

Hydro One *myEnergy* Rewards Program Procedures – Electric Vehicles

Effective June 1, 2026

This document describes the parameters under which Hydro One may call demand response events or managed charging sessions, and the participant incentives and participant obligations in the Hydro One *myEnergy* Rewards Program (the “Program”) for all-electric, battery electric vehicles (“EVs”). Hydro One reserves the right to amend these Procedures at any time and at its sole discretion.

The Program is voluntary and utilizes residential customers’ eligible EVs or level 2 EV chargers to automatically and temporarily adjust their rate of charging or charging schedule to support efficient operation of the electricity system and its reliability. The Program also allows Hydro One to responsibly modernize grid infrastructure while saving ratepayers money over the long term.

Participants are set up for yearly auto renewal rewarded by a yearly participation incentive but can withdraw from the program at any time by calling 1-866-658-1878. Participants can also opt out of individual demand response events through their device app or directly through their enrolled device.

1.0 Event Parameters

Demand response (DR) events typically will be called when demand on the Ontario grid or localized areas of the distribution system are forecasted to reach 90% or more of the historical peak or in the event of a grid emergency.

Enrolled EVs through the vehicle (not smart charger) option will not be called on to respond to a peak demand event when the battery charge level at the start of the load reduction event is below your selected minimum state of charge as set by you on your Optiwatt App. Your EV charging will only be adjusted when your vehicle is charging at your primary residence during a scheduled event. This involves modifying the charging behaviour of enrolled devices from time to time to co-ordinate the charging schedules to minimize concurrent charging and alleviate stress on the electricity distribution system.

You will be notified prior to the start of any peak demand event.

Hydro One may also call DR events to test and optimize the distributed energy resource management system (“DERMS”) platform.

Managed Charging Sessions are similar to DR events but the EV charging schedules will be automatically adjusted on a daily basis. There will initially be a trial and testing period for a total of up to 8 weeks of managed charging sessions between September 2026 and September 2027 roughly following the schedule below. Our objective is to conduct managed charging events in different seasons to ensure we obtain comprehensive data about the impact of weather on charging behaviour.

- November 2026: 1-2 weeks
- January 2027: 2-3 weeks
- July 2027: 2-3 weeks

During the pilot period you will be notified of upcoming charging sessions prior to the start of each of the charging periods listed above.

Following successful completion of this trial period, Hydro One will transition to a full managed charging schedule whereby all enrolled EVs charging schedules will be automatically adjusted on all weekdays to avoid the creation of secondary electricity demand peaks caused by concurrent EV charging. Once this transition is complete, you will no longer receive notifications about upcoming charging sessions.

The exact type and number of events will be determined solely at the discretion of Hydro One.

Participants can also opt out of individual DR or managed charging events through their device app or directly through their enrolled device.

2.0 Participation Incentives

2.1 Enrolled EVs

Upon being accepted into the Program, an upfront, one-time \$50 New Participant Incentive per household is payable to the eligible participant in the form of a gift card for participants enrolling their existing device(s).

In addition to the New Participant Incentive, program participants will be paid the following incentive:

- \$50 annually if the participant has not opted out of more than 50% of scheduled managed charging sessions
 - Opting out of a scheduled session at any time prior to or during the session will be considered non-participation

Participants are not eligible to receive the one-time New Participant Incentive if the participant or participating device has previously been enrolled in the EV managed charging program stream as of July 2026.

2.2 Enrolled Level 2 Chargers

Enrolled participants received an upfront, one-time \$50 New Participant Incentive per household in the form of a gift card for enrolling their existing device(s).

Enrolment of level 2 chargers is currently closed. Existing participants will remain enrolled.

In addition to the New Participant Incentive, program participants will be paid the following incentives:

- \$5 per month during which the participating device(s) has been called on and responds to curtail electricity demand for at least 50% of scheduled peak demand events.
 - Opting out of a scheduled event at any time prior to or during the event will be considered non-participation

For clarity, if a participant has previously enrolled an EV or charger in the program and later replaces this device with a new eligible EV or charger, the participant **would not** be eligible to receive a second New Participant Incentive.

Any accrued incentives above will be paid in the form of a gift card once per year, 2-4 weeks after the program year ends, for incentives earned for the preceding program year.

If your EV is not connected to the charger during at least one of the events called in each month or each managed charging session your participation in the program may be terminated.

3.0 Participant Obligations

To participate in the Program, participants must:

- Have Wi-Fi that is always on
- Have an eligible all-electric vehicle or smart charger at your primary residence
- Have their primary residence located in Hydro One service territory (you receive a Hydro One electricity bill for your primary residence)
- Agree to share your data through your automaker or smart charger app and allow Hydro One to send charging control or scheduling commands to your battery electric vehicle or smart charger