

FLEX BILLING SALES FAQ

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What is Flex Billing?

With Flex Billing (Flex Billing System), station owners can set a price for access to their charging stations and have usage fees automatically collected from drivers and transferred to their bank account.

Do I have to use Flex Billing?

No. If you don't want to set a price for access to your charging station, you don't need to use Flex Billing.

When is Flex Billing available?

July 2010.

What is the Flex Billing Manager?

The Flex Billing Manager is a ChargePoint Network Software Application Service that allows station owners to set pricing on a per time basis (similar to a parking meter). Station owners can also use the Flex Billing Manager to offer free or reduced pricing for preferred customers.

What is the Flex Billing Service?

The Flex Billing Service is a ChargePoint Network Support Service that collects driver access fees, on behalf of the station owner, and directly transfers the money to station owner's bank account.

What do I need to get started with Flex Billing?

To use Flex Billing, you need to purchase a ChargePoint Charging Station and the ChargePoint Network Standard Service. A signed Master Services Subscription Agreement is required to activate the Flex Billing Service to enable fund transfer to the station owner bank account.

How does Flex Billing Work?

When a driver starts a Charging Session (Session), the charging station contacts a card service to preauthorize the driver's card (i.e., ChargePass Card, Major Credit Card). When the driver returns to the station and ends the Session, the charging station calculates the total Session amount based on the per-time price established by the station owner. The station notifies the card service to debit the driver's account by the total Session amount and notifies the ChargePoint Network to transfer the total session amount minus a Transaction Fee to the station owner's account. On a monthly basis, the funds are transferred to the station owner's bank account.

How much does the Transaction Fee cost?

The Transaction Fee includes a Session Authorization Fee and a Session Processing Fee. The Session Authorization Fee is a one-time, 50¢ fee for each Charging Session (Session). The Session Processing Fee is 7.5% of the total Session amount. For example, a four hour Session at a charging station with a \$2.00/hour session fee would cost the driver \$8.00. \$6.90 would transfer to the station owner and \$1.10 would transfer to Coulomb Technologies.

Who sets pricing?

The station owner sets pricing.

Can station owners set pricing per kWh with the Flex Billing Manager?

No. Only a utility authorized to sell energy on a kWh basis can do so with the Energy Manager.

What are the options for setting pricing?

For the initial release, you can set price per hour, with an optional minimum and optional maximum session price.

What is a session?

A session starts when the driver's card is authorized and the car is plugged in. The session ends when the card is swiped again or the plug is removed from the car.

Can price vary by time of day?

Yes. You can define up to two pricing periods and set a different price per each. For example: 9:00AM - 5:00PM, \$1.00.hour; 5:00PM - 9:00AM, \$2.00/hour

Can price vary by time during a charging session?

Not in this release. In future releases you will be able establish a price for the 1st hour and different prices for subsequent hours within a session.

How does the station owner know what price to set?

Similar to pricing his other goods and services.

How does a driver get billed?

For drivers using ChargePass Cards, their ChargePass Card starts with an initial balance \$25 charged to their credit card. As the driver uses charging stations that require a fee for use, the total Session amount is debited from the ChargePass Card balance. Once the ChargePass Card balance goes below \$5, the driver will be debited the greater of \$25 and their average monthly usage.

For drivers using contactless credit cards, the total Session fee is debited to the driver's credit card directly.

How does a station owner get paid?

The station owner gets paid via Electronic Fund Transfer (EFT) or by check. The options are chosen when the master service agreement is signed.

What happens if the ChargePoint Network is down?

The station operates normally independent of the network, stores the session information and uploads it to the ChargePoint Network when network connectivity is restored.

Who is responsible for credit card disputes?

Coulomb.

What happens if the plug is removed during a session?

The session is terminated and the driver is billed for the time to the nearest minute that the station was used.

What happens if power goes out in the middle of a session?

When power returns and the car is still plugged in, the session will resume. While the power is off, the driver will not be billed for that time.

What is the minimum time before a driver is billed?

5 Minutes.

Can the station owner set a minimum fee for the session (e.g. 50 cents)?

Yes, configured by station owner.

Can the station owner set a maximum fee for the session?

Yes, configured by the station owner.

What price does the driver pay if the session spans two pricing periods?

The Flex Billing System does the math. For example: \$2.00/hour between 8:00AM - 5:00PM. \$1.00/hour between 5:00PM - 8:00AM. Driver session spans between 4:00PM - 6:00PM. Session amount is \$3.00.

What happens if a driver disputes the amount debited to their credit card?

Driver should contact their credit card company as they would for any credit card dispute.

What happens if a driver disputes the amount debited to their ChargePass Card?

Driver should contact ChargePoint Customer Service.