

## FREQUENTLY ASKED QUESTIONS FOR SMARTCHARGE: EV CHARGING ASSISTANT REWARDS

### **1. What is an interruption?**

- Your vehicle is programmed to avoid charging during a set period daily, often 3:00 p.m. – 11:00 p.m. An interruption occurs when you opt out of this charging schedule by selecting “Charge Now” in the Charging Rewards mobile app, your vehicle’s original equipment manufacturer (OEM) app (as applicable), or other third-party software. An interruption can also occur if you un-plug your vehicle and immediately re-plug it in during the time when charging is being deferred.

### **2. Am I allowed to interrupt my charging schedule in the SmartCharge: EV Charging Assistant Rewards program?**

- You are always allowed to interrupt your charging schedule for any reason. At this time, there are no penalties for interruptions in this program.

### **3. If I need to, how do I opt out or interrupt my charging schedule?**

- If you need to charge right away, you can:
  - i. Select “charge now” via the EnergyHub Charging Rewards app or your OEM app (as applicable), or
  - ii. Unplug your vehicle and plug it back in.

### **4. How many interruptions are acceptable within a month? Will I be removed from the program or become ineligible based on a certain number of interruptions?**

- You will receive an email communication after multiple interruptions to encourage you to minimize opt-outs. However, at this time, there are no penalties for interrupting your charging schedule, and you will not be removed from the program for any number of interruptions.

### **5. If I plug in my charger prior to an event and unplug during the event, will this count as an interruption?**

- No, this is considered normal use of your vehicle. An interruption is only registered if one of the following occurs:
  - i. The vehicle’s charger is unplugged and then plugged back in while the vehicle remains at home.
  - ii. You click “Charge Now” in your OEM (as applicable) or Charging Rewards app.
  - iii. Third-party software interferes with charging schedules.

### **6. If I plug in for the first time during the hours of an event, will my charging be adjusted by the event?**

- Your charging will be paused if you plug in during an active event, unless you choose to override the event and select “charge now.”

**7. Will modifying any charge settings in the Tesla app or other third-party charging apps while charging is paused for an event cause an interruption?**

- Yes, if it affects the charging schedule.

**8. What communications will I receive about interruptions?**

- After three interruptions in a calendar month, you'll receive an email.

**9. Where can I reach out for more information on interruptions?**

- For any further questions, please contact  
[apssmartcharge@energyhub.com](mailto:apssmartcharge@energyhub.com).