

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

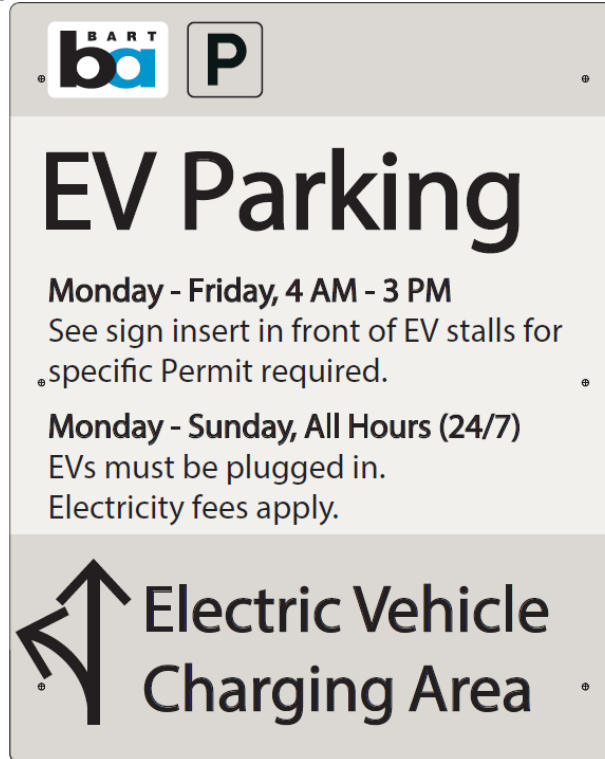
Frequently Asked Questions (effective 10/15/2018)

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.

Where are the EV charging stations located?

At the Warm Springs/South Fremont Station, 20 charging stations are located in the Electric Vehicle parking area with signs designating the spaces for EV use. 2 charging stations are in the ADA Accessible lot to the Northeast of the Warm Springs Station entrance. The entrance to the Electric Vehicle parking area will have a large sign as follows:

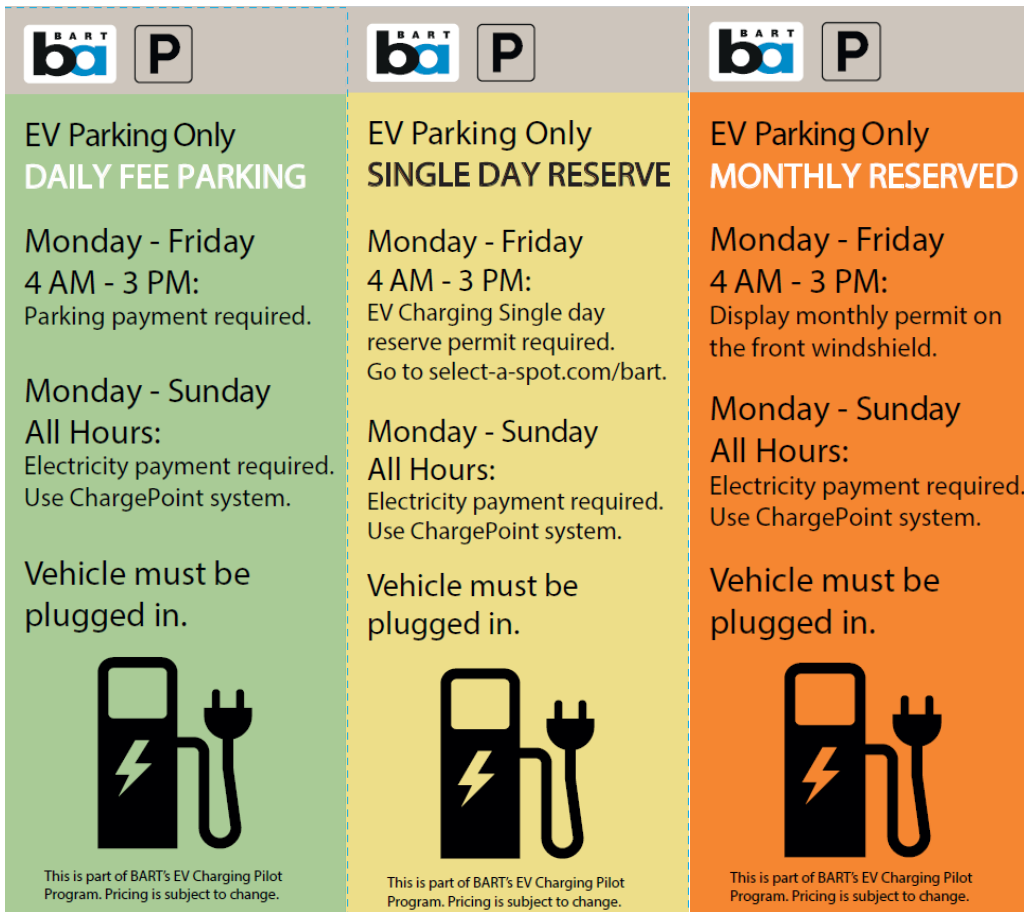


What is the cost to use the EV charging stations?

