SCOTTISHPOWER

Public Charging
Frequently Asked Questions

How do I charge my car at a ScottishPower charge point?

Drivers can access charging by one of the following two methods:

1. Download the ScottishPower Recharge app and store your payment details for future charging sessions:
   - Register by entering your email address and password, and following the instructions
   - Register your payment details (credit/debit card)
   - Select your location by clicking the relevant "Tick" in the app
   - Select "Available" socket (socket 1 on left side of charger, socket 2 on right side of charger)
   - Connect your car to the selected socket via the charger cable
   - Press "Start" on the app to commence your charge
   - Press "Stop" on the app to stop your charge

Or

2. Scan the QR code displayed on the charger screen with your smartphone for a single charging session. Your payment details will not be stored for future charging sessions:
   - Select "Available" socket (socket 1 on left side of charger, socket 2 on right side of charger)
   - Connect your car to the selected socket via the charger cable
   - Enter your payment details and accept the Terms and Conditions and Privacy Notice
   - Press "Start" on your smartphone to start the charge
   - Keep the window open on your smartphone
   - Press "Stop" on your smartphone to stop the charge
   - A summary of your charging session will be displayed along with a link to a payment receipt
   - If you close your browser during your charge, you can safely disconnect the cable from the car by enabling "cable unlock" in your car. This will stop the charging session and allow you to disconnect the cable from the charger.

The QR Code on the charger screen is not scanning – what should I do?

- Open the built-in camera app on your smartphone or use a dedicated QR code scanner
  - o iPhone: A QR code scanner is available in Control Centre (Settings/Control Centre)
  - o Android: The QR code scanner available on your phone will be make/model specific but alternative apps can also be downloaded free from Google Play.

I don't have an internet signal – how can I start charging?

- Connect the charging cable between the car and the charger
- You have 10 minutes from when the charger is connected to the car to start charging so simply walk safely until internet signal strength improves
- Once you have internet signal, press "Start charging" on the app or browser page.

How do I find available chargers on the app?

- Click the filter button which is the three-line icon on the top right of your screen
- Move the slide to "off" or grey and all available chargers will be displayed.

How do I get an invoice/receipt of my charging session?

- ScottishPower Recharge app: Click the orange 'options' button, select charging history, click on transaction and click open PDF
- QR Code: A link to your receipt will be available at the end of your charging session. If you have closed your browser and no longer have the link, please contact: public-ev@scottishpower.co.uk with the charging session date, time and location to request a copy of your receipt.

The app will not accept my payment card – what should I do?

- Delete payment card from app
- Add payment card again to app
- If the above does not work, try another card or contact your bank.

How long will it take to charge my car?

The charging speed will depend on your vehicle model and battery rating. For example,

- 22 kW AC – we estimate that charging your battery from 20% to 80% will take between 2 and 4 hours
- 50kW DC – we estimate that charging your battery from 20% to 80% will take between 30 mins and 1 hour

Is there a minimum cost?

- There is no minimum cost when using a ScottishPower public charger.

Is there a subscription fee for using the app?

- There are no fees to use the app. It is free to download and free to use.

How much does it cost?

- The cost per kWh is displayed on the app or webpage (no connection fee, or monthly membership fee and no minimum fee) – you only pay for what you use.

What is a pre-authorised amount?

- When accessing charging via the QR Code, £45.00 will be reserved by us until the price payable for your charging session is debited from your bank account. This is not applicable when using the ScottishPower app.

How long can I stay at a charger?

- Drivers should check local restrictions for maximum dwell times. We would encourage you to move your vehicle once you have completed a charge to make the space available for other drivers.
- Drivers must adhere to any parking enforcements on the site where the chargers are located*.

*ScottishPower will not be held liable for any fines or penalties incurred for failing to obey site-wide parking restrictions

What charging connectors do you have on the ScottishPower units? Do I need to bring my own cable?

- Our Rapid chargers provide both CCS and CHAdeMO connectors (no cable required)
- Our Rapid chargers also offer AC charging (Type 2). It is advisable to carry your charging cable in your car at all times.
- Our Fast AC chargers require the user to provide their own charging cable (Type 2). It is advised that you always keep your charging cable in your car.

I have downloaded the app and added my payment details but now the charger screen is asking for an "Authorisation Key"/"RFID card" – what is this?

- Our chargers are designed to be controlled from your smartphone which means you do not need to touch the charger screen at all.
- If the screen is touched then a default message requesting an "Authorisation Key" / "RFID card" may be displayed, however this will not prevent you from starting the charge from your smartphone.