



Electrify your **EV**

EVFY FAQs

- 1. What is the difference between a Level 1 and a Level 2 home charger?**
A Level 1 charger comes with the purchase of your vehicle and plugs into a 120V outlet. A Level 2 charger requires a 240V and requires a certified and insured electrician to conduct the installation.
- 2. How much faster will a Level 2 charger charge vs. a Level 1 home charger?**
A Level 2 charger puts approximately 30-35 miles on your car every hour vs a Level 1 that puts approximately 1-4 miles on your car every hour.
- 3. How do I qualify for installation?**
EVFY customers must be a homeowner (or condo/townhome owner with written HOA approval) with a purchase or lease of an electric vehicle and drive at least 8,000 miles a year.
- 4. If I am a renter and get landlord approval, can I be installed?**
Yes, however, homeowners/landlords will have to provide written permission and an HOA written email or letter for HOA approval if in a condo or townhome. In addition, the homeowner must be the official customer for the installation and sign the free lease for the charger and be responsible for the full terms of the lease.

EVFY cannot install in high-rise apartment buildings.

5. What if I live in a mobile home and own my home?

You are not eligible for this offer. Currently, EVFY does not install mobile homeowners on rented properties.

6. Do you install Level 2 chargers if I own/lease a hybrid/plug-in vehicle?

Yes, hybrid/plug-in vehicles are currently eligible if you drive at least 8,000 miles per year.

7. How many miles do I have to drive per year in order to qualify for a Level 2 installation and why?

Customers must drive at least 8,000 miles per year as EVFY reports kWh data to utilities in order to prepare for more EVs on the road and to build the electrical infrastructure in order to avoid community blackouts. The utility companies need enough EV driving data to accomplish this goal.

8. What is the first step for installation? And what is involved?

The first step is to provide photos and information for EVFY to review with installers; once completed, EVFY will schedule a virtual walkthrough of your property in order to visually see where to install the charger, relative to where your electrical panel is located. Once this is done the electrician will have a good idea of the job that needs to be done and can advise EVFY if the install should be a standard install (includes 20 ft of conduit) or a special install, which means more conduit is needed beyond 20 feet or perhaps an electrical panel upgrade is needed prior to install.

9. Can EVFY install Level 2 chargers anywhere in California? What about out of state?

EVFY works with installers across the state, however, we do not cover every single county or town in California; if there is not an available installer in your area, we encourage customers to help us find a local installer that EVFY will vet to ensure they are properly certified with a license and have the adequate amount of insurance; we will work with and pay the installer directly for the installation service.

We currently do not provide installation services outside of California.

10. What happens if I am outside of EVFY's install coverage area?

You are welcome to buy the charger from EVFY at a discount and find your own electrician to install the Level 2 charger.

11. Can I hire my own installer?

Customers can help EVFY find a local installer in your area but not hire their own installers to install the EVFY Level 2 charger. All installers that install the EVFY Level 2 charger via the EVFY free lease program must be vetted by EVFY and work directly with EVFY; this also includes a trained installer to connect the EVFY charger to our charging dashboard.

12. What is the brand of chargers that EVFY installs and the number of amps?

EVFY provides a Juicebox 40 AMP charger.

13. Does EVFY install at commercial sites?

Yes, EVFY does handle commercial installations and will work with management to ensure proper permits are obtained for approved installations.

14. Can EVFY install commercial Level 2 and Level 3 chargers at commercial sites?

Yes, EVFY will install commercial Level 2 chargers and Level 3 charging stations and will provide full estimates for approvals and timing for each type of service.

15. How quickly can EVFY book my installation?

EVFY has a process for installations that includes obtaining your information and photos of where you would like the charger installed; there is a virtual walk-through process with a certified installer to get a better sense of the installation job; once this is completed, a free EV lease is signed, and any estimates are approved and invoices paid, EVFY will apply for your town permit and book the installation. This process moves as quickly as the customer is willing to provide all relative information; although there are instances where EVFY must wait until the town is ready to provide permit approval and sometimes this process can take weeks.

16. What if I cannot do the installation right away? Can I come back at a later time and still get the current limited time offer?

EVFY will provide whatever offer is available when the customer is ready to begin the installation process. All offers are limited time offers and subject to change at any time.

17. What determines if I am a standard install or a special install?

Standard Install =

EVFY provides installation service for the Level 2 charger basic installations (no electrical panel upgrade). The electrical panel should be in the garage or a short distance from where the customer wants the Level 2 charger installed; the location of the charger should be no more than 20 ft. from the electrical panel.

Special Install =

If the customer's electrical panel needs an upgrade, or the electrical panel is more than 20 ft. from where the charger will be installed, and the installer must go under the house, through the attic or up, down, around the house to run conduit to get to the charger, then this would be deemed a special install.

