EVERGED CHARGING

DC Fast Chargers

DC Fast Chargers are designed for locations where drivers need to recharge quickly. They are ideal for destinations with shorter dwell times and can add approximately 50 miles of driving range in as little as 15 minutes, with many EVs charging from 20% to 80% in about 20 to 40 minutes, depending on the vehicle, battery condition, and charging power.

Most DC Fast Charging systems consist of two primary components: a User Unit and a Power Unit. The User Unit is the charging station that drivers interact with to charge their vehicles. The Power Unit provides high-power DC electricity for fast charging and may be located separately from the User Unit.

User Unit Features

- 32-inch interactive touchscreen with an user interface providing real-time charging status information and instructions.
- On-screen display for community announcements, and promotional content.
- Integrated Tap-to-Pay payment terminal supporting contactless credit cards, debit cards, and supported mobile wallets.
- Two retractable 15-foot charging cables.
- Supports both CCS and NACS charging connectors.

Power Unit Features

- Delivers up to 200 kW of charging power.
- Features Dynamic Power Allocation, which automatically balances charging power between vehicles..





If a Driver Reports a Charger Problem

- Ask for the charger number or location if possible.
- Suggest trying another charger if one is available.
- Direct the driver to Everged Customer Support for charging assistance.
- Advise the driver they can also report the issue through the City's Get It Done system.
- Do not attempt to troubleshoot, reset, or repair charging equipment.

Emergency Situations

- If there is a fire, exposed electrical equipment, smoke, or another immediate safety hazard, call 911 and follow normal City emergency procedures.
- Do not allow anyone to use damaged charging equipment.
- Notify the appropriate City contact as soon as practical.

If a Driver Reports a Charger Problem

- Everged 24/7 Customer Support: 833-717-2865 (select option #2)
- For information about the chargers, how to use them and where to find them, visit the Everged website: (**sandiego.everged.com**).
- Issues can also be submitted via Get It Done (**sandiego.gov/get-it-done**) by clicking the Bicycle and Vehicle Issues option and "Electric Vehicle Charger Issue".