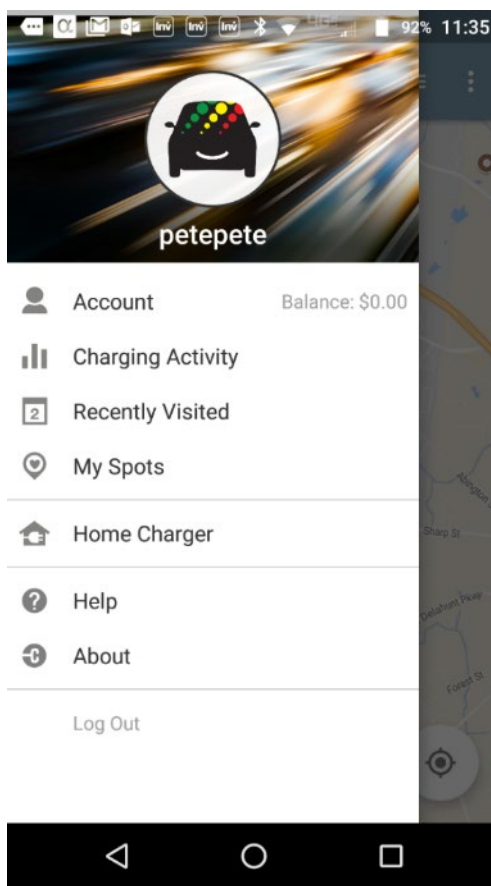


How to Join a Utility Home Charging Program

The “Connections” feature in the ChargePoint® mobile app is the process through which an EV Driver can request to join a utility program and share their Home charging station data and/or participate in a load management program. By completing this process, an EV Driver is specifically granting authority to the Utility to access all charging data and/or conduct load management on the Home station per the terms set by the Utility program. By accepting the request, the Utility is confirming the participant is an eligible utility customer.

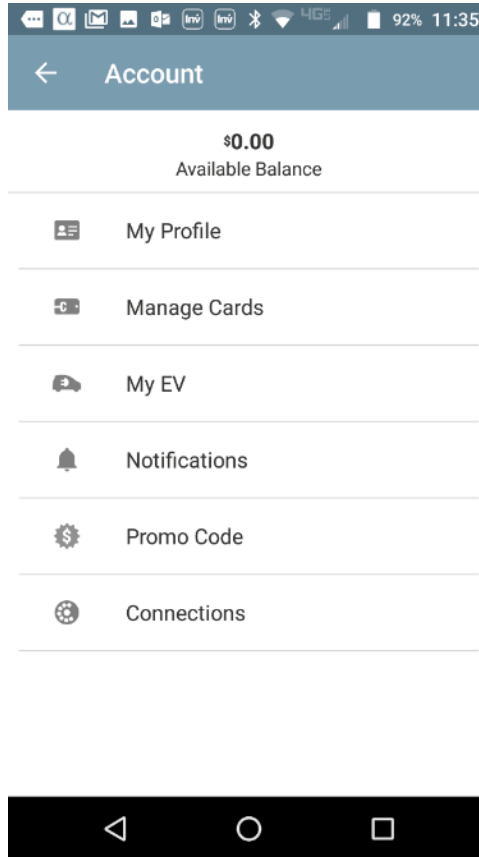
Below are the steps for submitting a “Connections” request using your ChargePoint® mobile app in order to join a Utility program. There are separate instructions on the last page of this document for submitting a connections request via desktop.

1. EV Driver researches and evaluates potential EV programs from their Utility. If applicable, EV Driver completes and submits any relevant program sign-up forms to their Utility.
2. EV Driver acquires and installs a ChargePoint® Home station.
3. EV Driver activates their Home station via the ChargePoint mobile app.
 - Follow these [instructions to activate](#) your charger.
 - Note that in order to activate a ChargePoint station, participant must also have a registered ChargePoint account (available at no cost via www.chargepoint.com/support/activate).
4. EV Driver submits a “Connections” request through the ChargePoint® mobile app:
 - a) Open the ChargePoint® mobile app
 - b) Select “Account”