- This also includes if the installer needed an additional installer to help him at an added cost of no more than \$250
- This also includes if the customer is 'out of install' area and would require extra trip charges to travel extra distance to customer; EVFY's extra trip rate is \$200
- This also includes if more materials are needed to complete the installation
 - The installer will provide EVFY an estimate that outlines the cost for the special install
 - EVFY will provide the customer with the estimate for written approval
 - Upon written approval via email by customer, EVFY will move to the next step in the installation process

18. Can I get my own installer to do the special installation work prior to an EV charger install?

Yes. If a customer needs a new electrical panel, or an additional running of conduit, etc., the homeowner has the discretion to use other installers for that work; this must be done prior to an EV charger installation.

19. How many amps and how much voltage will I need to have the charger installed at my home?

You will need a 50AMP breaker with a panel up to 200A.

20. What if I need a panel upgrade?

The city will be notified to perform a “meter spot” in which they come out to your property to approve a new place for your panel. The electrician then quotes the installation job.

21. What is the average cost of a special installation and what does it include?

A special installation varies by customer. This is the reason that EVFY conducts a virtual install (and sometimes a site walk) in order to determine your special house makeup and installation needs.

22. Will I receive an estimate breakdown of my full special installation cost?

Yes, EVFY will provide an estimate that explains your Level 2 charger in detail.

23. Once installed with a Level 2 charger, how long will it take to fully charge my car?

Depending on the type of EV you have and the size of the battery, the Juicebox 40 AMP will put approximately 30-35 miles on your car every hour.

24. Will EVFY be able to see my charging data? How and why? What will EVFY do with my charging data?

Yes, when EVFY connects your EV charger to your WIFI, EVFY will also connect your charger to our EV charger dashboard. EVFY collects this data because of partnerships with utility companies to continue to see the EV charging trends and to be able to adequately build the EV electrical infrastructure so that communities can avoid blackouts. EVFY never shares any data other than the charging data with the utility companies or any other 3rd party.

As a result of EVFY being enrolled in state energy programs, EVFY is provided with a minimum fee for reporting how much electricity flows through our EV chargers. This small fee helps EVFY offset the costs of providing free or low-cost chargers and installations.

25. When do I pay for the installation?

EVFY provides an invoice for the services, after the free lease is signed and the installer has deemed your installation as a standard install; if it is a special install then we will provide a detailed estimate for written approval; upon approval, EVFY will provide an invoice to be paid prior to obtaining your town permit; once paid we will apply for the permit and book the installation.

26. How am I billed? And how can I pay for the installation?

EVFY will send an invoice to your email; customers may pay with a credit or debit card.

27. If I can't afford the full payment, can I pay in installments?

Unfortunately, at this time, EVFY does not offer an ongoing payment plan.

28. What happens if I own a condo or a townhome? Can I still be installed?

Yes, customers can still be installed if you live in a townhome or condo; all owners are required to provide EVFY with a written HOA approval. There are also special instances where it is just not feasible to install in a townhome or condo because of a small panel and this would be determined by our installer when the virtual walk-through or site visit is conducted.

29. What happens if I live in a condo or townhome and the HOA will not approve my installation?

In this case, EVFY would not be able to provide you with installation services at this time.

30. Can I still install the Level 2 charger without HOA approval if I take full responsibility?

No, EVFY needs approval from HOA to move forward or your town will not approve your EV charger permit; the installer can also lose his license if the work is completed without formal written approval.

31. What is a virtual walk-through? How long does it take? Can I do it after work hours?

A virtual walkthrough is a call over Zoom with an EVFY electrician and takes about five minutes. The purpose of this call is for the EVFY installer to get a bird's eye view of your space. Normally, EVFY electricians are not available for a virtual walkthrough after work hours; however, at times, they might agree to do them in the evenings or weekends.

32. What happens if the installer can't get enough of what he needs from the virtual walkthrough?

In this case, the installer will perform a physical site walk of the customer's property. Please note when site walks are canceled within 48 hours, there is a \$50 fee.

33. What happens if I need to cancel or reschedule the virtual walk through or a site visit at my home?

If you must cancel or reschedule your appointment, you can let your EVFY representative know at least 48 hours before canceling. Otherwise, there is a \$50 cancellation fee for canceled or rescheduled appointments.

34. If the installer determines that I need a meter spot check at my home, what is that and what do I do to get this done?

When a contractor or homeowner plans to install a new residential service panel, they must first request a meter spot. Meter spotting is a free service that the utility company provides to contractors and homeowners. A meter spot will verify the correct placement of a new electric service panel.

35. What happens if it is determined that EVFY is not able to install on my property after the virtual walkthrough?

EVFY can provide a discounted EV Level 2 charger for purchase; in this case you will own the charger outright and not have to provide a WIFI connection for EVFY to see your charger data or be locked into a free lease for the charger.

36. Do I have to pay for a town permit? If so, what is the cost?

Town permit fees vary by town. There are towns that provide the costs online and some towns will only provide estimates or no information until you show up to pay for the permit in person. Upon approval of the estimates, EVFY will apply for the permit and bill you for the full permit cost and processing fee along with the installation cost prior to installation.

37. Who gets the permit for my Level 2 charger and what does it involve?

EVFY currently handles the processing and paperwork for your town permit. This involves putting together a permit package and going to the City Hall to pay for the permit. Customers may opt in to handle the permitting logistics themselves, which often times helps the process move along more quickly and customers can save money on the \$50 processing fee.

