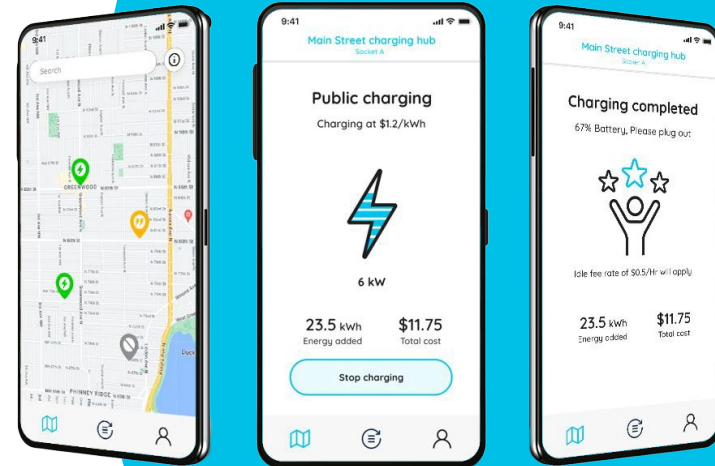


metroEV

Smart, Simple Stable EV Charging Solutions

Public charging user guide



EVRoaming
Foundation
Member



www.metroev.ca

Download the App

It all starts in the App store

Search for "metroEV" in Apple App Store or Google Play Store.

Or scan this QR code with
Your phone's camera:



Download on the
App Store

GET IT ON
Google Play

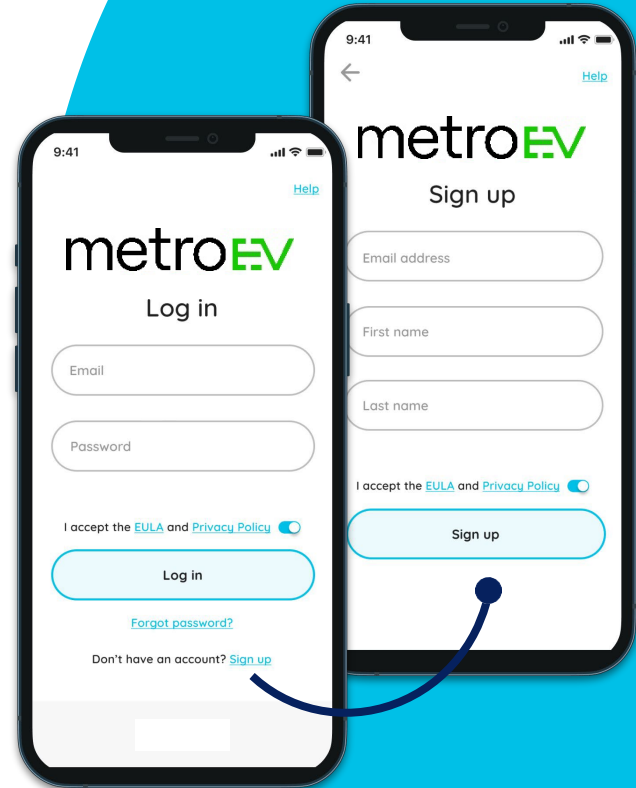
www.metroev.ca

Sign-up

Quick registration and you're in

For registration, please follow the next steps:

1. Click on the "Sign up" option on the main screen.
2. We'll email you a temporary password for the first login.
3. When prompted, please replace the temporary password with a more personal and secure password of your choosing.

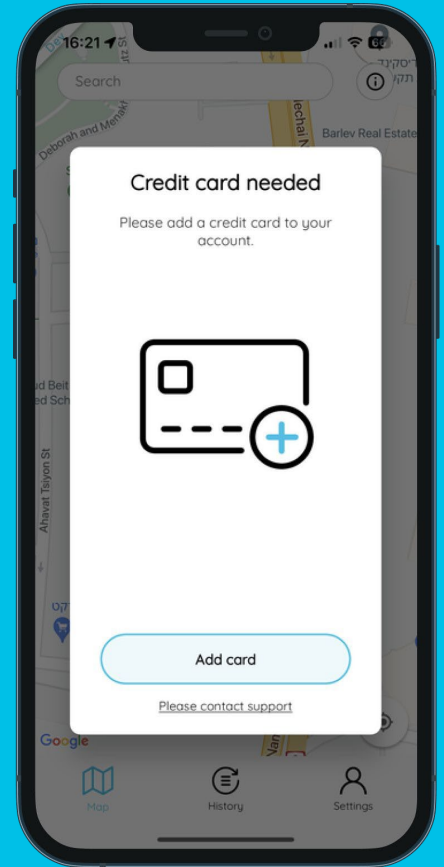


Provide a payment method

You gotta pay to play

You must have a valid payment method on file to avoid charging disruptions.

