EVERGED CHARGING

Level 2 Chargers

Level 2 (L2) chargers are designed for destinations where drivers typically park for an hour or more, making them ideal for libraries, recreation centers, parks, beaches, workplaces, and public parking locations.

- Uses 208V to 240V AC power, similar to a typical electric clothes dryer.
- Charging speeds are typically 10-40 miles of range per hour, depending on the vehicle and charger.
- Compatible with all modern battery electric vehicles (BEVs) and most plug-in hybrid electric vehicles (PHEVs) using a J1772 connector.
- Features an easy-to-read 3.5-inch LCD display with charging status and instructions.
- Includes an integrated Tap-to-Pay payment terminal for convenient payment by credit card, debit card, or supported mobile wallet.
- Equipped with a 25-foot charging cable to accommodate a wide range of vehicle parking positions.

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.





Status Light Indicators

- **Solid Green:** Charger is ready for use.
- **Flashing Green:** Charger is preparing for a charging session.
- **Solid Blue:** Charging session is active.
- **Flashing Blue:** Charging session is ending.
- **Solid Red:** Charger is unavailable due to an error.
- **Flashing Red:** Charger has encountered a fault requiring attention.

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".