



Frequently Asked Questions (FAQ)

1. What happens to ChargeNow in 2019?

Enrollment for the ChargeNow program ends December 31, 2018. If you have enrolled prior to December 31, 2018 you will be able to continue using the program for the allotted time from the date you enrolled. In 2019 public charging will continue to be available through ChargePoint and EVgo; however, you must create an account with your preferred charging providers. ChargePoint has the largest network of Level 2 charging stations and EVgo has the largest network of DC fast charging stations.

2. What happens when the program ends on December 31st, 2018?

Program enrollment ends on December 31st, 2018. If you are already enrolled, the program will still be available to you for 2 years from your sign-up date. You can still sign up for the program until December 31st, 2018 and have access to ChargeNow for 2 years. If you have enrolled in ChargeNow and your 2 years have ended, you will still be able to use your account to access ChargePoint stations. To continue accessing EVgo stations, you will need to create an account with EVgo (<https://www.evgo.com/charging-plans/>)

3. Will I continue to get my DC charging if I'm already enrolled?

Yes, your ChargeNowDC Fast program will still work for 2 years after the date you enrolled.

4. Will my ChargeNow card still continue to work at EVgo and ChargePoint stations?

Yes, if you are currently enrolled in the DC Fast program, your ChargeNow card will continue to work on EVgo and ChargePoint stations. After the program expires, you can continue using your ChargeNow card at ChargePoint stations and can also be used at EVgo stations if you create an account with EVgo and link your EVgo account to the ChargeNow card. You can use either company's app to access their chargers as well.

5. Does EVgo have L2 charging stations?

Yes, you can find EVgo's L2 charging stations in the EVgo mobile app or online at (<https://www.evgo.com/charging-locations/>)

6. Why am I no longer seeing the ChargeNow branding in the driver portal and emails?

The ChargeNow colors will disappear from the driver portal after December 31st, 2018 or when your program ends, whichever comes first. You will now only see ChargePoint colors.

7. How do I check if I'm enrolled or not?

To make sure you are enrolled in ChargeNow, log into the Driver Portal, select Account and scroll down to the "CHARGENOW DC FAST" section to check if you are enrolled. If you do not see this section then you are not currently enrolled in that program.

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8. Once my ChargeNow program ends, what can I do with my account?

- You can still use your ChargeNow card to charge on public and DC fast charge ChargePoint stations. Find public charging stations easily with the ChargePoint mobile app.
- To continue using EVgo stations you will need to create an account with EVgo (<https://www.evgo.com/charging-plans/>)

9. How do I obtain or activate ChargeNow cards?

- When you sign up for a ChargeNow account, you can activate the ChargeNow cards included with your BMW i vehicle by entering their serial numbers in the ChargeNow cards section.
- BMW eDrive owners, or BMW i drivers who did not receive ChargeNow cards with the vehicle, can request to have a complimentary pair of ChargeNow cards mailed to you at no cost as part of the ChargeNow account sign up process. These will arrive within 7-10 business days. When you receive your ChargeNow cards in the mail, simply log in to your account to activate them. Go to My Account and select Manage ChargeNow Cards.
- To purchase new or replacement ChargeNow Cards at any time, log in to your account and select Manage ChargeNow Cards, then Get ChargeNow Cards. Be sure to update your ChargeNow by EVgo account if you replace the ChargeNow card registered with EVgo, by calling EVgo Customer Support 1-855-509-5584 (24 hours) or emailing ChargeNowEVgo@evgo.com

10. I did not receive ChargeNow cards with my BMW eDrive or BMW i vehicle. What do I do?

If you did not receive ChargeNow cards with your vehicle, you can request to have a pair of ChargeNow cards mailed to you at no cost as part of the ChargeNow account sign up process. These will arrive within 7-10 business days. When you receive your ChargeNow cards in the mail, simply log in to your account to activate them. Go to My Account and select Manage ChargeNow Cards.

11. What can I do with my ChargeNow account?

- With your ChargeNow account, you can:
- Set up mobile and email notifications from ChargePoint for vehicle charging updates.
- Save your favorite station locations.
- Link a credit card to pay for fee-based charging sessions.
- Track all your charging by viewing your up to date account activity online, via your Dashboard.
- Review your energy use, gas savings, and greenhouse gas emissions avoided.

12. I currently have a ChargePoint account. Can I change it to a ChargeNow account?

Yes. Please contact Customer Support at 1-888-758-4389 or email chargenow@chargepoint.com to have your ChargePoint account converted to a ChargeNow one. A ChargeNow account is required to participate in the ChargeNow DC Fast program and may also be required for participation in future possible ChargeNow promotions.

