



Transforming the EV charging landscape with RI's software solutions

Overview

In 2021, California Governor Newsom issued an executive order aiming to make all vehicles sold in the state zero emission by 2035. Various organizations and utilities are collaborating to promote widespread zero-emission vehicle adoption and enhance electric vehicle (EV) charging accessibility. Southern California Edison (SCE) is actively contributing to this initiative through its Charge Ready program, which focuses on providing the necessary infrastructure for plug-in EV drivers.

Through Charge Ready, SCE takes responsibility for installing, maintaining, and covering the installation costs of charging infrastructure. Participants in the program own, operate, and maintain the actual charging stations. Charge Ready also offers incentives, in addition to existing federal tax credits, to help offset the purchase and installation expenses of qualified EV charging stations.

Opportunity

Effectively implementing, managing, and issuing incentives for EV charging programs require utilities to have a robust back-end software platform. The platform should be user-friendly and capable of implementing and overseeing turnkey transportation electrification installation projects.

SCE realized their existing setup faced several challenges to enable seamless EV public charging projects. These challenges encompassed issues such as unsynchronized customer enrollment processes, the reliance on multiple spreadsheets for tracking, inconsistent reporting from various systems, a lack of integration with the Customer Information System, difficulties in program updates and communication, non-integrated product lists, and incomplete integration with the Identity Governance and Access Management (IGAM) System, raising concerns about potential security and access management issues

PROGRAM SNAPSHOT

Program offerings:

Make-ready infrastructure, incentive, multifamily turnkey, and new construction

Incentives offered:

\$436M to support EV charging infrastructure for light duty vehicles

Goal:

Install over 30,000 charging ports in five years

Solution

Resource Innovations' (RI) cloud-based software solution enhances digital experiences, streamlines program management, and provides robust reporting and analytics, thereby supporting comprehensive business processes for transportation electrification installation projects. Internally, the system enables the review, prioritization, and approval of applications, along with the management and tracking of infrastructure deployment, and the issuance of incentives.

Other noteworthy benefits include:

- Streamlined application submission process to enhance the experience for customers and trade professionals
- Configurable workflow engine, and automated reporting capabilities that expedite the deployment of new programs and offerings
- Integration with the Customer Information System (CIS) eliminates manual work, automates customer lookup, and enhances validation processes

Results

Utilizing RI's configurable software platform to organize and manage its implementation of make-ready programs, SCE will support the electrification of 550,000 vehicles over the next five years. Additionally, the system is expected to generate up to 25% administrative savings and SCE plans to process thousands of new installation applications on behalf of their customers with shorter project update turnaround times.

SCE's strategic implementation of RI software solutions has not only streamlined their EV charging projects, but it also showcases how early support and engagement results in an efficient experience for all stakeholders, promising a future abundant with EV charging initiatives

ABOUT RESOURCE INNOVATIONS

Resource Innovations (RI) is an energy transformation firm. Women-led, purpose built, and focused on impact, we're constantly expanding our portfolio of solutions to guide utilities through increasingly complex, connected challenges. For communities across North America, we're leading the charge to power change.

Contact

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