


# From parking space *to charging place.*

A Step-by-Step EV Charging Checklist for Multifamily Properties

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# Multifamily EV Charging Checklist

Use this step-by-step checklist to plan, install, and manage EV charging at your multifamily property. Complete each section with your property team, electrical contractor, charger provider, and PNM program representative.

## *Step 1: Identify Your Property's Charging Needs*

Before deciding how many chargers to install, start by asking your residents. A short survey can help you understand current EV ownership, future interest, charging habits, and what residents want from an on-site charging program.

### Survey your residents

- [ ] Distribute the **Resident EV Charging Interest Survey** (or create your own) to each household and set a clear deadline for responses.
- [ ] Measure current and future demand by reviewing EV ownership, purchase plans, and expected charging frequency.
- [ ] Identify resident preferences for charger type, location, access, and payment options.
- [ ] Summarize the results using the included **Property Manager Response Summary** to estimate the intial charging needs and guide your next steps.

## *Step 2: Review Your Parking Setup*

Look at how parking works at your property and where charging could fit. Consider assigned, deeded, shared, guest, and public-facing spaces.

### Document possible charger locations

- [ ] Identify the parking areas where residents could conveniently charge.
- [ ] Consider how chargers will be shared, including assigned versus common-area charging.
- [ ] Look for locations near existing electrical equipment to discuss with your contractor.
- [ ] Plan for future growth by identifying additional spaces that could eventually support charging.



## *Step 3: Choose the Right Charging Type*

Think about how long vehicles typically remain parked and how residents will use the chargers.

### Level 2

A strong fit for most multifamily properties where residents park for several hours or overnight.

- [ ] Residents typically park for several hours or overnight.
- [ ] Charging will primarily serve residents.

### DC Fast Charging

May be appropriate when drivers need a much faster charge or chargers will serve vehicles with shorter parking times.

- [ ] Faster charging is important to the property's use case.
- [ ] Chargers may serve visitors, the public, fleets, or other high-turnover users.

## *Step 4: Evaluate Your Electrical Infrastructure*

Before purchasing equipment, have a qualified contractor evaluate what your property can support.

### Connect with a PNM Program Authorized Contractor

Before purchasing equipment, have a contractor evaluate what your property can support. Your contractor can guide the entire process, including:

- [ ] Site planning and equipment selection.
- [ ] Electrical panel and service evaluation.
- [ ] Completing PNM Commercial EV Charging Station Rebate applications.
- [ ] Ensuring your project stays rebate-eligible.
- [ ] Preparing for future expansion.

*To find qualified EE98-licensed professionals trained on the program go to PNM.com/commercial-ev-install*



## *Step 5: Explore Available Rebates*

PNM make-ready infrastructure rebates can help reduce one of the biggest upfront costs of adding EV charging: the infrastructure needed to prepare the property.

### PNM make-ready infrastructure rebates

Eligible rebates may cover up to 100% of qualifying make-ready infrastructure costs.

- [ ] Review available PNM rebates for Level 2 and DC Fast Charging.
- [ ] Confirm project eligibility before purchasing chargers or beginning contruction.
- [ ] Estimate the incentive amount and include it in your project budget.

| Charger Type | Rebate Type | PNM Rebate | Maximum Rebate Amount |
|---|---|---|---|
| Level 2 | Market Rate | $5,000 per port | $20,000 per service address |
| Level 2 | Income-Qualified (IQ)* | $10,000 per port | $40,000 per service address |
| DC Fast | Market Rate | $50,000 per station | $200,000 per service address |

**A multifamily property qualifies for the income-qualified rebate when it receives non-residential electric service from PNM and is located in a qualifying low-income or underserved area identified through the program's approved geographic criteria.*

## *Step 6: Finalize Your Charging Plan*

Bring together what you've learned about resident demand, parking, electrical capacity, and available incentives to finalize the project.

- [ ] Select your charging equipment based on reliability, networking, payment options, load management, warranty, and support.
- [ ] Establish charging rules and pricing, including charger access, parking, payment, and fees to help offset electricity costs.
- [ ] Build your project budget, including equipment, infrastructure, installation, permits, software, maintenance, and available incentives.
- [ ] Plan for future growth by identifying areas on your property that can support additional chargers later.



## *Step 7: Install and Activate Your Chargers*

Once the project is approved, work with your contractor and PNM as needed to complete the installation and rebate requirements.

- [ ] Complete permits, utility coordination, and make-ready infrastructre work before installing the chargers.
- [ ] Install, activate, and test each charging port to make sure equipment, networking, access, and payment features work properly.
- [ ] Complete your rebate requirements and save invoices, receipts, equipment information, permits, and installation records.

## *Step 8: Launch, Monitor, and Plan Ahead*

Now that charging is available help residents understand how to use it and monitor demand over time.

