Office of Energy and Climate Change

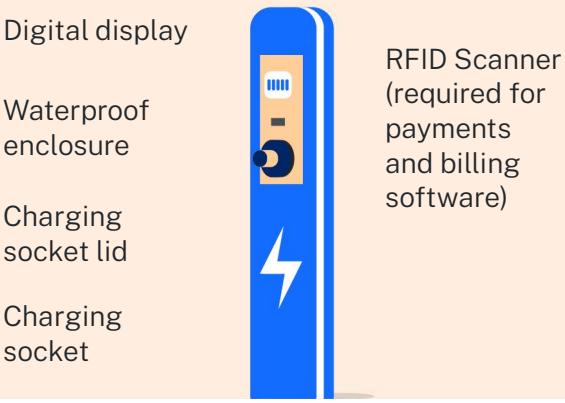
How to operate and manage your EV charger

EV destination chargers are simple devices that do not require significant maintenance to operate. Like any other electrical asset, you should check the maintenance requirements. The following information can help you better understand and prepare for operating and managing an EV charger.

Operating your EV charger

- Notify EV drivers that they can charge at your destination by uploading your EV charger information and location to an online EV charging map.
- Ensure your EV parking spots are accessible, i.e., keep the dedicated charging space and surrounds, clean and clear for drivers and passengers to move around their vehicle with ease.
- Familiarise yourself with the operational procedures for your charger. It is also beneficial for you (and your staff) to practice:
  - using the charger
  - using any associated mobile apps to promote your charger
  - checking your EV charger for maintenance requirements
  - processing service payments.

Typical AC destination charger and plug



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Managing your EV charger

- Read and follow the manufacturer's operating instructions and address any relevant warranty requirements following the installation of your charger.
- Regularly check your EV charger for visible damage or excessive stress on the charging socket.
- If using a software subscription with your charger, check the performance of your charger online, including checking for any faults or issues that need addressing.

EV driver benefits

- Provides charging information to the driver, such as time taken to charge, amount of charge added, current battery status.
- May allow the EV driver to start or stop their EV charging session remotely.
- May allow the EV driver to see your site and its availability status on their mobile charging app before arrival.

Destination site benefits

- Receive an energy use breakdown, charging history, usage patterns and billing information to better understand your service.
- Remotely monitor and control the charger.
- Configure and monitor systems have the capability to automatically control the EV charger power output to ensure circuit and site energy limitations are not compromised.

This guide is part of a suite of EV destination charging grants supporting documents found at energysaver.nsw.gov.au/EVdestinationgrants.

Tip

In Australia, most electric vehicles use what are called 'Type 2' plugs for AC charging.

Your EV charger may not come with a fixed charging cable as it is common practice for EV drivers to bring their own cable and plug-in to the destination charger's socket upon arrival.

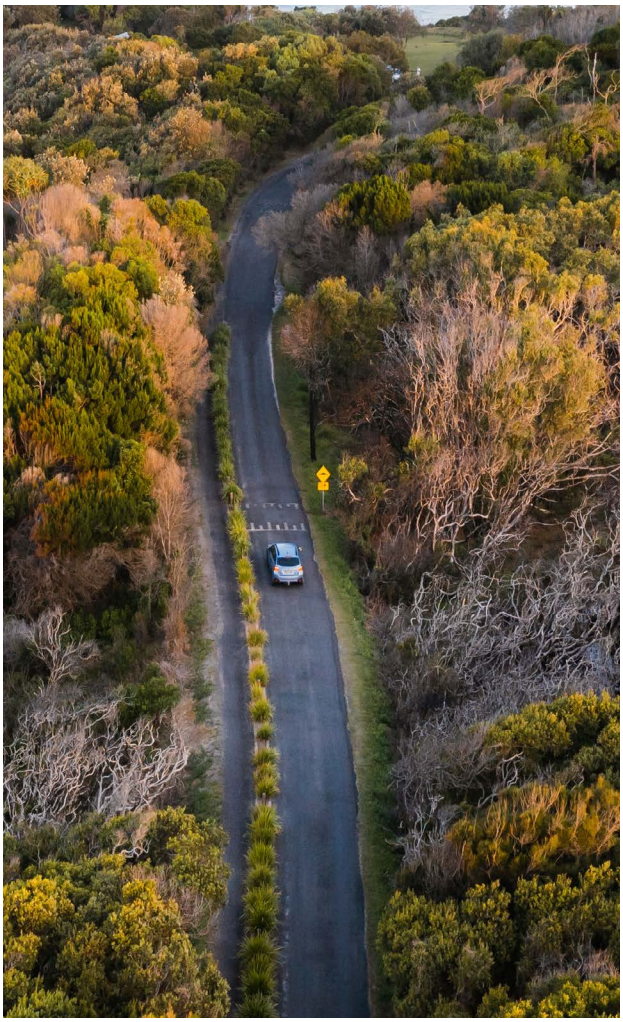

Image courtesy of Destination NSW.