



Electric Vehicle Charging Stations Frequently Asked Questions (FAQ)

How many charging stations does the City control?

The City controls two charging stations.

Where are the charging stations located?

The first charging station is located in the Old Worthington municipal parking lot at 44 W. New England Avenue. The second station can be found to the south of the main entrance of the Worthington Community Center, located at 345 E. Wilson Bridge Road. Both locations have been signed for now and the pavement will be painted green when the weather warms.

What types of chargers are they?

Both chargers are ChargePoint Express 250 stations. They are level 3 direct current (DC) fast chargers. The stations come equipped with both CCS1 and CHAdeMO connectors, and have a max output of 62.5 kW at each location.

How long will it take me to charge my vehicle?

It depends on your battery size! These stations are designed to provide 100-200 mile range in 30-40 minutes for many vehicles.

How much does it cost to charge my vehicle?

The City has set the initial price at \$0.10 per minute for the first 30 minutes, with prices increasing to \$0.20 per minute after the initial half hour. As the City starts to receive additional information from AEP Ohio on the cost of electric, this price will be adjusted to equal the City's cost of station ownership. This rate could include the cost of electricity, station maintenance, insurance coverage, and ChargePoint's 10% administrative fee. The City's desire is to set the rate at a price per minute that covers expenses without generating a profit.

How do I start a charging session or use 'tap to charge'?

For 'tap to charge' with the ChargePoint app installed, you can start a charging session by holding your phone over the reader symbol on the station. Make sure you have the app and are signed in to your account.

- iPhone: In the ChargePoint app, go to Menu, select Account and then Manage Cards. Pick "set it up," add your ChargePoint pass to Apple Wallet and tap your phone on the station to charge.
- Android: Enable NFC, turn your phone screen on and tap your phone on the station to charge.

Note: To use tap to charge, you'll need iPhone SE, 6, 6 Plus, 6S, 6S Plus, 7 and 7 Plus running iOS 10 or newer, Apple Watch Series 2, Series 1 and 1st generation or Android 4.4 or later with NFC.

You also have the option to start charging from the app. Choose the station and click the 'Start Charge' button.

Finally, if you are using your ChargePoint card, just tap your activated ChargePoint card (make sure it is activated) on the card reader symbol on the station.

Can I park in the spot reserved for electric vehicles if I'm not charging my vehicle?

No. Only vehicles that are charging may park in the reserved spaces. Violators will be asked to move and may receive a citation.

Is there a maximum amount of time that I can park in one of the reserved spaces?

If your vehicle is still charging, you may park in the reserved space. For most owners, this will be less than one hour.

What do I do if both charging spots are busy?

If all the charging spots are busy, don't worry—you have options. You can just click the 'Notify When Available' button on the station screen in the app and you'll be notified when the EV in the spot is done charging.

To help more drivers like you charge their vehicles, the City has enabled the waitlist feature to let you get in a virtual line for the charging stations. First, make sure to turn on notifications (in the app, go to the main menu and select Account, then choose Notifications) so we can send updates about your place in line. Here's how to get in line:

- When all stations are in use, click 'Join Waitlist' from the map view in the ChargePoint app (see below) or tap your phone or card at a station.
- When a spot opens up, the app will let you know with a text and/or app notification based on your preferences.
- Accept the spot and the app will hold it for you. Don't accept unless you can move your car right away.
- If you're busy, hit 'Snooze' to let the next person have the spot (but keep your place in line).
- If you don't need a charge anymore, just 'Leave Waitlist'.

While the City has not set a maximum charge time, it is anticipated that most vehicles won't take more than an hour or so to charge. Grab something to eat or drink (Old Worthington location) or take a lap on the track (Worthington Community Center) while you wait!

If you're already charging, you'll be notified when it's time to move your vehicle so someone else can charge.

I have a question or concern I'd like to share, who should I contact?

Please reach out to David McCorkle, Economic Development Director for the City. David can be reached at (614) 436-4518 or via email at david.mccorkle@worthington.org