There are two separate costs to use the EV charging stations:

1. Use of the electricity to charge your vehicle is \$0.13/kWh and is paid using the ChargePoint charging station. EVs must be plugged in to use these spaces.
2. There are multiple options for the EV Parking permit, which is administered separately from the electricity usage fee:
 - 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.
 - For non-ADA EV charging spaces, you can choose from:
 - I. A Single Day Reserved permit (\$6.00 per day) is available for 12 EV charging spaces. Go to select-a-spot.com/bart to purchase permits. Print and display your permit on your dashboard. *[parking stalls with yellow sign in front]*
 - II. A Daily Parking permit is available on a first-come, first-serve basis (\$3.00 per day) for 24 EV charging spaces. *[parking stalls with green sign in front]*
 - III. An existing Monthly Reserved* permit can be used at 3 EV charging spaces. Monthly permits must be displayed on your dashboard of the designated EV charging spaces. *[parking stalls with orange sign in front]*

Look for the color-coded signs in the display window of the EV charging stations as follows:



*NOTE: Existing Monthly Reserved permit holders can park in the 3 designated EV charging spaces on a first-come, first-serve basis. There are no separate monthly permits for only parking in the EV charging lot. Monthly permits must be displayed on your front dashboard. Any monthly permit holders found parking in EV charging spaces that are otherwise designated (per the signage in front of each EV charging space) are subject to fines.

Example Scenario 1

On Monday night, you reserve a Single Day Reserved permit for Tuesday for your EV and print out your permit. On Tuesday, you park in one of the 12 designated Single Day Reserved spaces in the EV charging lot before 10 AM and display your permit on your front dashboard. You then plug in your EV and pay for electricity through the ChargePoint charging station.

Example Scenario 2

You're a Monthly Reserved permit holder and you drive your EV to the Warm Springs EV lot. When you arrive, you find that the 3 designated EV charging spaces for Monthly Reserved permit holders are all filled. You park your EV in a Daily Fee space and plug your EV into the charging station. You pay for the electricity (\$0.13/kWh) through the ChargePoint charging station and then use EZ Rider inside the station to pay for the Daily Fee (\$3.00 per day) with your Clippercard.

When is payment required for EV charging?

Parking permits (Single Day Reserved or Monthly Reserved), Daily Parking fee, and ADA lot Daily Parking fee are required Monday through Friday from 4 AM to 3 PM. Payment for parking is not required on weekends and holidays.

Electricity usage costs \$0.13/kWh and is required 24 hours a day, 7 days a week (including 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?

Yes. 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](#).

How do I pay for the electricity usage from charging my EV?

ChargePoint operates on a credit system. The first time you use a ChargePoint station with a fee, you'll need to enter payment information. ChargePoint will charge you \$10, keep that as a balance on your account and deduct your charging costs from it. Every time your balance goes below \$5 ChargePoint will add another \$10 using the payment method on file. (If you charge your EV a lot, ChargePoint will bring your balance up to your average monthly charging total instead of \$10.) If you cancel your account, ChargePoint will refund the remainder of your balance.

For the latest information on paying for electricity through ChargePoint or other charging station related questions, visit the [ChargePoint FAQ page](#).

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 24 hours a day, 7 days a week. 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 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. There are 12 spaces available for Single Day Reserve parking. Please go to select-a-spot.com/bart to reserve and print a copy of the permit to display on your dashboard. Alternatively, you may use your Monthly Permit at 3 designated EV charging parking spaces or pay for the Daily Fee permit at 24 parking spaces. Note that both Monthly Permit and Daily Fee EV charging spaces are available on a first-come, first-serve basis. Non-EVs or EVs found parked in EV spaces designated for a different parking permit are subject to fines.

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?

Effective October 15, 2018, 3 EV charging spaces will be designated for riders with a Monthly Reserved parking permits. Please be sure to display your monthly permit on the dashboard and pay for the electricity usage through the ChargePoint charging stations. These 3 spaces are available on a first-come, first-serve basis and monthly permit holders found parking in other EV charging spaces will either need to have either a Single Day Reserved or Daily Parking permit or be subject to a fine. Single Day Reserved permits must be displayed on your dashboard and can be purchased at select-a-spot.com/bart.

What if I have already signed up for EZ Rider?

Effective October 15, 2018, you have the option of choosing a Daily Parking fee to use 24 designated EV charging spaces. These 24 designated EV charging spaces can be paid for using EZ Rider. If you choose to reserve your EV charging space in advance, 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 to purchase permits. Print and display your permit on your dashboard.