



PSE Up & Go Electric Charging Station FAQs

Puget Sound Energy would once again like to thank the Community Food Co-op for hosting an Up & Go Electric charging station. Please feel free to use the below answers to address any customer questions on the charging station and how to use it.

How do I use the chargers?

1. Download the PSE Up & Go Electric or Greenlots app, if you don't already have it, and set up an account.*
2. Connect your EV to the charge port.
3. Use the app's "charge" screen to scan the charger's QR code – or manually enter the charger's Station ID – and click "go."
4. On the app, select the connector number (if applicable) and click "start charge"
5. To finish charging, press "stop charge" on the app.

* If you don't want to use the app, you can call the number on the charger to pay over the phone.

What does it cost to charge?

- It costs \$0.42/kWh to use a DC fast charger and \$0.28/kWh to use a Level 2 charger.
- There is a \$0.40/minute idle fee for vehicles that remain connected longer than 10 minutes after their charging session has concluded.
- Pricing is set by Puget Sound Energy and is based on the market average for our region.

How do I set up payment on the PSE Up & Go Electric app?

- Once you've created an account, click "add credit card" in the payments section. This will allow you to pay as you charge.
- You can also prepay for charging with the "buy credits" button in the payments section.

What do I do if the charger isn't working?

- If you're experiencing an issue with the charging station, call 1-877-7655 or email psupport@greenlots.com.

Can I park in the EV spaces if I'm not charging?

- Please reserve the marked EV spaces for vehicles in need of a charge.
- Please move your vehicle quickly once your charging is complete to make room for other drivers.
- There is a \$0.40/minute idle fee for vehicles that remain connected longer than 10 minutes after their charging session has concluded.

What do I do if a non-EV has parked at the charging station?

- While this can be stressful and frustrating, please don't retaliate in ways that can give EV drivers a bad name. Instead, leave a friendly note educating the driver and encouraging them not to park there again.

Why did Puget Sound Energy install this charging station?

- PSE is committed to carbon reduction and supporting the growth of electric transportation in our region. One way we're doing that is by making it easier for drivers to charge their EVs when they're on the go.

What are the benefits of PSE charging stations?

- PSE Up & Go Electric public charging stations are:
 - o Fast and reliable with the newest equipment and regular maintenance by PSE
 - o Greener with every charge matched with 100 percent renewable energy
 - o Easy to use with simple mobile payment options and clear pricing
 - o Worry free with multiple connectors to fit any type of EV

Is charging an EV at the PSE charging station actually better for the environment than driving a gas-powered car?

- Charging an EV anywhere in Washington state produces fewer emissions than driving a gas-powered car by a considerable amount.
- Charging at a PSE public charging station are an even greener way to charge because energy purchased at these stations is matched with 100 percent renewable energy through PSE's Green Power program.