



An **AEP** Company

Frequently Asked Questions for AEP Energy's Easy Connect PlanSM with Siemens VersiChargeTM Electric Vehicle Charging Station

Q: What is the AEP Energy Easy Connect Plan?

A: The Easy Connect Plan offers ECO-AdvantageSM, our secure renewable plan for your home's electricity supply and a free Siemens VersiCharge Electric Vehicle Charging Station (a \$549-dollar value) for your home. Our renewable plan matches 100% of your electricity usage with national Green-e® Energy¹ Certified Wind Renewable Energy Certificates (RECs). You will get peace of mind knowing that you are making a beneficial impact towards a cleaner environment by choosing a green plan for your home and will enjoy the convenience of a Level 2 electric vehicle charging station right in your own home.

Q: What are the benefits of the Siemens VersiCharge Electric Vehicle Charging Station?

A: The Siemens VersiCharge Electric Vehicle Charging Station offers a variety of benefits:

- **Level 2 Technology** – reduce your charge time by up to 75% compared to a Level 1 charger
- **Highly Compatible** - compatible with all plug-in electric vehicles (SAE J1772 vehicle plug).
- **Weather Proof Enclosure** - The enclosure can be mounted indoors or outdoors.
- **20 ft. Charging Cord** - the extra-long charging cord can be stored by wrapping around the enclosure

- **Amperage Adjustment** - the power output can be adjusted to match facility capability
- **3-Year Limited Warranty** - leading 3-year warranty backed by Siemens quality and service

Q: Why are AEP Energy and Siemens partnering for this program?

A: AEP Energy has partnered with Siemens to bring you a renewable plan for your home's electricity supply that provides control over your budget with a low fixed price as well as delivering the industry's most flexible and versatile offering – a free Level 2 charging station, which offers unparalleled usability, safety, and energy management.

Q: Where can I find more details about the Siemens VersiCharge Electric Vehicle Charging Station?

A: You can learn more about the Siemens VersiCharge Electric Vehicle Charging Station by visiting www.usa.siemens.com/versicharge or contacting an AEP Energy Sales Specialist toll-free at 1-877-648-1935.

Q: Are there other electric vehicle charging station options available with the AEP Energy Easy Connect Plan?

A: Currently, the Siemens VersiCharge Electric Vehicle Charging Station is the only available option with the Easy Connect Plan.

Q: What are the benefits of a Level 2 charging station?

A: A Level 2 (208-240 V) charging station can drastically reduce the charge time of your car versus the Level 1 (120 V) charger included with your car. A Level 2 charging station can cut charge time by up to 75%! The quicker charge time also means more range for your all electric vehicle when you stop at home briefly or less gasoline used on your plug-in hybrid.

Q: What is the purpose of a charging station?

A: Plug-in vehicles require electricity to run motors as opposed to gasoline. The charging station is designed to safely and reliably provide this electric power to

the vehicle much like a gasoline pump supplies gasoline. The charging station establishes communication with the vehicle, determines it is safe to allow power to flow through the cord, and removes power from the cord when charging is done. This ensures the charge cable is only energized when necessary and safe.

Q: How long will it take to charge my vehicle?

A: This varies by year, make, and model of the car. The Level 2 Siemens VersiCharge Electric Vehicle Charging Station charger reduces the charging time by 50-75% compared to the Level 1 chargers commonly provided with the car.

Q: Will the charging station work with my electric vehicle?

A: The Siemens VersiCharge Electric Vehicle Charging Station is designed per the Society of Automotive Engineers (SAE) J1772 standard to be compatible with any plug in electric vehicle or plug in hybrid for the North American market.

Q: Can I stop the charging station before the car is completely full?

A: You can stop charging at any time. We recommend you press the "Pause" button on the charging station when you want to stop a charge cycle currently in process.

Q: Does the Siemens VersiCharge Electric Vehicle Charging Station include a warranty?

A: Yes, there is a three-year limited warranty. Siemens stands behind their products with 24-hour phone support and a leading three-year warranty, regardless of who installs the product. Read [full warranty details](#).

Q: When will I receive my Siemens VersiCharge Electric Vehicle Charging Station?

A: Your Siemens VersiCharge Electric Vehicle Charging Station will be shipped to you within approximately 3-6 weeks after your enrollment in the Easy Connect Plan is accepted by the local utility and past the applicable rescission periods. If you have any questions, please contact an AEP Energy Customer Care Specialist toll-free at 1-877-648-1930.

Q: Who should I contact if I haven't received my Siemens VersiCharge Electric Vehicle Charging Station within the specified timeframe?