Once your card information is provided, you can start charging!



The Menu

Navigate easily

The menu bar view depends on the capabilities provided by your operator.



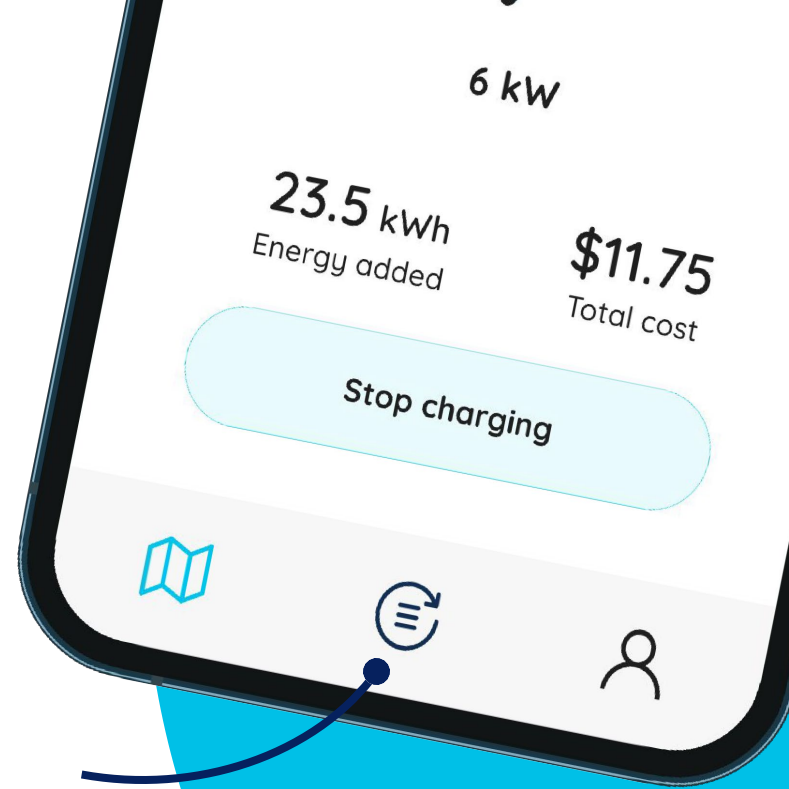
Map: Displaying charger locations for other chargers you have access to.



History: Shows your transaction history.



Settings: Displays driver, charger, payments, language settings, as well as support information.



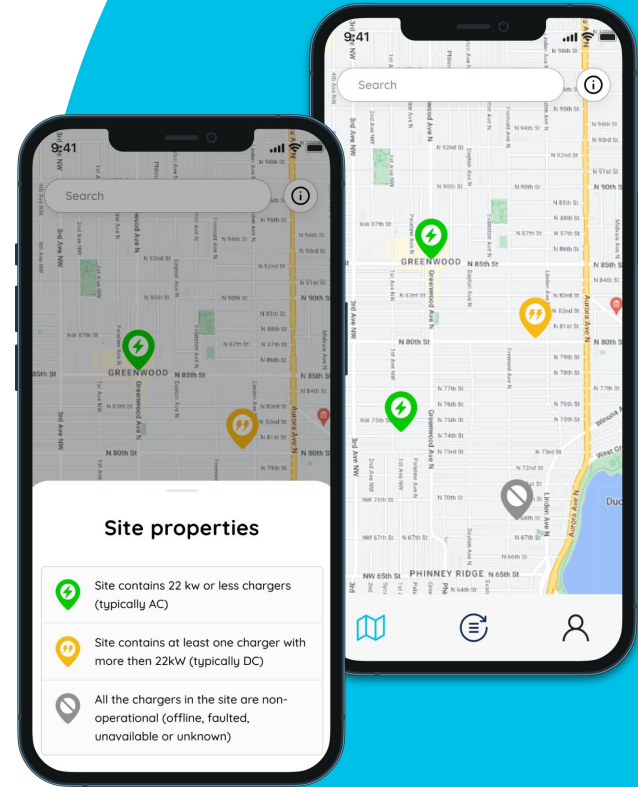
Are we there yet?

