



## County of San Mateo's Electric Vehicle (EV) Charging Stations FAQs

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### 1) Who do I speak with if I have questions about the County's EV charging station program?

For questions about the County's EV charging station program, *EV Charge Up!*, please email the County's Office of Sustainability at [sustainability@smcgov.org](mailto:sustainability@smcgov.org), visit <http://green.smcgov.org/electricvehiclecharging>, or call our hotline 1-888-442-2666.

For County employees, join the County's EV Yammer Group, *SMC Electric Vehicle Owners Group*, to receive updates and stay informed on our EV program!

### 2) Who do I speak with if I have questions regarding ChargePoint registration and account?

You will need to register for a ChargePoint account in order to utilize all EV charging stations at County facilities. For questions regarding ChargePoint registration and account, please contact ChargePoint at 1-888-758-4389 or visit <http://www.chargepoint.com/join/>.

### 3) Will it cost to charge my EV?

Yes, EV drivers will be charged an hourly rate based on the charging duration:

- For the County employee-designated EV charging stations, it is \$1 per hour for the first 4 hours and \$5 per hour after 4 hours.
- For the public EV charging stations, it is \$1.50 per hour for the first 4 hours and \$7.50 per hour after 4 hours.

### 4) Why does the charging fee increase after the first four hours?

The charging fee increases after the first four hours to allow for a greater turnover of the EV charging spaces and to deter EV drivers from parking at the spaces past their optimal utilization period. When possible, the stations are meant to serve as "top-off" locations, with primary charging to occur at home, in order to increase turnover to give all EV drivers the opportunity to use the stations.

### 5) Do I need to sign up for anything to pay the hourly rate?

Yes, you will need to activate a ChargePoint card and link your credit card.

## 6) How do I obtain a ChargePoint card?

To obtain and activate a ChargePoint card, you can sign up for free online (on ChargePoint's website) or via the ChargePoint mobile app:

- Active ChargePoint Card: <http://www.chargepoint.com/activate>
- ChargePoint mobile app: [www.chargepoint.com/mobile](http://www.chargepoint.com/mobile)

After sign-up, you will receive two free ChargePoint cards within 7-10 business days. Once they arrive, you must log in to your account and activate your cards. Go to My Account and select Manage ChargePoint Cards. Make sure you have your ChargePoint cards on hand to enter their serial numbers and select save.

## 7) How do I link my credit card to my ChargePoint card?

During sign-up for your ChargePoint card, you'll be asked to enter your credit card information. In case you did not register your credit card during the initial sign-up process to receive your ChargePoint card, you can enter it on the ChargePoint website. First login to your ChargePoint account, then navigate to the Financial Information section under My Account and enter your credit card information.

## 8) How does ChargePoint charge my ChargePoint card (after I've linked my credit card)?

Each time you pay to use an EV charging station, the fees will be deducted from your ChargePoint account balance. When your account runs low, ChargePoint will automatically charge your credit card \$25 or the amount equivalent to three months' average use so that your ChargePoint account will always maintain a balance. If you cancel your account, you will be refunded the remainder of your deposit.



For additional information, please contact ChargePoint at 1-888-758-4389 or visit <http://www.chargepoint.com/join/>.

## 9) Who do I call to report a broken EV station?

Please report all problems to ChargePoint by calling 1-888-758-4389. Once reported, ChargePoint will report all problems to the County's *EV Charge Up!* Program staff. Upon notification of the problem, County staff will coordinate the repair of the EV station as quickly as possible.