A: To learn more about your shipping or order status, please contact Siemens at 1-866-663-7324.

Q: Where can I find the Program Rules to the AEP Energy's Siemens VersiCharge Electric Vehicle Charging Station promotion?

A: The Program Rules are located AEPenergy.com/easyconnectprogramrules.

Installation

Q: Who do I contact if I have technical or installation questions once I receive the Siemens VersiCharge Electric Vehicle Charging Station?

A: If you have technical or installation questions after you have received your Siemens VersiCharge Electric Vehicle Charging Station, please contact Siemens Technical Support by phone toll-free at 1-800-241-4453 or by email at info.us@siemens.com.

Q: Will I need to hire a professional to install my charging station?

A: Yes, any certified master electrician should be able to install your charging station. Please click here for a list of recommended installers.

Q: Can the Siemens VersiCharge Electric Vehicle Charging Station be hardwired?

A: Yes, both the Universal and the hardwired version of the Siemens VersiCharge Electric Vehicle Charging Station can be hardwired (i.e., permanently installed) either by running conduit to the installation site or by hardwiring the unit from behind.

Q: How much will installation of my charging station cost?

A: Installation costs can vary widely depending on the location of your breaker box in proximity to the charger location and permitting requirements in your area. A common average is between \$400 and \$2000 for installations at a residence.

Q: Where can I mount the charging station?

A: The Universal VersiCharge model has a NEMA 4 rated enclosure and may be installed inside or outside.

Q: Do I need to use the amperage adjustment switch on the Siemens VersiCharge Electric Vehicle Charging Station?

A: The Siemens VersiCharge Electric Vehicle Charging Station is shipped from the factory with the amperage adjustment switch in the Max (100%) position. The position is marked by a small black arrow and not the screwdriver slot. The amperage adjustment switch is only used to limit power draw from the vehicle but does NOT allow the charging station to be wired on a smaller circuit than recommended in the installation manual.

About ECO-Advantage

Q: What is a Renewable Energy Certificate (REC)?

A: ECO-Advantage is comprised of Renewable Energy Certificates (RECs) and does not contain electricity. A REC is the environmental attribute associated with the generation of one megawatt hour of renewable energy. Each REC embodies different characteristics that vary depending on the generation facility. Buying RECs helps build a market for renewable electricity. It also has other environmental benefits such as reducing greenhouse gas emissions.

Q: Who is Green-e® Energy?

A: AEP Energy is proud to offer residential customers in the AEP Ohio service territory the opportunity to choose a 100% renewable product. ECO-Advantage matches 100% of your usage with national, Green-e Energy Certified, Wind Renewable Energy Certificates (RECs) created in the same calendar year. Green-e Energy, the nation's leading independent certification and verification program for renewable energy, certifies that ECO-Advantage meets the environmental and consumer protection standards set forth by the nonprofit center for resource solutions. For more information on Green-e Energy certification requirements, visit www.green-e.org.

Easy Connect Plan Information

Q: I am currently an AEP Energy customer and would like to receive a Siemens VersiCharge Electric Vehicle Charging Station; am I eligible for the Easy Connect Plan?

A: Current AEP Energy natural gas supply customers may sign up their electricity supply account for the Easy Connect Plan and receive a Siemens VersiCharge Electric Vehicle Charging Station.

Current AEP Energy electricity customers may enroll in the Easy Connect Plan by contacting an AEP Energy Customer Care Specialist toll-free at 1-877-648-1930 to process a re-enrollment for the new plan.

Q: Who is eligible to enroll with AEP Energy's Easy Connect Plan to receive a Siemens VersiCharge Electric Vehicle Charging Station?

A: Currently, the Easy Connect Plan is available for residential customers residing in the AEP Ohio service area only.

Q: If I cancel my Easy Connect Plan with AEP Energy, can I keep the Siemens VersiCharge Electric Vehicle Charging Station?

A: If you cancel your service with AEP Energy's Easy Connect Plan before your plan expires, you may keep the Siemens VersiCharge Electric Vehicle Charging Station. However, for terminating your service before your plan's contract end date, you will be assessed a recovery fee equal to the number of months remaining in the contract term multiplied by \$12.00.

Additional Resources:

1. [VersiCharge Data Sheet](#)
2. [Quick Install Guide](#)
3. [Installation and Operations Manual](#)

¹Green-e Energy certifies that ECO-Advantage meets the minimum environmental and consumer protection standards established by the non-profit Center for Resource Solutions. For more information about Green-e Energy, write Green-e Energy, 1012 Torney Avenue, 2nd Floor, San Francisco, CA 94129, or log onto www.green-e.org.