

# The Federal Reserve

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## How it works

Download the free EV Connect mobile app (which is available in the Apple App and Google Play Store) and register for an account. You may also register on our driver portal at <http://my.evconnect.com/>.

## What type of charge station is being provided?

The Federal Reserve is providing a 208/240v 30amp, dual Level 2 charging station. This dual charge station is capable of providing up to 6.25kW 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.

## How do I activate the charge station?

Using the app for the Level 2, GE DuraStation, you can either scan the QR code or enter the station ID that is on the charge station. Once you have confirmed to start a charge session, simply plug the power cable into your vehicle. Your vehicle is charging when the LED light has changed from green to amber color.

## Do I have to have an EV Connect account to use the charge station?

To access the charging stations at The Federal Reserve, you would need to create an EV Connect account and agree to their terms and conditions. Once you have agreed to their terms and conditions, EVC will then authorize your account to access the stations.

## What if I have an EV Connect account but not a smart phone? Can I still use the stations?

Yes, you can still use the stations. Our 24/7 driver support line can remotely start a session for you. Please provide your email address that is registered to your EV Connect account to the driver support agent, along with the station ID.

## **What is the cost to charge my vehicle?**

Charging is \$1.00 per hour, connected time. Although your charge session has completed, your account will continue to be debited, until you have disconnected your vehicle from the connector. Please be courteous and move your vehicle once your charge session has completed.

## **What is a convenience fee? Will it reflect on my transaction?**

When using a debit/credit card, a convenience fee of \$0.19 will be applied to your charge session. At the end of your charge session, you will receive a transaction receipt showing the session fee plus convenience fee. Using PayPal as your preferred method of payment will waive the convenience fee.

## **Will I be notified when my charging session is complete or interrupted?**

Yes, you can configure your account to receive an e-mail and/or SMS message notifying you that your charging session is complete or has been interrupted. You can also view past charging sessions.

## **Does one plug fit all vehicles?**

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 charge using the SAE J1772 plug. A small number of specialized electric vehicles (e.g., Tesla models) may require a plug adapter. Check with your vehicle manufacturer for details.

## **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](mailto:driver_support@evconnect.com), during our business hours, M-F 8am-5pm, PST.