

## FREQUENTLY ASKED QUESTIONS

### ELECTRIC VEHICLE CHARGING STATIONS AT OAKLAND INTERNATIONAL AIRPORT



#### **Are There Fees to Charge an EV?**

No. At this time, EV charging is FREE at Oakland International Airport.

#### **Do EV Drivers Get a Discount When Parking at OAK?**

No. At this time, standard parking rates apply when parked in EV stalls Oakland International Airport.

#### **Is There a Limit on How Long I Can Park My Car in an EV Stall at OAK?**

No. At this time, there is no limit on how long you can park in an EV charging stall at Oakland International Airport.

#### **If I want to Charge My Car in the Premier Lot Using the Level One Outlet, Do I Need to Provide My Own Cord?**

Yes.

### May I Park My EV in a Designated EV Stall and Choose Not to Plug In to Charge?

Yes. For the time being you may, but this may change. OAK prefers if you plug in so that our infrastructure indicates it is in use for customers that may be viewing availability on the Chargepoint website.

### What Kind of Charging Stations are Available at the Airport?

- Two types of new generation, J-1772 compliant Electric Vehicle Charging Stations: ChargePoint by Coulomb Technologies; and Clipper Creek.
- Legacy SPI (Small Paddle Inductive) Charger by MagneCharge (Economy Lot only).

### Where and What Type of EV Charging Stations are Available at the Airport?

LOT	EQUIPMENT LOCATION	CHARGER TYPES	# STALLS	COST
<b>Premier</b>	Front row near crosswalk to Terminal 2 (Southwest Airline's) baggage claim	7 - J-1772-compliant Level 1 (120V) and 8 - Level 2 (208V)	15 (including 1 ADA accessible stall)	FREE
<b>Daily</b>	Section L 6 in back of the Parking Office building	2 - J-1772-compliant Level 2 (208V)	2	FREE
<b>Economy</b>	Section M 1, closest to John Glenn Drive / Alan Shepherd Way intersection	2 - J-1772-compliant Level 2 (208V); and one legacy SPI Charger (208V)	2	FREE

### What Other Benefits Do EV Customers Receive at Oakland Airport?

PREMIER LOT: EV customers can enjoy FREE EV charging in addition to PRIORITY PARKING closest to the Terminal and AMBASSADOR SERVICE which includes free newspapers, bottled water and a pass for the fast Premier Lane at the Security Checkpoints.

DAILY AND ECONOMY LOTS: EV customers can enjoy FREE EV charging in addition to parking in close proximity to the Terminals.

### How Do I Charge my EV?

The Clipper Creek charging stations are open and accessible at all times. Remove charging plug from holster and plug in car.

The ChargePoint charging stations can be accessed by using one of the following 3 methods:

1. An RFID-based ChargePoint card
2. Contactless Credit Cards, such as MasterCard PayPass™, Visa PayWave®, etc.
3. Phone call to the customer service number on every ChargePoint charging station

Once a charging session has been initiated, the unit will unlock and the driver can remove the charging plug from the holster in plug in car for Level 2 charge, or open hatch to reveal charging receptacle for travel cord.

### How Do I Obtain a ChargePoint Card?

A ChargePoint card may be obtained for a small fee by creating an account on-line at [www.chargepoint.net](http://www.chargepoint.net).

**How Long Does it Take to Sign Up for the Service (method #3 above) at the Unit when you don't have an active RFID card?**

Varies depending on call volume, but should not take more than a few minutes.

**What Happens When a Battery Is Fully Charged?**

The charging unit will automatically shut off.

**What Happens When a Plug Is Removed?**

If you are signed up for Notifications from ChargePoint, you will receive a message when the charge plug is removed. A new EV charging session must be initiated to begin charging.

**How Do Customers Troubleshoot or Request Customer Service?**

Call the toll-free number located on the charging station.