

FAQs Ecolab Smart Charging Program

Who is eligible to receive a free JuiceBox charging station and installation?

US-based Ecolab employees who are assigned a company electric vehicle (EV) or a plug-in hybrid vehicle (PHEV).

What costs are covered by the program?

Ecolab is subsidizing the installation and operation of your EV charging station. Ecolab has established a pre-approved installation cost of **\$2,500** for installation services of your charging station.

Item Value

*Home Installation Service by authorized installer: Up to **\$2,500****

*Enel X JuiceBox® 32A Charging Station: MSRP **\$629***

* Installation costs over **\$2,500** may be covered upon approval by Ecolab. Please note, your installation quote covers electrical costs only. Please consult with your electrician to understand if the installation requires drilling into drywall or other structural work. Costs to patch drywall or other structural work after installation are not included in your quote.

How do I accept my quote?

After completing the Qmerit home readiness survey, an installation quote will be emailed to you. Once you've reviewed the details, you can accept the quote directly from your email by selecting "accept quote". Please remember that the Ecolab approved allowance is **\$2,500** and any amount over may be your responsibility to pay out-of-pocket unless you receive approval for an increased subsidy from Ecolab.

There may be circumstances where Ecolab will cover values greater than the approved allowance; employees should contact Ecolab with the quote and reasoning for the overage to obtain approval in these cases. Overages resulting from required electrical upgrades to the home will generally not be approved. In this case, the fleet management company will make arrangements for you to receive an alternate vehicle.

What do I do if the installation quote is over the amount Ecolab will pay?

If your installation quote is above the approved Ecolab subsidy amount, you may submit a request for an increased subsidy by contacting Ecolab. Please provide a copy of the quote and brief justification for the overage.

What if an installer is not available where I live?

Please fill out the questionnaire from the Qmerit link you received in its entirety. An installer is not confirmed until you submit all your information. If you have thoroughly completed your submission and an installer is not available, your Qmerit concierge will work with you to source an installer in your area. They can be reached at 888-272-0090 or customerservice@qmerit.com.

Can I use my own electrician outside the Qmerit network?

If you prefer to work with a local installer that is not part of Qmerit's network, please contact Qmerit to have the new installer certified and added to their network. To ensure proper permitting, installation, and activation of charging stations, only Qmerit-approved installers may be used. Contact Qmerit at 888-272-0090 or customerservice@qmerit.com.

How do I get reimbursed for charging sessions?

You will receive reimbursement for your charging sessions directly through Concur. Once your charger has been installed, be sure to keep your Juicebox connected to Wifi. Your usage and charging details are transmitted through the charger. This data is sent to the fleet management company on a monthly basis for accurate reimbursement. You will receive a PDF to use as a receipt to submit through Concur.

Your energy reimbursement rate is based on regional kWh rates published by the US Department of Energy. In most cases, your Ecolab reimbursement rate will exceed your actual billed energy rate. If you believe your reimbursement rate is not covering your costs, please submit a request for a revised rate to Ecolab with 2 utility bills.

Which EV chargers qualify for the program? Can I substitute a different model charger (i.e. JuiceBox 40A or 48A)?

The program is valid only on Enel X JuiceBox 32A chargers. JuiceBox charging stations are UL Certified, Smart Charging stations that will fully charge most EV models overnight. More information on JuiceBox chargers can be found here: <https://evcharging.enelx.com/products/juicebox>

Why do I need WiFi?

Ecolab will be tracking energy consumption and CO2 reduction goals using the data from your charging stations collected. We'll need you to keep your station online for tracking purposes.

Keeping your station online also enables you to control and monitor your vehicle's charging status using your phone and JuiceNet app.

Can I charge my personal car?

Ecolab does not pay for the electricity on a personal vehicle. Personal vehicles can be charged using your JuiceBox station, however, please be sure to create a profile for your personal and fleet vehicles in your JuiceNet App and always select the correct vehicle in the app before charging. Please notify Ecolab if you have a personal EV in addition to your fleet EV.

Who can I contact with questions or issues with my JuiceBox?

If your charger is malfunctioning or you are having issues with the app/software, please contact the customer support team via email at support@evcharging.enelx.com or call 844-584-2329 Monday – Friday between 9AM and 10 PM PST or weekends between 7AM and Please let the Customer Service Technician know you are part of the Ecolab EV Fleet program.