Charge away from home

The metroEV map will display public charging stations for directions and easy access.

The map tab displays all chargers available for you to use. Simply navigate to an available (green pin) charger and click its pin to start charging.

Charging costs will be added to your monthly bill.

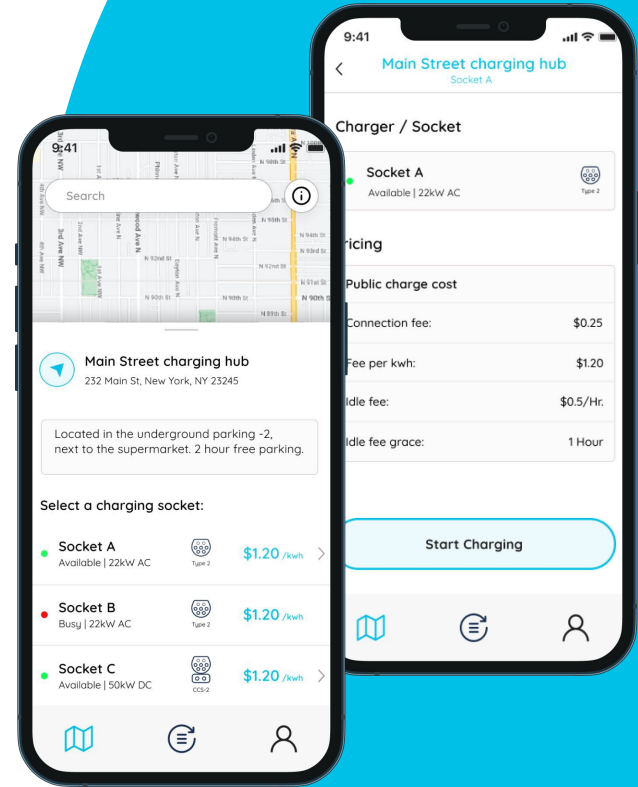


Clear, transparent pricing

Transparency is the key

Once you have selected a charging station, you'll have a clear view of available sockets. Pick one to view the charging rates.

To proceed with charging your vehicle, click on the "Start charging".



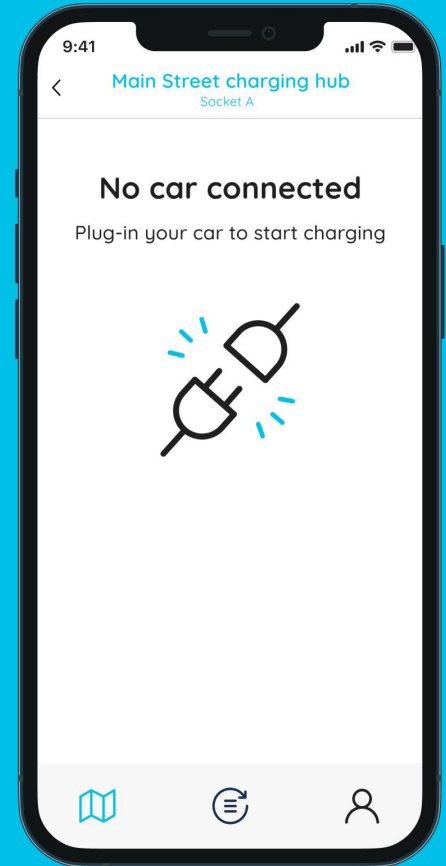
Ready.. Set .. Go

Getting ready to charge

If your vehicle is not yet connected, the app shows the following status:

No car connected: The charger is ready for use, but no vehicle is connected.

Simply plug in your vehicle to move to the next step.