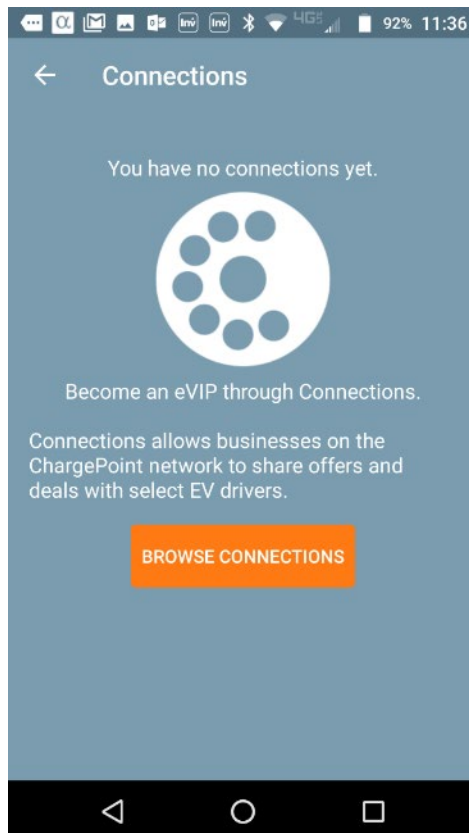


- c) Select “Connections”

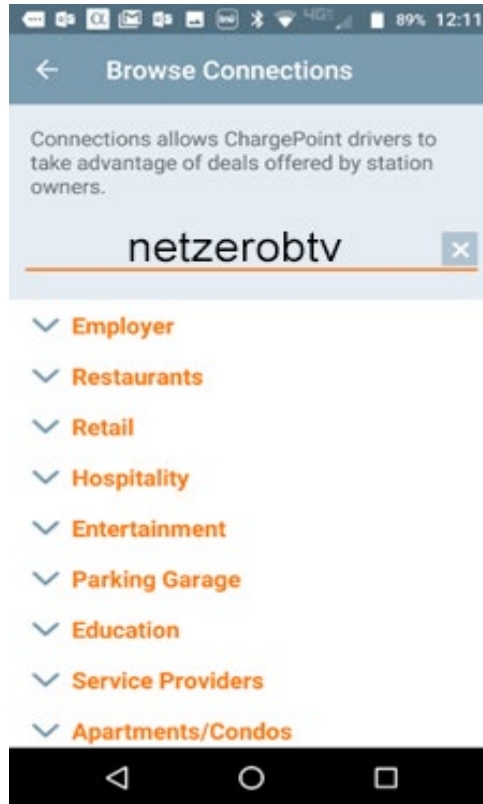
c) Select "Connections"



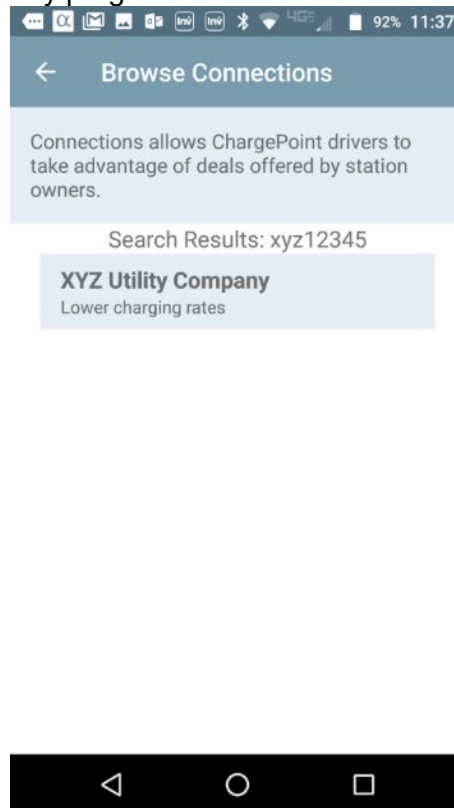
d) Select "Browse Connections."



- e) Enter the Connections code as provided by your Utility and hit "Search." Please enter in the exact spelling of the Connections code.



- f) Select the appropriate Utility program



g) Utility Program Details

- Enter required information
 - Typically, this is the participant's utility account number
- Read and agree to ChargePoint® Connections Terms & Conditions
- Read and agree to the Utility's Terms & Conditions
- Click Submit Request

XYZ Utility Company

Offer Details
Lower charging rates during Off-Peak

Eligibility
Home Program Participants

Required Information
Program # (or other Utility req)
456321

I agree to the ChargePoint Connections [Terms and Conditions](#).

I agree to the XYZ Utility Company [Terms and Conditions](#).

