

Fleet electrification can feel complex, with decisions spanning vehicles, charging infrastructure, operations, and costs. This FAQ is designed to provide clear, practical guidance for fleet owners and operators—helping you understand what to expect, anticipate common challenges, and plan confidently for each stage of the transition.

## STAKEHOLDER IDENTIFICATION

### ***Q: Who should be involved in the fleet electrification process?***

A: Depending on where you are in the electrification process, you will want to identify a utility contact or liaison at your company to facilitate ongoing engagement. If vehicle purchases are needed, connecting with original equipment manufacturers (OEMs) or vehicle providers will be helpful. They may also be able to identify available incentives that are applicable to your fleet. Selection of internal stakeholders within your organization – such as procurement specialists, operations & maintenance personnel, and finance – will also be important.

## UTILITY ENGAGEMENT

### ***Q: When should we contact our utility?***

A: Your local utility should be contacted as early as possible and before vehicle and charging equipment purchases are made. Your utility should be able to help with identifying applicable rate structures, funding, and any permitting required. You can learn more about this in the *Electrify Your Fleet* section.

### ***Q: How long does the process take?***

A: Utility work can take several months, or even multiple years, if the EV charging equipment consumes a lot of power. Early engagement helps align your project timeline and avoid delays.

## CHARGING INFRASTRUCTURE

### ***Q: Where should we install charging infrastructure?***

A: This will depend on factors such as your operational needs, vehicle type, and installation and equipment costs. You can either own charging infrastructure outright and install it on your property or use public charging infrastructure available to you.

### ***Q: How can we work to keep charging costs low?***

A: Your electric utility may be able to direct you to available programs and incentives. They may also have cost calculators and fleet-specific rates for you to explore. Getting an assessment of your facility's electrical service done by a licensed electrician will help to determine your site's ability to handle charging infrastructure and potential upgrades that are needed. You can learn more about this in the *Charging* section.

## FLEET PROCUREMENT

### ***Q: What steps should I take to acquire electric vehicles for my fleet?***

A: You will want to assess where fleet is currently and determine which EV is best-suited along with required charging equipment. Research what financial incentives are available and what application materials are required. Your local utility may also be able to provide fleet advisory services to support you in making these decisions. You can learn more about this in the *Electrify Your Fleet* section.

### ***Q: What vehicle type is appropriate for my fleet?***

A: Similar to charging infrastructure, the type of vehicle you acquire will depend on your operational needs and functions. Generally, light-duty vehicles are useful for smaller deliveries or transport whereas medium- and heavy-duty vehicles are appropriate for last-mile or bulk cargo handling and mass transit. Additionally, you'll want to determine whether a Battery Electric Vehicle (BEV), Hybrid Electric Vehicle (HEV), or Plug-In Hybrid Electric Vehicle (PHEV) would be most useful for your fleet. You can learn more about these vehicle types in the *Vehicle Types* section.