38. Can I get my own permit, or can I skip the permit step?

Customers can certainly get their own permit; our recommendation is to call your local town department of building and safety to understand all the required paperwork required before you show up at the department to pay your permit bill.

EVFY does not allow for customers to skip this installation step of getting a town permit; installers can legally lose their licenses for installing a electric vehicle Level 2 charger, and this is allow required for a post install town inspection, that is part of the permit process.

39. Who will come to my house for the installation?

EVFY works with certified and insured electricians that are vetted through our process, prior to installation at your residence.

40. How long will the installation take?

On average, a standard installation will take between 2-4 hours. If the installation is a special installation, the number of hours will be determined by the installation job to be done. On average this can take between 4-5 hours.

41. Does someone have to be home during the installation?

Yes, an adult is required to be home during the full installation.

42. Will I have to sign any paperwork during the installation?

If applicable, EVFY will require customers to sign a rebate form relative to the EV Level 2 charger.

43. Why is there a 'free' lease and what does it involve?

EVFY offers five-year free lease term because we report the kWh charging data to your utility company in order to get a better idea of when customers charge – and to prepare for the needed growth of the electrical grid over time. This involves having your charger connected to Wi-Fi at all times so that data can be collected in order to build electrical infrastructures over time, to avoid community blackouts. This is the only data that is shared with your electrical company.

Customers never have to pay for the lease at any time during the lease. Since EVFY owns the Level 2 charger, we maintain it, fix or replace it if it is not working properly, and upgrade it. After the terms of the lease, you are free to reach out to EVFY to end the lease and keep the charger.

44. What are the terms of the lease?

In addition to the length of the five-year lease, there is a charge to back out of the lease as EVFY must hire another installer to de-install the leased charger. If you plan on moving, then the new homeowners can take over the remainder of the lease or you can pay a \$500 lease termination fee.

If you seek to have the leased charger re-installed in the new home, then there is a cost to de-install the charger in the first home, and a re-installation fee to install again in the new home. You can also opt to purchase the charger at a discounted rate and terminate the lease; at this time, you are free to have your own electrician install your purchased charger. For additional terms that include damage to the charger, rebates and other terms, please contact 1-877-GET-EVFY (877-438-3839).

45. What happens if I break the lease?

If you break the lease, there is a \$500 lease termination fee for the installer to de-install the leased charger.

46. Can I keep the lease if I move and bring the charger with me?

Please refer to question #44.

47. What if I would like to buy the charger and not have a lease? Is this possible?

As an EVFY customer you have the option to buy the charger at a discounted rate (plus shipping) and not have a lease.

48. What happens if I have a lease and then I move?

Please refer to question #44.

49. How does the Level 2 charger, installed at my home, receive power?

Once your charger is installed it receives power from your electrical panel that it is connected to. Your Level 2 charger is also connected to your WIFI for charging status.

50. Once I am installed with the Level 2 charger, will my electricity bill go up? If so, how much?

Your electricity bill will increase depending on the size of your battery for your electric vehicle and how often you charge. In order to take advantage of charging savings, it is best to charge during non-peak charging times with the highest tier rates (4pm – 9pm).

51. Are there any rebates that I can get for installing a charger in my home?

Many utility companies and EV organizations offer EV rebates. When installing with EVFY, we require the charger rebate from your utility company to help us offset the free charger and low-installation costs. EVFY only seeks the charger rebate and no other rebates related to your EV.

52. What happens after I am installed?

After installation you will be able to charge immediately and take advantage of the Juicebox application to control your charger remotely. The EVFY installer will ensure that you are connected to our dashboard so that EVFY is aware of any issues and is also able to update the charger remotely.

EVFY is also required by the town to schedule your inspection as part of the permit process and to ensure that the EVFY installation was completed successfully.

53. What happens if I cancel my installation?

If you decide to cancel your installation the contract you signed will be null and void and you will be refunded your money. There is a \$50 cancellation fee within 48-hour cancellations.

54. Can visitors to my home charge their cars?

Yes, visitors to your home can use the EVFY Level 2 charger.

55. Can my friends and neighbors charge their cars?

EVFY does not allow consistent charging with friends and neighbors as the charger is connected to the EVFY dashboard and your specific EV, and the dashboard collects only your charging data and can see when other EVs are charging. EVFY does offer a referral program for any installed customer that you refer to EVFY.

56. What if I am not home to charge my car? Where else can I charge and is it free?

There are many options for public charging. You can charge at grocery stores that have free Level 2 chargers or pay to charge at a Level 3 charger which will charge your car very quickly. You can sign up for these programs, such as EVGO, which offers a connection to your credit card for easy, low-cost charging. These stations are located across California and other states.

Thank you for your interest in EVFY. For more information on Level 2 chargers and installations, please review this video, on behalf of PGE utility company (other utility companies currently do not offer explanation videos).

https://www.pge.com/en_US/residential/solar-and-vehicles/options/clean-vehicles/electric/electric.page

For additional questions, please feel free to call us, or reach out to us via email @ info@ev-fy.com.

Regards,
Your EVFY Team



Electrify your EV

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