- [ ] Share charging instructions with residents, including locations, access, pricing, parking rules, and support information.
- [ ] Monitor usage and operating costs to see how often chargers are being used and whether the current setup is meeting demand.
- [ ] Gather resident feedback to identify issues or opportunities to improve the charging experience.
- [ ] Revisit your expansion plan as EV ownership and charger use grow.



# Resident EV Charging Interest Survey

Your responses will help the property team estimate current and future demand, identify preferred charger locations, and determine how residents may want to pay for charging. This survey does not guarantee that chargers will be installed. Responses may be submitted anonymously unless you choose to provide contact information.

### Do you currently own or lease an electric vehicle (EV) or plug-in hybrid (PHEV)?

- [ ] Yes, fully electric
- [ ] Yes, plug-in hybrid
- [ ] No

### If no, how likely are you to purchase or lease an EV or plug-in hybrid?

- [ ] Within 12 months
- [ ] Within 1-2 years
- [ ] Within 3-5 years
- [ ] More than 5 years
- [ ] Not planning to
- [ ] Unsure

### What is your current parking arrangement?

- [ ] Assigned space
- [ ] Deeded space
- [ ] Shared/unassigned parking
- [ ] Garage or carport
- [ ] Other: _____

### If charging were available at the property, how often would you expect to use it?

- [ ] Daily
- [ ] 3-5 times per week
- [ ] 1-2 times per week
- [ ] A few times per month
- [ ] Rarely
- [ ] Not sure

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### When would you most often charge?

- [ ] Overnight
- [ ] Weekday daytime
- [ ] Weekday evening
- [ ] Weekends
- [ ] No preference

### Which charging option would best meet your needs?

- [ ] Level 2 charging
- [ ] DC Fast charging
- [ ] Either option
- [ ] Not sure

### Where would you prefer the charger to be located?

- [ ] At assigned resident spaces
- [ ] In shared resident parking
- [ ] In guest parking
- [ ] Near the leasing office/common area
- [ ] No preference
- [ ] Other: _____

### How would you prefer to pay for charging?

- [ ] Pay for electricity used
- [ ] Pay per charging session
- [ ] Monthly subscription
- [ ] Include it in a parking or amenity fee
- [ ] Not sure

**What would make you more likely to use property-provided EV charging?**

- [ ] Reliable charger availability
- [ ] Lower charging cost
- [ ] Reserved charging spaces
- [ ] Overnight access
- [ ] Fast charging
- [ ] Easy app or card payment
- [ ] Clear parking rules
- [ ] Other: _____

**Would access to EV charging affect your decision to renew your lease or recommend this property?**

- [ ] Yes, significantly
- [ ] Yes, somewhat
- [ ] No
- [ ] Not sure

**How many EVs or plug-in hybrids are currently in your household?**

- [ ] 0
- [ ] 1
- [ ] 2
- [ ] 3 or more

**Please share any questions, concerns, or suggestions about EV charging at the property.**

_____

_____

_____

_____

**Optional follow-up information**

Name: _____

Email: _____

Phone: _____

Unit: _____

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# Property Manager Response Summary

Use this worksheet to combine tenant survey responses, estimate current and future demand, and identify priorities for an EV charging project.

## Survey Participation

| Measure | Total |
|---|---|
| Surveys distributed | |
| Surveys returned | |
| Response rate | |

## Current and Future EV Demand

| Measure | Total |
|---|---|
| Households with an EV/PHEV | |
| Households likely to obtain an EV within 12 months | |
| Households likely to obtain an EV within 1 to 2 years | |
| Households likely to obtain an EV within 3 to 5 years | |
| Residents expecting to charge daily | |
| Residents expecting to charge 3 to 5 times per week | |

## Resident Charging Preferences

| Measure | Total |
|---|---|
| Level 2 Charging | |
| DC Fast Charging | |
| Either Option or unsure | |
| Assigned-space charging | |
| Shared resident charging | |
| Guest or public-facing charging | |

### Most preferred payment approach:

- [ ] Pay for electricity used
- [ ] Per session
- [ ] Monthly fee
- [ ] Included with parking/amenity fee
- [ ] Unsure

### Would charging affect lease renewal or recommendations?

- [ ] Yes: #_____
- [ ] No: #_____
- [ ] Unsure: #_____

### Preliminary Project Direction

| Consideration | Direction |
|---|---|
| # of Level 2 Ports | |
| # of DC Fast Charging Ports | |
| Parking area most requested | |
| Most common resident concern or request | |
| Additional spaces? | |
| Target date for site assessment | |

*Planning note: Survey results are a starting point, not a final charger count. Compare tenant feedback with parking arrangements, vehicle dwell time, electrical capacity, project costs, available incentives, and plans for future growth before selecting equipment or beginning construction.*

## Project Notes

## *Questions and More Information*

For help with next steps or questions about multifamily EV charging, email us at ev@pnm.com.

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