

## FAQs – SP Group’s Electric Vehicle Charging Network

### How do I get access to EV charging on the SP Utilities app?

Download the SP Utilities app on your compatible phone and follow these steps:

1. Tap on “Explore” within the bottom navigation bar
2. Access the EV Charging page by tapping on the EV Charging icon
3. Follow the onscreen instructions to begin charging

### Where can I find the charging stations in Singapore to charge my EV?

The list of charging locations are available on the app. The list will be expanded progressively as SP Group grows the charging network in Singapore.

### Why does DC charging automatically stop before my battery is full?

In order to prolong battery life, some EVs are designed to automatically stop or slow down DC charging after their batteries have reached around 85-95% charge. This threshold is not imposed by the SP charging station. For more details, please consult your EV manufacturer.

### Can I continue parking in the EV charging lot after my charging session?

As good etiquette within the EV community, please move your EV within 30 minutes from the end of your charging session.

### Are your outdoor chargers safe to use during rain, lightning and adverse weather conditions?

Our charging stations comply with all relevant safety standards. However, in the event of heavy rain and/or lightning, please refrain from using charging points located in unsheltered areas.

### How do power ratings affect my charging time?

The power rating of a charging point is measured in kilowatts (kW) and is the maximum rate at which a charging point can transfer electricity to an EV’s battery.

Actual charging time depends on the EV’s design (e.g. battery size, capacity of on-board charger, compatibility with AC and/or DC chargers).

DC charging (also known as fast charging) occurs at a higher power rating compared to AC charging. This allows EV batteries to be charged faster. To use DC charging, your EV must be compatible. To check if your EV can support DC charging, please consult your EV manufacturer.

### How are my fees calculated?

Fees will be calculated on a per kilowatt-hour (kWh) basis. The kWh is a unit of measurement for electricity consumption. For example, a EV charging at a rate of 43kW for one hour will consume 43kWh. Your fees are equal to the electricity consumed during your charging session (kWh) multiplied by the Applicable Rate (\$/kWh).

### Will the charging points be able to accommodate all types of electric vehicles?

As long as your electric vehicle adheres to Singapore’s national standards, which is Type 2 AC and Combo 2 DC, your vehicle will be able to charge on our network.

**Can I charge on the SP network if I am driving a plug-in hybrid EV (“PHEV”)?**

Yes, you can. However, some PHEVs are not built to utilize our faster charging stations. Please check with your car manufacturer for details. Meanwhile, we are working hard to install 22kW rated charging stations, which are more suitable for PHEVs.

**If I am interested to have charging points installed in my premises for public use, how do I get in touch?**

We welcome interested parties to contact us at [emobility@spgroup.com.sg](mailto:emobility@spgroup.com.sg).

**Who can I contact for more help with regard to electric vehicle charging?**

Besides emailing us at [emobility@spgroup.com.sg](mailto:emobility@spgroup.com.sg), you can also contact us at 6916 7799 during our operational hours. Our operational hours are Monday to Fridays (except public holidays), 9am to 11pm.