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13. How do I find out if ChargeNow DC Fast is available in my area?

- Please find the list of markets that are part of the ChargeNow DC Fast Program, and eligibility and enrollment requirements, [here](#). Prior to enrollment, visit the ChargeNow map and select the ChargeNow DC Fast filter (left column) to locate currently available EVgo Stations.
- ChargeNow DC Fast is only available at participating EVgo Stations for those BMW i3 drivers who have enrolled prior to 12/31/2018.

14. How do I enroll my BMW i3 in the no cost ChargeNow DC Fast program?

- Eligible BMW i3 owners in ChargeNow DC Fast Markets who purchase or lease a Model Year 2015 or later BMW i3 on or after November 1, 2015 from a BMW i Center can enroll* their vehicle in ChargeNow DC Fast in 1 of 2 ways:
 1. Create a new ChargeNow account and enroll during account creation.
 2. Log in to an existing ChargeNow account and follow the instructions provided under "My Account" to enroll in ChargeNow DC Fast.
- ChargeNow DC Fast is only available at participating EVgo Stations.

*Enrollment must occur on or before December 31, 2018. 24 month program term begins upon enrollment at chargenow.com/us. Fleet customers not eligible. Additional terms apply.

15. Where can I find participating EVgo Stations, for no cost charging as part of ChargeNow DC Fast?

- Eligible BMW i3 owners in ChargeNow DC Fast Markets, who have enrolled in the program, can find participating EVgo Stations by logging in to your ChargeNow account and applying the ChargeNow DC Fast filter on the ChargeNow map or the ChargePoint app.
- Prior to enrollment, visit the ChargeNow map and select the ChargeNow DC Fast filter (left column) to locate participating stations.
- ChargeNow DC Fast is only available at participating EVgo Stations.

16. When should I use the BMW i Remote app?

Use the BMW i Remote app to:

- Find public charging stations, check their availability, and send their locations to your vehicle.
- Communicate directly with your BMW eDrive vehicle, including car location, range, and current battery levels.
- Set preconditioning, for optimal battery and cabin temperature.
- Locate points of interest.

17. How do I find a charging station?

- Download the My BMW Remote app (BMW eDrive vehicles) or the BMW i Remote app to find available public charging stations, check their availability, and send their locations directly to your vehicle.
- Use the onboard navigation via the BMW ConnectedDrive services, to find public stations from your vehicle.
- You can also locate member stations using the ChargeNow online map, which displays which

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stations are in use, available or allow reservations. The same can be done via EVgo app and web site.

18. How do I start or stop a charging session?

You can start or stop a charging session at EVgo network stations by any of the following options:

- Tap your EVgo card over the reader symbol.
- Use your EVgo app.
- Call the customer service number on every EVgo station.
- Please note that you must stop a charging session by one of the above options, before unplugging the charging cable from your vehicle.

19. How much will I pay to charge my car?

- Please visit the EVgo website for pricing plans (<https://www.evgo.com/charging-plans/>)

20. What is a port?

- A port represents the number of charging connectors located on each charging station. The number of ports determines the number of vehicles that can charge simultaneously at a charging station. Check the station details page to view the port's available power. You can also check to see which ports are configured for power sharing—when two electric vehicles are plugged in at one station, the “power sharing” station will share the available power between the ports. This will result in longer charging time.

21. What are the different port types: Level 1, Level 2 and DC Fast?

Level 1 A Level 1 port is a grounded receptacle (standard household outlet) that you plug into, using your own cable, usually supplied with your vehicle.

- Level 2 The most common type of port on non-residential stations is referred to as Level 2 ports and follows SAE J1772. This charging standard is relevant for BMW eDrive and BMW i vehicles.
- DC Fast refers to Direct Current ‘fast charging’. To achieve shorter charging times, DC Fast ports supply high voltages at high currents. BMW i3 vehicles* can be charged to 80% in just 20-30 minutes at DC Combo stations. (*Model Year 2014: BMW i3 must be equipped with Option 4U7, DC Fast Charging (SAE).)

When you click on a charging station on your dashboard map, information about each port is listed in the pop-up window. The information lists, in this order: Level, connector, power, and whether the port is currently in use or available. So a Level 2 port may be listed as: Level 2, J1772, 6.6kW: Available.

22. Can I cancel my ChargeNow account?

- You can cancel your ChargeNow account at any time. Just call Customer Support 1-888-758-4389 (24 hours) or email chargenow@chargepoint.com to request ChargeNow account cancellation. Please include with your account number, name, phone number, and the email address on your account. Any remaining account balance will be refunded to the credit card listed in your account.