EVERGED CHARGING

Common Visitor Questions

Getting Started



How much does charging cost?
Charging prices are displayed in the Everged Charging app and on the charger before your charging session begins.

How can I tell if a charger is available?
The Everged Charging app displays real-time charger status, including whether a charger is available, currently in use, or unavailable.

Do I need the Everged Charging app to charge my vehicle?
No. You can start a charging session using the Everged Charging mobile app or simply use the Tap-to-Pay payment terminal with a contactless credit card, debit card, or supported mobile wallet. Creating an account is optional.

How do I start charging using the Everged Charging app?
Download the Everged Charging app, create an account, connect your vehicle, then scan the QR code on the charger or search for the charging station by name or address within the app.

How do I use Tap-to-Pay?
Connect your vehicle to the charger, follow the instructions displayed on the charger or payment terminal, then tap your contactless credit card, debit card, or supported mobile wallet. Once payment is authorized, your charging session will begin.

How do I stop my charging session?
If you're using the Everged Charging app, simply end the session in the app. If you started your session using Tap-to-Pay, follow the instructions displayed on the charger or payment terminal before disconnecting your vehicle. Some vehicles also allow charging to be stopped through the vehicle's infotainment system..

Vehicle Compatibility

Will my electric vehicle work with these chargers?
Most electric vehicles are compatible with the chargers in the City of San Diego Public EV Charging Program. Available connector types vary by location. Some vehicles may require an adapter, which is the responsibility of the vehicle owner to provide.

What connector types are available?
Connector types vary by charging station and may include J1772 (Level 2), CCS or NACS connectors (DC Fast Chargers). For the most current information on connector availability and vehicle compatibility, visit **sandiego.everged.com.**

Can my plug-in hybrid (PHEV) use a DC Fast Charger?
Most plug-in hybrid electric vehicles (PHEVs) do not support DC Fast Charging. Most PHEVs charge using Level 2 (J1772) chargers. Drivers should check their owner's manual to confirm vehicle's charging capabilities.

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Payments



What payment methods are accepted?

Charging stations accept contactless credit cards, debit cards, and supported mobile wallets, including Apple Pay and Google Pay. Drivers may also pay through the Everged Charging app.

Do I need a subscription?

No. Public charging stations operate on a pay-as-you-go basis. No membership or subscription is required.

Will I receive a receipt?

Where supported, the charger or payment terminal will provide instructions for obtaining a digital receipt. Receipt options may vary by location.

How do I create an Everged Charging account?

Download the Everged Charging app from the Apple App Store or Google Play Store, then register using your email address, phone number, or Google account.

How do I add funds to my Wallet?

Within the Everged Charging app, select My Balance, choose Add Funds, select your payment method, and choose the amount you wish to add.

Why do I see a temporary authorization charge?

A temporary authorization hold may appear when your charging session begins. Once charging is complete, your actual charging cost is processed and the remaining authorization is released by your financial institution.

What is Wallet Balance?

Wallet Balance is an optional prepaid balance within the Everged Charging app that allows you to pay for charging sessions without using your credit card each time. Funds do not expire unless otherwise stated in promotional terms.

How do I manage my payment methods?

Open the Everged Charging app and navigate to Payment Information to add, update, or remove saved payment methods.

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What should I do if my payment is declined?

Try your payment method again, verify that contactless payments are enabled, or use another supported payment method. If the problem continues, contact Everged Customer Support.

How do I delete my account?

Open the Everged Charging app, select Settings, then choose Delete My Account and follow the prompts.

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Using the Charging Stations

Can I park here if I'm not charging?

No. EV charging spaces are reserved for vehicles that are actively charging unless otherwise indicated by posted signage.

What if the QR code is missing?

Open the Everged Charging app and search for the charging station by name, address, or charger ID. If the QR code is missing or unreadable, use the charger ID label or serial number displayed on the equipment to identify the charger. Please report missing or damaged QR codes through the app or by contacting Everged Customer Support.

What should I do if I experience a problem with the charger?

Use the Support section of the Everged Charging app or contact Everged Customer Support using the information displayed on the charger. You can also email support@everged.com for assistance, or report it on the City of San Diego Get It Done app.

How can I provide feedback or suggest improvements?

Everged welcomes customer feedback. Visit the Help section within the Everged Charging app or use the support resources available through the City of San Diego EV Charging Program website. Download the Everged Charging app from the Apple App Store or Google Play Store, then register using your email address, phone number, or Google account.

Learn More

For additional information, including charging instructions, plug compatibility, connector types, pricing, frequently asked questions, and customer support resources, visit:

City of San Diego Public EV Charging Program at sandiego.everged.com.

