

Customer Support Number Photo

Photo of a toll-free customer support service number posted on or near the charging equipment

Requirements:

- Should be the toll-free number of a **RFQL approved network vendor**
- Support service center must be available **24 hours a day, seven days a week**
- All information must be **clearly legible**
- Must be **physically on or near** the stations, not on the digital display alone
- Must be **permanently installed and weather-proof** to last the entire 5-year reporting period for the program
- Must **be able to clearly identify** it is the corresponding station for all fields submitted to the application
 - *(i.e. by including the Station ID on the front of the station in the image or a landmark in the background that is easily identifiable)*

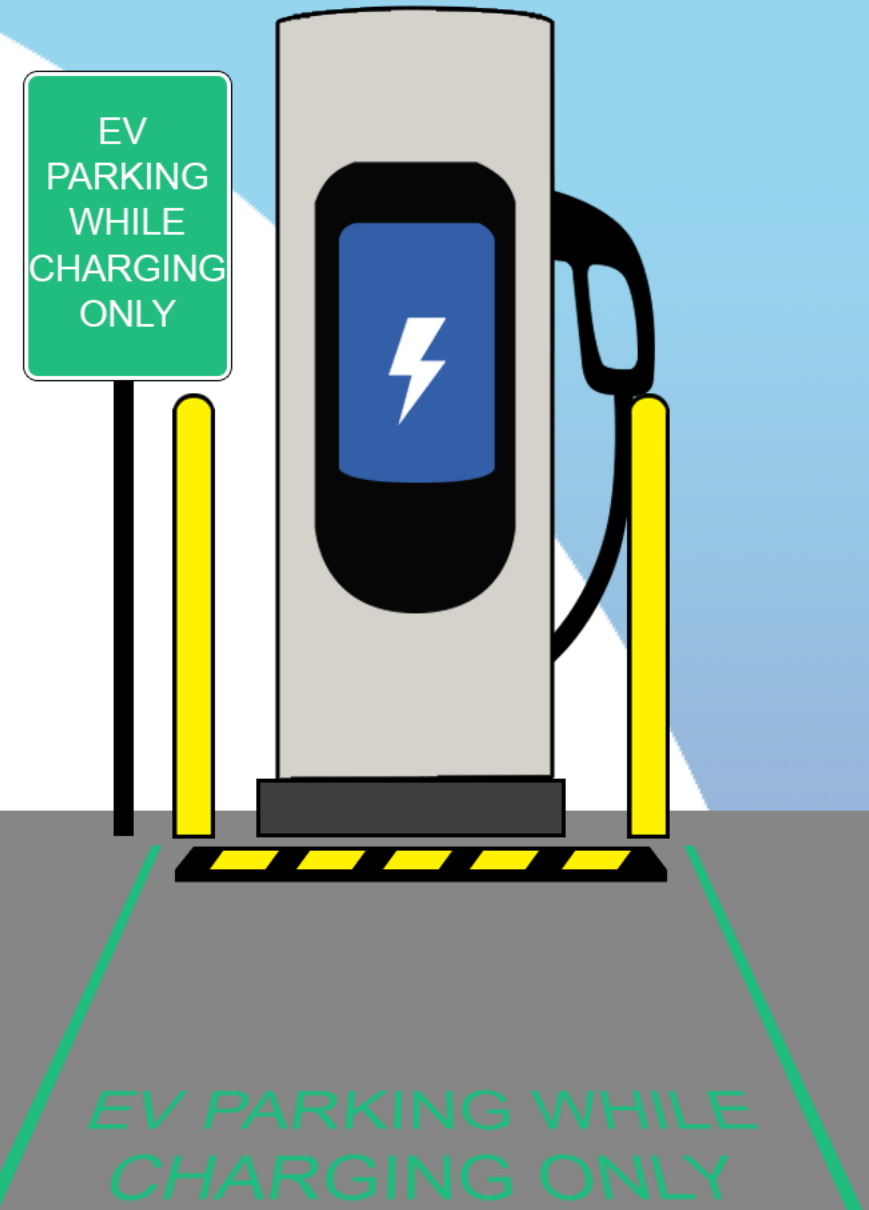


Installed Site Photo

Photo of the charging equipment installed at its site

Requirements:

- **Should include the onsite signage or pavement markings** per the following guidelines:
 - If using stenciled pavement markings, must indicate “EV PARKING ONLY”
 - *Logos or icons alone are not acceptable*
 - If using onsite signage:
 - Must be *permanently* installed
 - Must be *weatherproof* to last the entire 5-year reporting period for the program.
 - Must say “EV PARKING WHILE CHARGING ONLY UNAUTHORIZED VEHICLES WILL BE TOWED AT OWNER’S EXPENSE”, “EV PARKING WHILE CHARGING ONLY”, or “EV PARKING ONLY”
 - **Additional Site-Specific Signage Requirements:**
 - Sites must have “Parking is Prioritized for Employees/Tenants” depending on if they are Workplace site or MUD (Hotel/Motels are exempt)
 - Signage may be installed at each charger location/parking stall or at a general location that is clearly visible for drivers for both Workplace and MUD sites
 - *Equipment installed in separate areas throughout a location must have a general sign in each area at minimum*
- **Should include the protective equipment**, installed in a manner that would protect the vehicle from possible impact from *all* sides
 - Can be one of the following three options:
 - 36” Bollards
 - Wheelstops permanently installed 36” from the charging equipment
 - Hoop barriers
- **Should include the entire station installed onsite** and all signage and additional information should be clearly legible
- If multiple photos are necessary to capture all requirements, you **may combine multiple photos for one station into one document** and submit to the corresponding station’s field on the application. *We are unable to accept ZIP files.*



Charging Equipment Pricing Photo

Photo of kW pricing on the display screen of the charging equipment or associated kiosk

Requirements:

- Display screen is **legible at night or in direct sunlight**
- For equipment that requires payment:
 - kW fees **must be on equipment's digital display** or associated kiosk
 - Additional pricing information like dwell time surcharges, extended EV parking fees, charging session fees **must be available to drivers in advance of each session** on the digital display or on visible, nearby parking signage
- For equipment that is free to use:
 - Digital display **must show "Free" or \$0.00/kWh**
- All information must be clearly legible
- Must **be able to clearly identify** it is the corresponding station for all fields submitted to the application
 - *(i.e. by including the Station ID on the front of the station or a landmark in the background that is easily identifiable in the image)*



Serial Number Photo

Photo of the serial number visible on the outside of each piece of charging equipment

Requirements:

- Should be **on the outside of the equipment**, *not on the display screen*
- Must be **clearly visible** for customers if they must reach out for customer service
- Should **match the serial number** listed on the application for corresponding station
- **Network ID must match** what is listed on the application, *if present*

