



Q: How does the system operate?

A: This is a 'pay as you go' operation.

1. Download the free EOapp from the App store, or Google Play either in advance of using the stations for the first time or download it on site;
2. You will need to fill in the required details to enable payment transactions to take place before you use the charging units for the first time, allow around 10 minutes for this to be authenticated;
3. Then connect your vehicles' charging cable to the charging unit, your car will charge for 10 minutes during authentication;
4. Either scan the QR code on the side of the charging units you will use, or tap "Find Location" on the App map;
5. Tap "Charge" on the App, then tap "Charge hours", select the time interval, 1—3 hours, (includes the grace period to authenticate the session) then tap "Confirm";
6. The vehicle starts to accept the charge, switching off automatically when your selected time interval has been reached or when the battery is fully topped up, or if you tap "Disconnect" at any time;
7. Payment is automated through the back office system for the time interval selected, you receive an email confirming your session;
8. Disconnect your vehicle's charging cables and off you go!

Q: How much does it cost to charge a car?

A: The cost is currently £1.50 per hour time interval;

Q: Why is parking limited to three hours?

A: This location was chosen as it has enough power capability already in place and the three hour parking spaces will create a turnover which enables more EV owners to use them more often. Subject to demand and feedback additional locations could be investigated.

Look out for the signs





Q: Who operates the charging units?

A: The charging units are owned by the States and operated by The Green Acorn Company a locally registered energy storage business who are C.I. agents for E.O. charging (Energy Online)

Q: What power output are the charging units?

A: At this location, the charging units are 7.2kW. Depending on the vehicle and battery type and state of charge this could allow approximately an 80% charge in the maximum permitted charge period of 3 hours, but all cars will vary.

Q: Why not put in units that can charge faster?

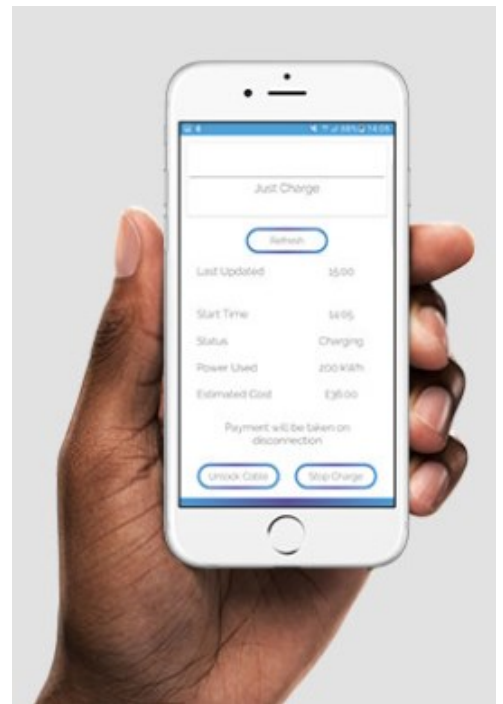
A: This was an option but to do this would have required extensive trenching and installation of additional power supply cables. Stations that can 'fast charge' may be considered on a site for site basis in the future.

Q: Could I just plug an EV straight into a conventional domestic plug socket?

A: Always check with your owner's manual first or with the vehicle manufacturer, or check with you local electrician. For more general info on electric vehicle charging visit: www.zap-map.com/charge-points/connectors-speeds/

Q: I have a very basic mobile phone so how can I access the app?

A: Easy, just call the number which is shown on the operational signs at each location and your transaction details can be taken over the phone.





Q: Can I charge my car for longer between 6pm and 8am?

A: No, the maximum time period for any charge is 3 hours. The only way to increase the charge outside of the 3 hour parking restriction is to reactivate another time interval through the App.

Q: What happens if I have a problem when I'm trying to charge my car?

A: Easy, just call the telephone number on the operational signs; someone is available 24hrs a day.

Q: What happens if I park and don't connect my vehicle to one of the charging units?

A: Signage is in place stating that vehicles must be connected and using the charging stations whilst parked in the charging spaces. You would be liable for a fixed penalty parking fine if your vehicle isn't connected to one of the charging stations.

Q: Can the States monitor how the charging units are being used?

A: Traffic and Highway Services can access analytics which will give information on time intervals and usage; customers' personal information will not be available to T&HS. There are also security cameras around North Beach car park so in the event of an issue the film can be viewed.





Q: Why not put in more charging units in more locations?

A: One of the main considerations and cost in enabling this type of infrastructure is having suitable power supply to accommodate the numbers of charging stations and suitable connectivity. Also, with the emerging E.V. technology it is difficult to estimate the speed of adoption from internal combustion engines to electric vehicles or any other alternative charging methods. Accordingly, we need to monitor developments in this field and respond to market demands.

Q: If I buy an EV but want to travel off island how do I know where I can charge my vehicle?

A: www.zap-map.com is a very good resource for UK locations, or search chargemap.com for European countries. To plan overseas routes with your EV check out <https://ev-charging.com/eu/en/directions>. It is also recommended to keep in touch with [EV Guernsey](#) as this local group has lots of useful advice.

Q: Why use this company?

A: A number of reasons; pay as you go operation, on-island support, spare parts held in stock in case of a failure, 24 hour emergency service, cost. [EO Charging's EOHUB has also won Business Car's Innovation Award 2017.](#)

Q: Why not use one of the large EV charging businesses?

A: Many of the larger providers are linked to national subscription payment schemes which mean that users have to join that scheme in order to be able to use the charging stations. This would mean that visitors to the Island would not be able to use the system unless they were a member of that particular scheme. This pay as you go system allows anyone to use the charging stations once they have downloaded the App.

