

# **Warm Springs/South Fremont Electric Vehicle (EV) Pilot Program**

## **Frequently Asked Questions** (updated 5/30/17)

### **What if I have comments or questions that are not addressed here?**

If you have additional questions or comments on the EV pilot program please email [BARTEVPilot@bart.gov](mailto:BARTEVPilot@bart.gov).

### **Where are the EV charging stations located?**

At the Warm Springs/South Fremont Station, 39 stations are located in the Fee parking area with signs designating the spaces for EV use (but you must purchase a permit in advance—see below). 3 stations are in the ADA Accessible lot. See [map](#) of the parking lot.

### **What is the cost to use the EV charging stations?**

Use of the electricity to charge your vehicle is free, but daily EV Charging Single Day Reserved permits are required (\$6.00 per day). Go to [select-a-spot.com/bart](http://select-a-spot.com/bart) to purchase permits. Print and display your permit on your dashboard. For ADA lot EV charging spaces, Daily Parking fees are required (\$3.00 per day). Remember your stall number and pay at the Add Fare Machine inside the BART station.

### **When is payment required for EV charging?**

EV Charging Single Day Reserved permits and ADA lot Daily Parking fees are required Monday through Friday from 4am to 3pm. Payment is not required on weekends and holidays.

### **How do I use the EV charging stations?**

Tap your ChargePoint card over the charging station's reader symbol to start a charging session. If you do not have a ChargePoint account, dial 1-888-758-4389 to begin a charging session. After authorizing, remove the connector from the holster and plug it into your EV.

### **Do I have to be a ChargePoint member to use the EV charging stations?**

If you do not have a ChargePoint account, dial 1-888-758-4389 to begin a charging session. It is free to become a member, so if you will use the EV charging stations at Warm Springs regularly you might consider becoming a member. To become a member, go to ChargePoint's [website](#).

### **Do I have to plug in my EV to use the EV charging spaces?**

Your vehicle MUST be plugged in while parked at an EV charging space on weekdays from 4am to 3pm. The connector must be removed from its holster and plugged into your vehicle. All vehicles that are not EVs and/or are not plugged in at designated EV charging spaces on weekdays from 4am to 3pm are subject to fines.

### **Do I have to reserve my EV charging station space before I arrive at the station?**

To be certain of having a space, your best choice is to reserve a spot. However, if you arrive at the station and decide to reserve please go to [select-a-spot.com/bart](http://select-a-spot.com/bart) to reserve, and write the permit number on a piece of paper to display on your dashboard.

### **Will the charger reach my car if my connection is on the side or in the back?**

Yes! The charging stations have 18-foot long cords and will stretch to reach the opposite side of the vehicle from the charging station, or the rear of the vehicle.

### **What if I have a monthly parking permit?**

At this time, to participate in the pilot program you must purchase a separate daily EV Charging Single Day Reserved permit for the days you wish to use the charging stations. Go to [select-a-spot.com/bart](http://select-a-spot.com/bart) to purchase permits. Print and display your permit on your dashboard.

### **What if I have already signed up for EZ Rider?**

At this time, to participate in the pilot program you must purchase a separate daily EV Charging Single Day Reserved permit for the days you wish to use the charging stations. Go to [select-a-spot.com/bart](http://select-a-spot.com/bart) to purchase permits. Print and display your permit on your dashboard.