EverCharge
Activation Guide

Thank you for partnering with EverCharge

To begin charging, please ensure the Site has the following requirements prior to installation.

EVSEs will <u>not</u> be activated unless an account has been properly established.

01 Setting up an EverCharge Account

SITE MANAGEMENT

To begin service a Site must

1   provide a primary site contact,

2   present a common area electric bill to establish kWh rate,

3   select a member billing model,

4   accept the EverCharge Terms of Service.

Send Site information to support@evercharge.com.

MEMBERS

Sites must have an EverCharge account established prior to members creating individual accounts. Members will not be able to complete sign up if the Site account is missing. To create a new member account sign up at evercharge.com/signup.

02 Requesting Access Cards

SITE MANAGEMENT

Sites have the option to distribute Access Cards onsite to residents and members. Members receiving Access Cards activate cards during the sign up process for immediate use. Request Access Cards at support@evercharge.com.
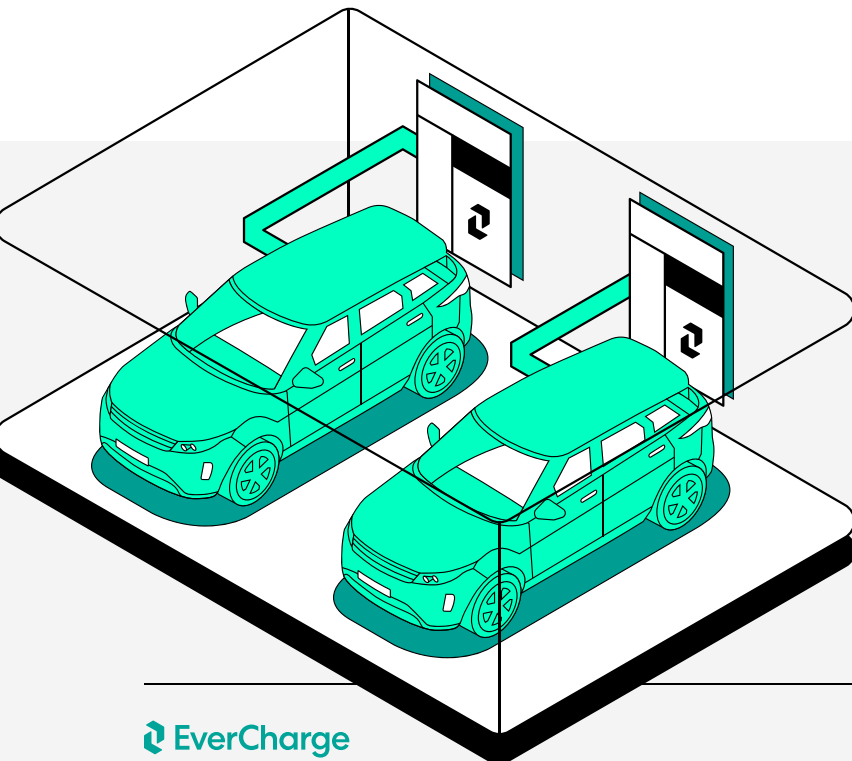
MEMBERS

Access cards are mailed directly to Members after creating an EverCharge account or a member can activate Access Cards received from Site Management. Members sign up at evercharge.com/signup.

03 Activation and Support

TO HELP MAKE THE ACTIVATION PROCESS AS SMOOTH AS POSSIBLE, PLEASE HAVE THE FOLLOWING INFORMATION AVAILABLE:

1 Identify activation type: Access Cards, QR Code, QR/Access Card Mix, or cardless.

2 Attached electrical/EVSE installation worksheet completed.

3 Parking map with location of EV infrastructure, mesh network box and EVSE locations all marked for any future troubleshooting or servicing.

4 Manage time and schedule your activation.

CUSTOMER SUPPORT

(888) 342-7383

support@evercharge.com

Monday — Friday 7:00AM to 6:00PM PST
Saturday — Sunday 9:00AM to 5:00PM PST

EVSE Installation Worksheet

Site Name

Parking Space Number or Description ie: 1234

J1772 or Tesla Connector

Serial Number ie: EV2XXXXXXXXXX

Sharing Circuit with ie: EV2XXXXXXXXXX

Modem Kit Y/N

Breaker Rating ie: 50A

Phase ie: A,B

Cir # ie: 1,3

Panel Name ie: HP1

3P or 1P Panel ie: 3P

Panel Rating (Amps) ie: 250A

Panel Capacity Dedicated for EVSEs (Amps) ie: 150A of 250A

Panel Location ie: Electric Room

Panel Source ie: 75kVa Trans

Additional Comments