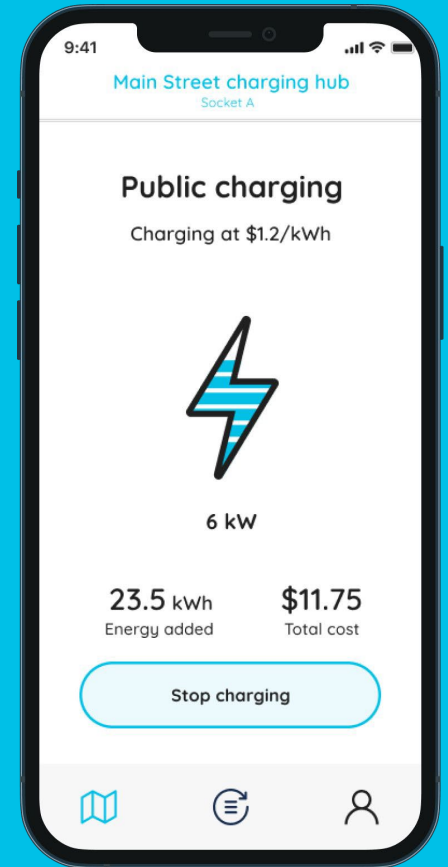


Let's charge

Let the energy flow

When charging initiates, the screen displays the following information:

- Real-time charge rate (kW).
- The energy (kWh) provided during this charging session.
- The charging cost so far.

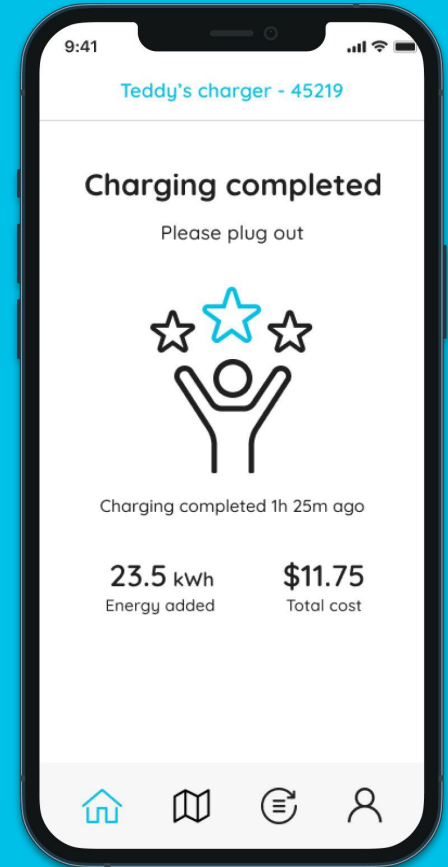


We're done

Charging completed

When the battery is full, a push notification is sent to your phone and the app shows the following information:

- The energy (kWh) added during the session.
- The total charging cost.

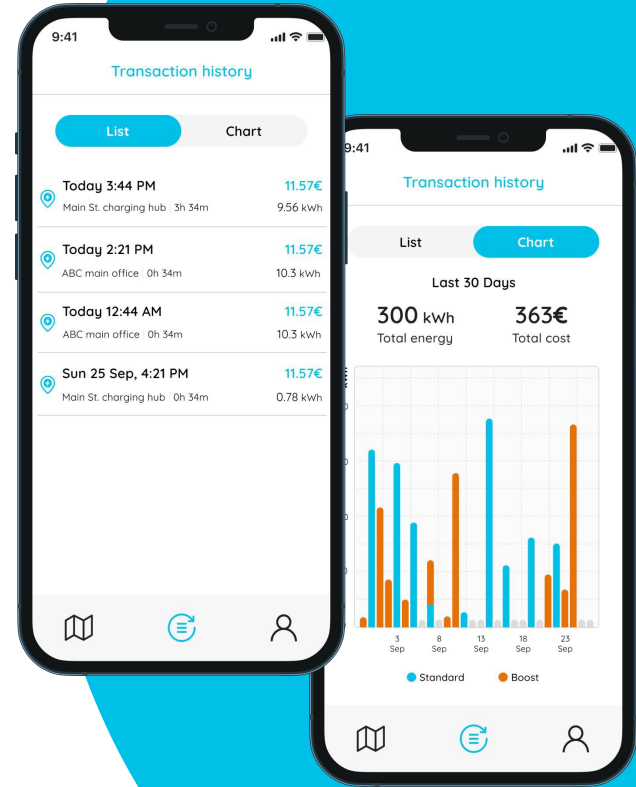


Know your past

Your transaction history

This is where your previous transactions are displayed. You can view them as a list or a chart. Each transaction shows:

- Plug-in time.
- Charging location
- Net charging duration.
- Amount of energy added (kWh).
- The cost of the session.

