



Frequently Asked Questions about Electric Vehicle Charging

By: **SWTCH Energy Inc.**

Q: What are the benefits of offering electric vehicle (EV) charging?

A: There is a growing need for EV charging where Canadians live, work, and play. The majority of EV owners charge at home where it's most convenient. Increasingly, condominium residents are willing to pay a premium to access EV charging. Offering EV charging allows condominiums to future-proof their assets, protect their property values, and stand out from the competition.

Q: What level of charging is most appropriate for condominium settings?

A: Level 2 charging (~7 kW) is most appropriate for condominium settings. Level 2 chargers can fully charge an EV within a couple hours (or overnight for long-range EVs) and have similar electrical infrastructure requirements to

an electric stove or a clothing dryer. DC fast charging is not recommended for condominium settings due to the extensive electrical infrastructure upgrades required, as well as the high cost of hardware.

Q: What is a typical process for implementing EV charging?

A: We recommend starting with a survey of residents to determine current and future demand for charging. You can then work with your preferred service provider to conduct a site visit and assess current electrical capacity and project requirements. Your service provider will help develop an EV charging implementation plan that optimizes existing energy infrastructure while meeting residents' needs and budgetary constraints. Once you've accepted a proposal, your service provider will oversee installation by a certified electrician. Once

installed, your service provider may offer ongoing management services such as access control, automatic energy metering & billing, and load management.

Q: What services does SWTCH offer?

A: SWTCH provides scalable, end-to-end EV charging solutions designed for multi-unit residential buildings. We supply our charger hardware, install it, and manage it for you. All our technology is built on Open Charge Point Protocol (OCPP) to ensure our clients the most choice and long-term flexibility. To ensure a hands-off system for condo boards and property managers, we offer network management services including access control, automatic energy metering & billing, and load management. We'll make sure your residents' charging needs are taken care of not only today but for many years to come.

Q: Can you recommend an electrician with experience installing EV chargers?

A: As part of SWTCH's services, we oversee a safe and reliable installation through our network of experienced installers. Our electricians are familiar with the installation requirements of EV chargers and the unique electrical constraints of condominiums.

Q: What features should I consider when choosing an EV charging solution?

A: • Access Control - Whether the EV chargers are for shared or private use, access control will prevent just anyone from plugging in and charging.

- Automatic energy metering & billing – To recoup energy costs from EV owners who make use of the EV chargers, make sure the solution you go with includes automatic billing.
- Dynamic load management – Load management is an essential tool for modern EV charging that maximizes existing electrical capacity and minimize future upgrades.
- Open standards compliance – An open standards approach ensures your assets are future-proofed, meaning your hardware and software can integrate seamlessly with other open standards compliant products.

Q: What is network management?

A: With network management, chargers are connected to the internet for access control, automatic energy metering & billing, data reporting, and remote monitoring & diagnostics.

Q: What is Open Charge Point Protocol (OCPP) and why does it matter?

A: OCPP is the global open communication standard for EV charging. The protocol allows for any network management system to work on any charging station, given they are both OCPP compliant. This gives you the freedom to change network providers or add innovative OCPP compliant hardware down the line.

SWTCH

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ATTENTION PROFESSIONAL & BUSINESS PARTNERS

**Do you have questions that your customers ask you over and over again?
Would you be interested in providing those questions and the answers for our Q&A section of the "Condo News"?**



If you are interested in contributing to our Q&A feature, please provide the questions and your answers along with a brief bio and head shot for a future edition. Five to six questions would be the minimum.

You can email them to admin@cci-ghc.ca

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