FAQ:
EV Charging at Yahoo!

1. **How do I sign up?**
   Please go to the EV Connect website located at http://evconnect.com/yahoo-ev to register for an account.   Once the registration process is completed EV Connect will confirm your application by e-mail. Within 5 business days you will receive one RFID key fob which will allow access to the charge stations.

2. **How do I access my account?**
   To access your account, go to http://network.evconnect.com and login using the email address you provided during sign up and the password noted in the welcome kit letter (if logging in for the first time). If you change your password and happen to forget it, use the "Forgot password?" button located on the login page.

3. **What type of charge station is being provided?**
   Yahoo! has installed fourteen 208/240v 30amp Level 2 charge stations that are available for your use. These charge stations are capable of providing up to 7.2 kw of power to your EV, however the speed with which your EV's battery recharges will depend upon the capability of your EV's on-board charger.

4. **What will it cost to charge my car?**
   At this time the cost to charge your vehicle will be free. Yahoo! reserves the right to change this policy.

5. **Are the Account Setup and RFID key fob free?**
   The RFID key fob will be free for those that sign up before December 31st, 2012. After this date, new RFID key fobs or replacements for lost key fobs will cost $5.00 to cover account setup and postage.

6. **Does one plug fit all cars?**
   The charge stations incorporate the SAE J1772 (North American Automotive Industry Standard) plug. All newer model electric cars including the Nissan Leaf, Chevy Volt, Ford Focus Electric, Toyota Prius Plug-in and Mitsubishi iMiEV will be able to plug into a Level 2 charge station. A small number of specialized electric vehicles (e.g., Tesla models) may require a plug adapter. Check with your vehicle manufacturer for details.

7. How do I activate the charger?
You initiate a charging session by swiping your key fob over the RFID reader on the front of the unit (pictured right). This will authorize the charge session. Then simply plug the power cable into your vehicle. The first time you authorize for a charge session there may be up to a 30 second delay as the charge station contacts the network and confirms your RFID. After this initial authorization, the charge station should recognize and authorize your account virtually immediately.

8. What do the different lights on the charge station mean?
Please see the chart below for details on the charge stations lights and their meanings.
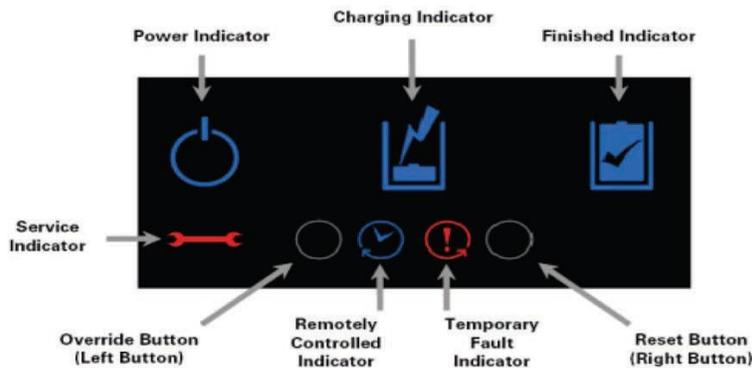

Image 2: Status Indicators

ICON	ICON Status	
	Blink	**Steady**
⏻	Payment / Authorization Needed	Unit Ready for Charge Session
(plug icon)	Vehicle Connected, EVSE Ready, Waiting on Vehicle	Vehicle Charging
(checkmark icon)	N/A	Vehicle Has Ended Charge (May begin again at anytime)
(clock icon)	Rate of Charge Contolled Remotely and Charging Set to INACTIVE	Rate of Charge Controlled Remotely and Charging ACTIVE

9. How do I reset the charge stations?
If the charge stations are not responding or the red fault symbol is displayed on the unit, you can reset the charge stations by pressing and holding down the two buttons on the front of the unit together for 10 seconds (pictured right).
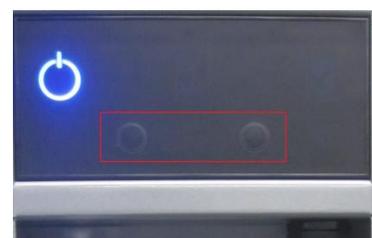
10. Will I need to move my car if I am done charging?
As a courtesy to other drivers trying to use the charge stations, we ask that you move your car when your charging session is complete.

11. How can I check which stations are available?
To check for available stations, log into your account on the EV Connect Network and click the "Get Connected" tab. This will bring you to a map page with a listing of stations to the right-hand side of the page. Next to the listing for Yahoo! will be a green "+" symbol. Clicking on the green "+" expands the list of charge stations. A green status dot next to a charge station indicates it is available while a blue status dot indicates a station is in use.

12. Who do I contact for more information?
For additional non-urgent program information, please contact sustainability@yahoo-inc.com.

13. Who do I contact if I need assistance at the EV charge station?
For assistance with all your vehicle charging needs or after hours help, please contact the EV Connect Call Center at 866-816-PLUG (7584). You may also email EV Connect at driver_support@evconnect.com. Please be ready to provide your account name and your RFID key fob ID number.

14. How do I know what my RFID number is?
Your RFID number can be found on a sticker affixed to your key fob.

15. Once my account is created do I need to keep my RFID number?
We recommend that you keep your RFID number for your records.

16. Can I use my key fob for multiple EVs?
Yes, the key fob is linked to your account and you can use it for multiple vehicles.

17. Can I have multiple RFIDs associated with my account?
Yes, the network allows multiple RFIDs to be associated with an account.

18. Will I be notified when my charging session is complete or interrupted?
Yes, you will either receive an email or SMS notifying you that your charging session is complete or has been interrupted.

19. How do I stay informed of updates or changes to this program?
You will be contacted through the email you provided during registration. Please also subscribe to the Yahoo! iList ev@yahoo-inc.com to connect with other EV users and coordinate usage of the charge stations.