How to charge your EV at our public chargers

BC Hydro
Power smart

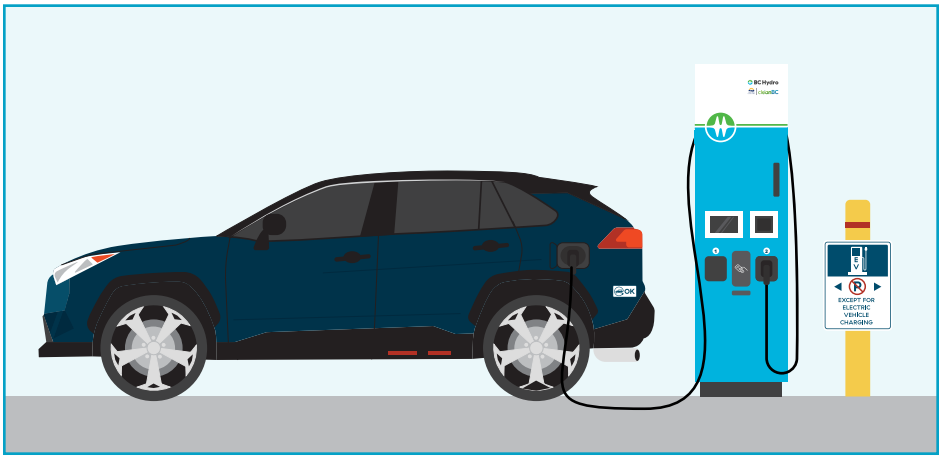
What do I need to do before I get to the charger?

Join our network. Create a BC Hydro EV account on the **BC Hydro EV app** or the **BC Hydro EV website**.
Add funds to your account so you're ready to charge. Order an RFID card and find available chargers using our app.

1

Park as close as possible to the charger

Make sure your vehicle's charging port is close enough to the charger that there will be slack in the cable once it's plugged in, so it's easier to unplug after your charge.



2

Plug in

Choose the appropriate connector from the charger and plug it into your vehicle. Some vehicles, like Tesla, may require an adapter at certain chargers. When using one, attach this to the connector before plugging into your vehicle.

3

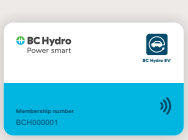
Activate

Pay with our app or RFID card by following the instructions in the app or on the charger's touch screen.

Tip: Turn on notifications to get charging alerts and set up auto-reload so you always have funds to charge.

Download the **BC Hydro EV app**

Download on the App Store | GET IT ON Google Play



Order your RFID card in our app or on our **web portal**.

Or continue as a guest by scanning the QR code on the charger and making a one time credit card payment.

4

End the charge, if it doesn't end automatically

Use your mobile app or press the stop button on the charger touch screen.

5

Unplug

Once the charge is ended, the plug will unlock. Remove the plug from your car.

6

Return equipment

Place the plug back on the charger to avoid tripping hazards or damage.

Charging rates

Check our charging rates, including idle fees at **bchydro.com/evrates.** Need help? Call us at **1 866 338 3369.**

Frequently asked questions

How do I load funds into my BC Hydro EV account?

To start a charge, your account balance must be more than $0 and you need to add at least $10 or more at a time using a credit card.

To load funds through our app	To load funds through the website
Open **the app** on your phone and go to the My Account menu. 1. Select "Add money to wallet". 2. Choose or enter the amount of money you want to add to your account balance. Select "Add amount". You can also select "Auto reload" to make sure your account is always topped up. Choose a payment method, enter your credit card information and select Confirm.	Log in to your **BC Hydro EV account**. 1. Select "Payment" from the sidebar menu and select "Add balance". You can also select "Auto reload" to make sure your account is always topped up. 2. Choose or enter the amount of money you want to add to your account balance. 3. Select your Payment Method or "Add new card" if you do not have a credit card linked to your account. 4. Enter your credit card information in the pop up Stripe window and select "Authorize", if needed. 5. Select Yes.

What connector type does my EV use?

To use a charger, your vehicle needs to have either a Combo (CCS), CHAdeMO, a Tesla North American Charging Standard (NACS) or a J1772 port. These are the four different connector types available at charging sites in B.C.

I got an error message when I tried to start a charge. What do I do?

There are three ways to start a charge.

1. Mobile app
2. RFID card
3. Use the start button on the charger or touch screen

If an error message appeared when you tried using one of the methods to start a charge—try unplugging your vehicle, plugging it back in, and using a different method.

If this doesn't resolve the issue, please call BC Hydro to report the problem at **1 866 338 3369**.

What do I do if my connector is stuck?

If you're having trouble removing the connector from your EV, try the following:

- Make sure your charging session has ended.
- Make sure your vehicle is unlocked.
- In one steady motion, push the connector in then unplug it, or pull on the cable to get more slack, then try to unplug the connector.
- Refer to your vehicle manual to find and use the manual release. This may be digital (on a touch screen) or a physical lever.

It can be a communication issue between the charger and the vehicle. If so, try the following:

- Turn your vehicle on and off.
- Click the unlock button on your fob 3 to 5+ times, or hold the unlock button down for 10 seconds.
- If your charging has ended, try to start another session, let it run for around 5 minutes, then complete the session and attempt to disconnect the connector.
- Gently warm the connector area. For example, placing a cloth near your vehicle's heater vents for a few minutes then wrapping it around the connector may help loosen it enough to unplug. This is particularly helpful in below freezing temperatures.

If none of the above solves the issue, call our support centre at **1 866 338 3369**.

Always make sure you park your car close to the charger so there's enough slack in the cable to allow for an easy disconnect.