



**Orange & Rockland**

**Orange & Rockland Utilities Inc.  
Make-Ready Program Customer Guide**

**Version 1**

**December 18, 2025**

This document serves as a guide for participants and installers in the EV Make-Ready Program. It outlines the established processes and requirements necessary to successfully navigate the Make-Ready Program (MRP). In addition, it provides valuable information regarding advisory services, self-service tools, and procedures for dispute resolution.

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## **Step 1: Register for a Make-Ready Account**

To register, please visit the following link:

[PowerClerk Home Page](#)

For any Make-Ready registration questions, please email [PowerReady@oru.com](mailto:PowerReady@oru.com).

### **Step 1.1 (Optional): Advisory Services**

O&R offers free advisory services for all interested parties to discuss the programs at a high level including:

- Program Info and Requirements
- Incentive Info
- Data Reporting Requirements

To utilize these advisory services, please email [PowerReady@oru.com](mailto:PowerReady@oru.com).

### **Step 1.2 (Optional): Self-Service Tools**

Additional self-service tools such as the Joint Utilities website, O&R Make-Ready website, O&R Hosting Capacity Map, and program documents are available for all interested parties via the following links:

[Commercial EV Programs & Incentives | Orange & Rockland](#)

[Residential EV Drivers | Orange & Rockland](#)

[Electric Vehicles | Joint Utilities](#)

[O&R Hosting Capacity Web Application](#)

### Step 1.3 (Optional): View Remaining Incentive Funds

All interested parties can view up-to-date remaining incentive funds and program information on the [PowerClerk Home Page](#).

O&R Power Ready Program (PRP) Enrollment			
PowerReady Programs	Contracts	Program Funding	Enrollment %
Level 2 Plugs*	\$ 14,824,875.62	\$ 17,708,845.00	84%
DCFC Plugs*	\$ 21,861,842.19	\$ 22,514,669.00	97%
Future Proofing	\$ 251,084	\$ 3,217,881	8%
<i>*Refer to the chart "O&amp;R Power Ready Incentive Caps by Enrollment %" for current incentive cap status.</i>			
DCFC Disadvantaged Community	\$ 5,256,154	\$ 5,628,667	93%
O&R PRP Customer-Side Incentive Caps <sup>1</sup> by Program Enrollment %			
PowerReady Programs	pre-11/16/2023	post-11/16/2023	post-1/24/2025
L2 PowerReady	\$6,000 per Plug	\$14,801 per Plug	First 450 plugs beyond plug target: \$5,000/plug Subsequent plugs: \$3,000/plug
DCFC PowerReady	\$367 per kW	\$611.13 per kW	\$611.13 per kW
<i>1 - Utility-Side Incentive is Project Based</i>			
O&R Power Ready Program Station Size Caps			
Station Size	Contracts	Program Cap	Remaining
2 Plug L2 Stations	8	193	185
2 Plug DCFC Stations	9	42	33
Plugs in 10+ Plug DCFC Stations	48	170	122

\* The above screenshot is an example and does not reflect the most up-to-date information. Please visit the [PowerClerk Home Page](#) for updated numbers.

## **Step 2: Submit Make-Ready Application**

To apply, please visit the following link:

[PowerClerk Home Page](#)

For any Make-Ready registration questions, please email [PowerReady@oru.com](mailto:PowerReady@oru.com).

The eligibility status can be reviewed at any time in the PowerClerk portal.

## **Step 3: Post-Application**

Following application and eligibility review, please work with your assigned program manager through the following project stages:

- Preliminary Costs/Invoices & Contract
- Construction
- Final Costs/Invoices & Final Incentive Determination
- Work Verification
- Customer Data Collection
- Final Incentive Payment
- Project Closeout

To learn more about these steps and estimated timelines, please contact [PowerReady@oru.com](mailto:PowerReady@oru.com).

## New and Upgraded Service Connections

For projects requiring new or upgraded electric service, please submit a Project Center application via the following link to initiate the process: [Project Center | Orange & Rockland](#)

Once the application has been successfully submitted a project number will be generated and a Project Manager will reach out to confirm the project scope. Upon receipt of all required scope and documentation, the project will progress into utility design in which any utility infrastructure design and construction requirements/inspections will be determined. Should utility infrastructure upgrades be required, a customer contribution cost will be generated and provided to the customer upon completion of the design. Once the payment has been satisfied the project will enter the utility queue for construction. Projects requiring pad-mount transformers or primary metering installations will additionally receive a “Red Book Package” outlining construction and inspection requirements. Upon completion of construction the customer’s electrician must submit a third party electrical inspection in order to receive an approved underwriter permit or “cut-in” card. The assigned Project Manager will then look to coordinate meter installations and energization as applicable.

For additional information, please email [DGEVteam@consolidatededison.onmicrosoft.com](mailto:DGEVteam@consolidatededison.onmicrosoft.com).

Resources:

[Project Center | Orange & Rockland](#)

[Project Center – Building and Service Upgrades | Orange & Rockland](#)

[Contractor Resources | Orange & Rockland](#)

## **Education Opportunities for Program Updates:**

In addition to the Advisory and Self-Service Tools as outlined in Steps 1.1 and 1.2, Orange & Rockland Utilities hosts an annual DER Interconnection Workshop to present on various topics which include Make-Ready programs and incentives as well as interconnection requirements. To join the invite list for these workshops, please email [saezb@oru.com](mailto:saezb@oru.com) or [PowerReady@oru.com](mailto:PowerReady@oru.com).

## **Project Scope Changes:**

While scope changes are permissible under certain circumstances, please contact your project manager or [PowerReady@oru.com](mailto:PowerReady@oru.com) to discuss scope changes before making any final decisions.

## **Dispute Resolution:**

Orange & Rockland Inc. is committed to ensuring transparency and providing clear, accurate information throughout the Make-Ready and New Service processes to minimize the potential for disputes. In the event an issue arises with an application, participants are encouraged to first contact their assigned Project Manager and/or EV Program Manager. If further escalation is required, participants may reach out to [dl-DGEVteam@coned.com](mailto:dl-DGEVteam@coned.com) for additional support. Orange & Rockland Inc. remains dedicated to resolving disputes promptly and equitably, incorporating participant feedback and preferences whenever feasible.