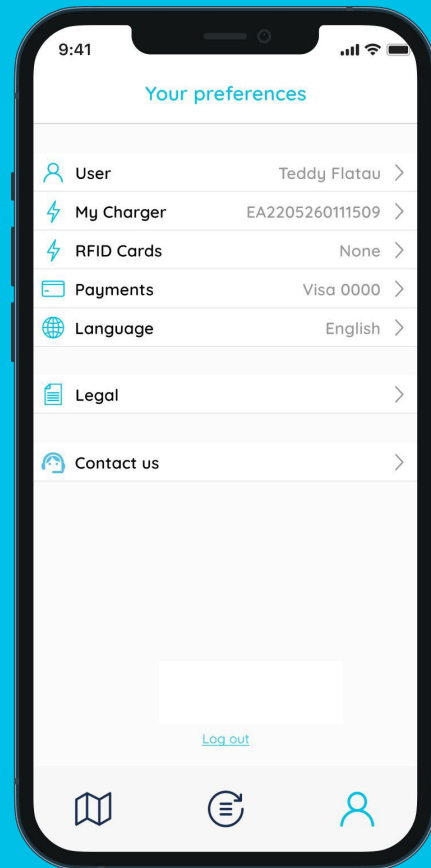


Your preferences

Control your experience

The settings screen displays the following:

- **User:** Your name and details.
- **My charger:** Information about your private charger.
- **Payments:** Your payment card information.
- **Language:** Choose your app language here.
- **Legal:** Review important legal documents such as the End User License and our Privacy policy.
- **Contact us:** Chat with our support agents



Know what you pay for

Your statement

Every month, a statement is sent to your mailbox and your card is billed for the amount due.

Your statement contains an itemized list of all charges in your account and is very easy to understand.

1.5.2022

metroEV

To
John Doe
320 Main st.
New York, NY

Monthly statement for EV charging in - Main Plaza Parking - Parking spot 323A

For the period between: 1 Jan 2022 - 31 Jan 2022

Item	Amount
Previous balance	\$ 0.00
Monthly fee	\$10.00
Charging fee (see below)	\$ 42.58
Amount due	\$ 52.58

The amount due will be charged to your card ending in 4985.

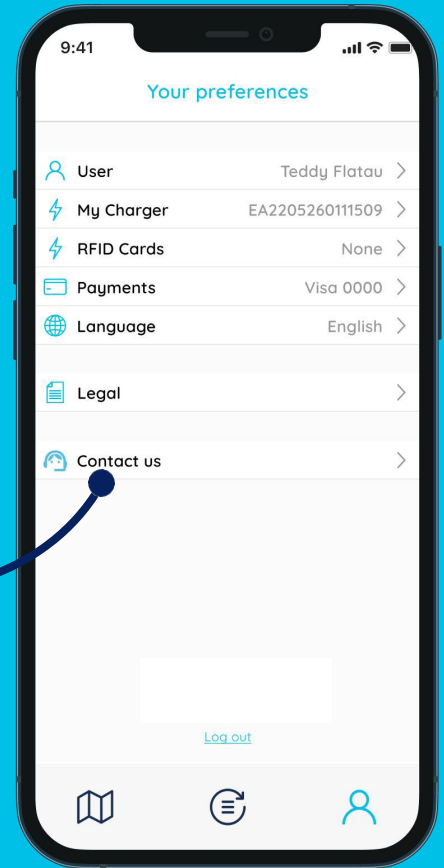
Charging fee details

Type of charging	Plug in time	Energy [kWh]	Price per kWh	Total charging cost
Standard	1.1.2022 16:30	36.00	\$ 0.14	\$ 5.04
Standard	10.1.2022 19:23	48.53	\$ 0.14	\$ 6.79
Boost	15.1.2022 16:07	52.23	\$ 0.59	\$ 30.81
Total charging cost				\$ 42.58

We're here for you

Contact us for anything

Use the 'contact us' button to chat with our agents or call us at 833.882.1713. We'll be glad to help.





“Smart, Simple, Stable EV
Charging Solutions.”

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Markham, Ontario
L6G 1A7

Telephone: 905-946-1713
Support Line: 833.882.1713
Email: support@metroev.ca

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