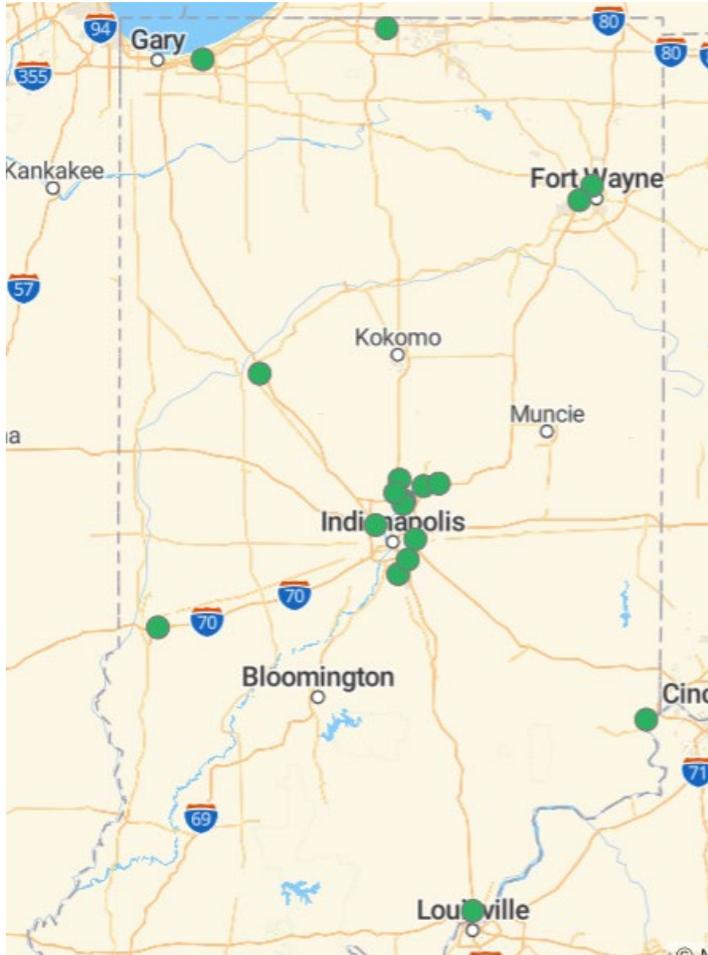
	Direct-Current Fast Charge (DCFC) Sites	Level 2 (L2) Sites
Site Requirements		
Located no more than 1 road mile from either interstate and highway corridors listed in this document	•	
Publicly visible, accessible, and available to drivers for charging (24 hours a day, 7 days a week)	•	•
Sites must provide a safe, well-lighted area for users	•	•
Paved parking spaces to allow the maximum capacity of EVs to be charged simultaneously	•	•
Appropriate signage on-site for drivers to locate charging station from the site entrance	•	•
Clear signage and pavement stenciling that states the location is for “Electric Vehicle Charging Only”	•	•
Equipment Requirements		
DCFC site rated at a minimum of 100kW. This can be accomplished by pairing two (2) 50kW stations in such a manner that one (1) vehicle can obtain a minimum of 100kW charging level, but the equipment will also charge two (2) vehicles separately at a minimum of 50kW.	•	
Each DCFC offers both CHAdeMo and SAE J1772 compatible connectors	•	
Each Level 2 charger offers a J1772 compatible connector		•

Charging equipment must be certified through the Nationally Recognized Testing Laboratory (NRTL) program to demonstrate compliance with appropriate product safety test standards	•	•
Charging enclosure must be constructed for use outdoors in accordance with UL50, Standard for Enclosures for Electrical Equipment, NEMA, Type 3R exterior enclosure or equivalent	•	•
A cord management system or method to eliminate potential for cable entanglement, user injury and connector damage from lying on the ground	•	•
PAYMENTS, PRICING, & DATA REQUIREMENTS		
Universal payment system allowing multiple payment methods to be used by charging drivers	•	•
Real-time pricing information displayed on the device or payment screen	•	
Utilization of open standards including OCPP	•	•
Equipment is networked by Wi-Fi or cellular connection and network hardware and software is maintained with the capability for: remote diagnostics, remote start of the equipment, collecting and reporting usage data, processing payments, and tracking usage by the kilowatt hour.	•	•
Annual utilization data collection	•	•
SPONSOR/VENDOR REQUIREMENTS		
Make every effort to educate the general public of the existence of the new charging site including registering the site on a station locator	•	•
Customer service support is available by telephone 24 hours a day and 7 days a week and is clearly posted to	•	

assist customers with difficulties accessing or operating the equipment		
Customer service support is available by telephone from 6am to 6pm, Monday through Saturday and is clearly posted to assist customers with difficulties accessing or operating the equipment		•
Site development, project installation, and maintenance shall be in compliance with all applicable laws, ordinances, regulations and standards, including, but not limited to, the Americans with Disabilities Act (ADA).	•	•
Equipment has at least a 5-year warranty with the option of additional ongoing maintenance and support with an uptime guarantee on the equipment of 95% or greater for the full lifetime of the charging station	•	•
Should repair be necessary, chargers shall be fully operating within 72 hours of equipment issue/breakdown to ensure a 95% annual uptime guarantee.	•	

Appendix B: Indiana DCFC and L2 Site Locations

DCFC Site Location Map and List



Insert list here...

Level 2 Site Location Map and List



Insert list here...