FORT COLLINS UTILITIES · PEAK PARTNERS

Opt Out of a Utility Charging Event

Peak Partners EV Charger Connect

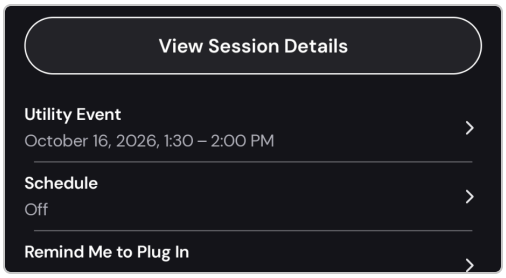
You can choose not to participate in an individual utility charging event through the ChargePoint app. **You remain enrolled in the Peak Partners program.**

1 Open your home charger

Open the ChargePoint app and select **At Home** from the bottom navigation menu.

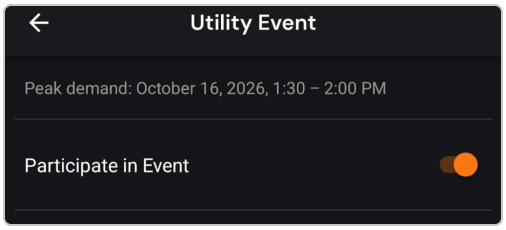
2 Find the Utility Event

When an event is scheduled, the At Home screen displays **Utility Event** with its date and time. During the event, it may say “Utility event in progress.” Tap **Utility Event**.



3 Turn off participation

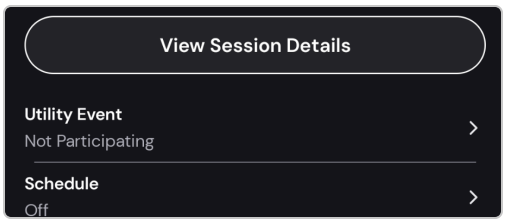
On the Utility Event screen, find **Participate in Event**. Tap the switch so it changes from **orange (ON)** to **gray (OFF)**. The app displays a message that your station will be prioritized for faster charging.



Confirm Your Opt-Out

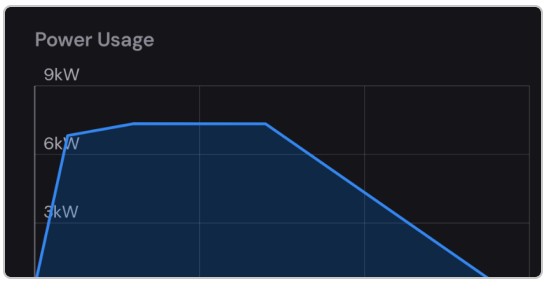
4 Check the event status

Return to **At Home**. Under Utility Event, the status should read **“Not Participating.”** This confirms the event opt-out selection.



5 View charging activity and verify charging

On the At Home screen, tap **View Session Details** to open Current Session. Scroll down to **Power Usage** to see the charging graph and the **Actual Power** reading (kW). Use these to check whether your vehicle is receiving power after you opt out. The graph may take time to update; a status of “Charging” alone does not confirm power is flowing.



Example: Current Session → Power Usage graph. Actual Power will be 0.00 kW during a utility event; verify it increases when charging resumes.

How to Opt Back In

From **At Home**, tap **Utility Event** and turn **Participate in Event** back **ON (orange)**. The app displays a confirmation that your station will be managed by the utility.

Things to Know

- Opting out affects the selected utility event; it does not unenroll you from Peak Partners EV Charger Connect.
- An event opt-out is counted toward the program’s limit of no more than **90 overrides** during a program year.
- The examples shown are from a test event on October 16, 2026. App appearance and labels may change.
- If the charger still does not start charging, verify the vehicle’s charging schedule and connection status; do not assume the app status confirms energy is flowing.

Questions? Call Peak Partners at **855-350-1464**.

Peak Partners is a Fort Collins Utilities program operated and facilitated by Itron.