SUBMIT REQUEST

h) Once the connection request has been submitted you will see a status of pending

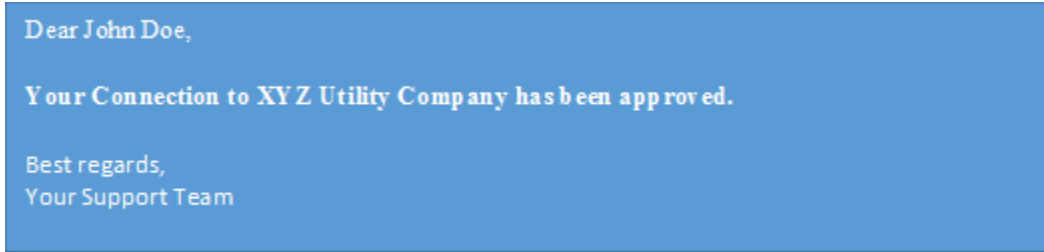
Connections

Pending

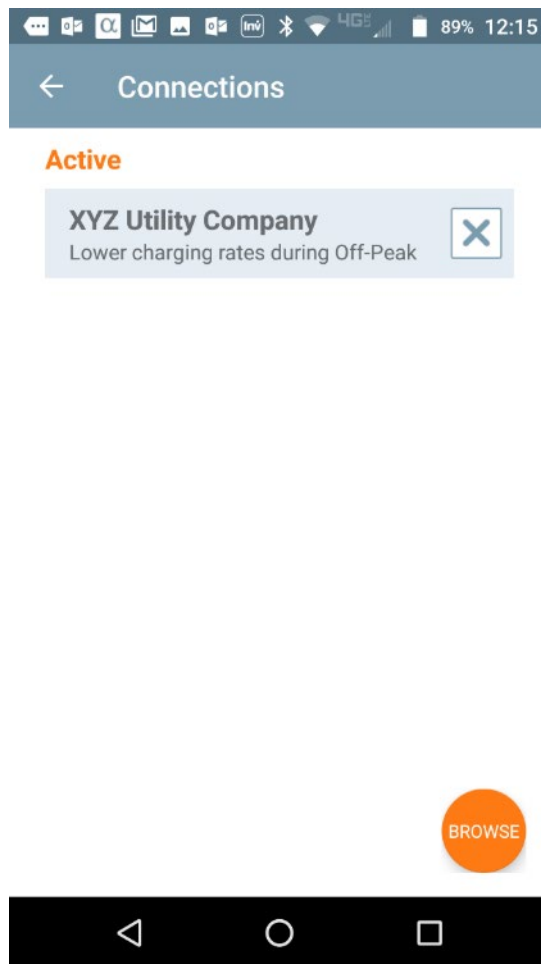
XYZ Utility Company
Lower charging rates during Off-Peak

i) The Utility will receive an email from ChargePoint® Support stating a driver submitted a connection

request. Once the Utility approves a driver connection request, the driver will receive an email stating their request was approved.



- j) The EV Driver will see in the mobile app their "Connections" request is now "Active". The associated Home station is now linked to the Utility program.



Desktop Connections Request Process

Instruction to Drivers:

1. Log in or Sign Up for ChargePoint account (if you already have an account, go to step 3)
2. How to Sign Up for ChargePoint account:
 - a. ChargePoint website at www.chargepoint.com
 - b. ChargePoint Mobile App on iPhone or Android
3. Connecting to _____
 - a. Click on Connections tab
 - b. Locate Connection Code field (see below image)

Got a Connection Code?

If you've been provided a Connection Code by an organization (such as your employer), enter that code here to make their Connection offer visible to you.

Apply

Enter your connection code

- c. Enter Connection Code provided by the Utility and click Apply
- d. Request connection prompt will appear, click Request

Organization	Benefits	Available To	Information Required	Connect	Status
ChargePoint Headquarters	Preferred Pricing	ChargePoint Employees	Last 3 digits of Employee ID	<input type="button" value="Request"/>	

- e. Click Request Connection, enter in required information (normally a utility account number), then read and agree to associated terms and conditions (example below; actual details will vary).

Request Connection

Available to
ChargePoint Employees

Benefits
Preferred Pricing

Last 3 digits of Employee ID

I agree to the ChargePoint Connections Terms and Conditions [?](#)

- f. The Utility will receive an email from ChargePoint® Support stating a driver submitted a connection request. Once the Utility approves a driver connection request, the driver will receive an email stating their request was approved.

Dear John Doe,

Your Connection to XYZ Utility Company has been approved.

Best regards,
Your Support Team

- g. The EV Driver will see in the mobile app their “Connections” request is now “Active”. The associated Home station is now linked to the Utility program.

