![SPgroup logo]

FAQs and Tips – SP Group's Electric Vehicle Charging Network

(A) Charging using SP Utilities App

Q1: 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. On the Home page, tap on the EV Charging icon to access the EV Charging page
2. Follow the onscreen instructions to begin charging

Q2: How do I start charging my EV?

Once your car is safely parked at a designated EV charging lot, please check that your phone has an active data connection and the SP Utilities app on your phone is the latest version. Follow these steps to start your charging session:

1. **On the app, navigate to the EV page.** You can do so by tapping on Explore, and then the EV icon.
2. **Connect the charging arm to your EV and then scan the QR code found on the charging station.** Check that your EV's charging socket and the charging arm is free from obstructions before inserting the cable fully and properly into your EV. In the unlikely scenario that the QR scanning does not work, you may also start charging by manually entering the charging station serial number located on the charging station.
3. **Select your preferred payment method.** Add your credit card information or select a card that has been added to the app.
4. **Press start charging on your app.** Your charging session should start within 15-20 seconds for AC charging and within 30-45 seconds for DC charging.
5. *Additional step only for AC 22kW EV Charger.* Press the green button located at the side of the
    EV charger after you begin an EV charging session on the app.
6. **End the charging session by first pressing "Stop" on the charging station, then removing the charging arm from your EV.** Check your EV's instruction manual on how you can safely remove the charging arm.
7. **Receive your bill automatically.** Your selected payment method will be automatically charged. You will also receive an onscreen receipt with a detailed breakdown of the session.

During charging, remember to lock your EV to ensure that the charging arm remains secure throughout the session.

Q3: What can I do if my EV charging session does not start?

There may be several reasons why a charging session does not start. Follow these steps to rectify the most common issues:

1. **Mobile connection and app related.** Check that your phone has an active data connection and the SP Utilities app on your phone is the latest version. To refresh your mobile connection, you may wish to restart your phone.
2. **Charging cable's physical connection issues.** The charging cable may not have been properly and fully inserted into the EV. Before attempting to start a new charging session, please unplug the charging cable and check that there are no obstructions that may cause a faulty connection before plugging the charging cable back in. Alternatively, you may wish to try another SP charging station.
3. **Charging station issues.** If the charging station screen displays is out of order, please try another SP charging station. You can also report a faulty charging station at emobility@spgroup.com.sg.
4. **QR code issues and serial number issues.** Please check that you scanned the right QR code and that it has not been tampered with. If the QR code is not working, you may attempt to manually enter the serial number. You can also report a faulty or tampered QR code at emobility@spgroup.com.sg.
5. **You have not settled your outstanding payments.** Your EV-Account may be suspended due to an outstanding payment from a previous charging session. You can contact us at 6916 7799 during our operational hours for assistance in resolving this matter. Our operational hours (excluding public holidays) are Monday to Fridays, 9am to 11pm, and weekends, 9am to 1p.m.

Q4: Why was my EV charging session interrupted?

You can restart your charging session by repeating the steps to start a charging session. The most common reasons for an interrupted charging session are:

1. **Accidental stoppages.** This may have been triggered by accidental interactions with the app, charging station or charging cable.
2. **Charging station issues.** In rare instances, there may be connection issues at our charging stations. We apologise if the connection disruption caused inconvenience.
3. **Issues with the power supply.** The premises may have experienced a small local power outage that disrupted the charging station's power connection.

You can report an interrupted charging session at emobility@spgroup.com.sg.

Q5: 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/distributor.

Updated as of 10 December 2020

![SPgroup logo]

Q6: Who can I contact for more help with regard to electric vehicle charging?

You can provide us with your contact details, and we will reach out to you as soon as possible and no longer than 4 business days.

Please reach us by writing to us at emobility@spgroup.com.sg.

You can also contact us at 6916 7799 during our operational hours. Our operational hours (excluding public holidays) are Monday to Fridays, 9am to 11pm, and weekends, 9am to 1p.m.

If you are reporting an emergency safety related incident, please immediately contact emergency services at 995 and alert the premise owners before reaching out to us.

(B) Payment

Q1: How are my Electric Vehicle's charging fees calculated?

Fees will be calculated on a per kilowatt-hour (kWh) basis. The kWh is a unit of measurement for electricity consumption. Your fees are equal to the electricity consumed during your charging session (kWh) multiplied by the applicable charging rate ($/kWh) indicated in the app.

Q2: Why has my EV transaction failed?

Your credit/debit card could have already expired or have insufficient funds. Please contact your bank directly for resolution. All major debit and credit cards (Visa and Mastercard) are accepted on the SP Utilities app.

For other transaction and payment issues, you may contact us at 6916 7799 during our operational hours for assistance in resolving this matter. Our operational hours (excluding public holidays) are Monday to Fridays, 9am to 11pm, and weekends, 9am to 1p.m.

Q3: How can I obtain a tax invoice for the EV charging session made with SP Group?

The transaction details screen serves as a tax invoice both for records and GST purposes. You may wish to take a screenshot of the screen. If you are unable to view the entire screen in one page, you may wish to consider applications that allow for scroll-capturing.

Q4: How do I view my bill after charging my EV?

You can view your bill from the Bills tab within the app. Your latest bill should be reflected here within 24 hours.

(C) SP EV Charging Network

Q1: 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/distributor for details. We have since installed 22kW rated charging stations, which may be more suitable for PHEVs, e.g. Republic Plaza.

Q2: Where can I find the charging stations in Singapore to charge my EV?

The list of charging locations is available on the app. This will be updated as we work hard to make more charging stations available to you.

Q3: How do power ratings affect my EV 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/distributor.

Q4: What can I do if I would like to report an EV safety issue?

The charging station is damaged	SP takes safety matters seriously.
The charging station is missing	
The carpark lot is damaged or unsafe for charging my EV	Please report your issue at emobility@spgroup.com.sg. Alternatively, you can also report the incident by calling 6916 7799 during our operational hours.
	Our operational hours (excluding public holidays) are Mondays to Fridays, 9am to 11pm, and weekends, 9am to 1pm.

Q5: 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.

Updated as of 10 December 2020

Q6: 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.

Q7: Who can I contact for EV related matters in case of an emergency?

For emergency incidents, please dial 995 to report the incident, and also inform the premise owners. You may subsequently report the incident by contacting us by writing to us at emobility@spgroup.com.sg or call us at 6916 7799 during our operational hours. Our operational hours (excluding public holidays) are Monday to Fridays, 9am to 11pm, and weekends, 9am to 1p.m.

Q8: 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.

(D) Tips

Tip 1: How can I have a smooth charging session?

- Try restarting or locking/unlocking your vehicle if your car's safety feature prevents you from unplugging from the EV charger
- Check the app before proceeding to the charging session for the latest updates

Tip 2: Always ensure that your SP Utilities app is updated.

Updated as of 10 December 2020