



**PETROLEUM
GROUP**

GLOSSARY:

EV	Electric Vehicle
RPH	Range Per Hour
DCFC	Direct Current Fast Charger (Also known as Level 3 Charging)

PRODUCTS:

Level 2	CT4000 Series, CPF50 Series
Level 3	Express 250, Express Plus

ChargePoint as a Service (CPaaS): An EV charger subscription service is available on all ChargePoint chargers.



-chargepoint+

EV CHARGERS | F.A.Q.

1. I own a gas station, why would I want a ChargePoint EV Charger?

- EV Drivers have avoided more than 100M gallons of gas because of the ChargePoint fueling network
- The electrification of the forecourt provides a 'fuel' offering to all drivers
- For increased direct income – Drivers pay you to charge their EV
- For increased indirect income by attracting EV drivers into your stores

2. How will my customers know my business has a ChargePoint station?

- Via the ChargePoint app which provides comprehensive station information such as station availability, pricing, pictures, location specifics, and whether the charger is in use
- ChargePoint stations have integration with Google Maps, other location systems including apps and EV in-dash navigation systems.

3. Will my customers have to be a member of ChargePoint to use the station?

- No however there are many advantages to membership such as a seamless transaction experience, charging session notifications and historical charging session data
- ChargePoint has roaming agreements with many other EV Charging providers to give drivers access to thousands of stations worldwide, free of surcharges.



4. Will I be able to brand the ChargePoint stations with my image?

- Yes, including your company logo and color schemes



5. I offer a loyalty program for customers, can I integrate this with my ChargePoint stations?

- Yes as a station owner you have full control over pricing policies and can create driver grouping fees with adjusted price points

6. What if a customer leaves my site with their EV plugged in?

- This is a common practice and drivers have full visibility on the status of charging session via the ChargePoint app.
- Drivers are notified once their session has ended; additional fees can be set by the station owner for EVs still plugged in after the charging session

7. How do customers pay to use my ChargePoint Station?

- Payment options include tap-to-pay, the ChargePoint app or ChargePoint RFID cards

8. What if all my ChargePoint stations are in use?

- ChargePoint stations offer Waitlist, allowing EV drivers to "get in line" via the app
- When a spot opens up, drivers are notified via the app and can accept the spot
- Drivers unable to get to the station immediately can use the Snooze feature allowing the next person to have the spot while keeping their place in line

9. How many ChargePoint stations are in the US?

- ChargePoint has been in business since 2007 and has 80% of the Level 2 and 99% of Level 3/DC fast charging market in North America
- EV drivers plug into the ChargePoint network approximately every 2 seconds

10. What kind of technical support does ChargePoint offer?

- Drivers have access to support 24/7/365
- Station owner support hours are between 5 AM and 6 PM PST

