

User Guide

2021-2025



nationalgrid

 **ElectrAssure**
Intelligent EV charging solutions

Park & Recharge

Welcome to Park & Recharge

Welcome to the National Grid EV charging service, powered by Park & Recharge.

Park & Recharge is a smart, electric vehicle charging solution.

We take care of access control (authorised access via app or RFID card), utilisation (usage information and reports) and revenue collection (through customisable tariff rates).

Contents

- 4 How to Start/Begin/Register
- 6 Paying for a Charge
- 10 How to Start (and Stop) a Charge Using the App
- 14 How to Start (and Stop) a Charge Using a RFID Card
- 16 How to Order an RFID Card
- 17 More information and Contact us



How to Start/Begin/Register

If you are a first-time user, you will need to create a profile and sign up to the National Grid service via the website in order to start a charge: www.ngev.app.

Some charge points require approval by your employer or site manager to use. This request will be initiated once you have created a profile. Only when your account has been authorised will you be able to start a charge.

How To Create a Profile

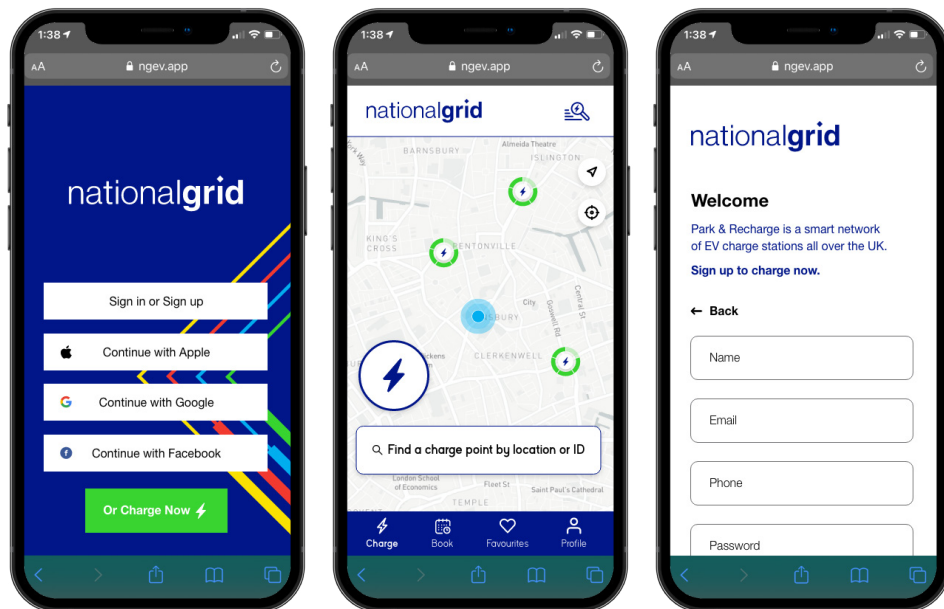
Decide how you wish to sign up



Enter your details



You will then have access to use the charge point



Once you have a profile you can access and use the charge points via the app or an RFID card.



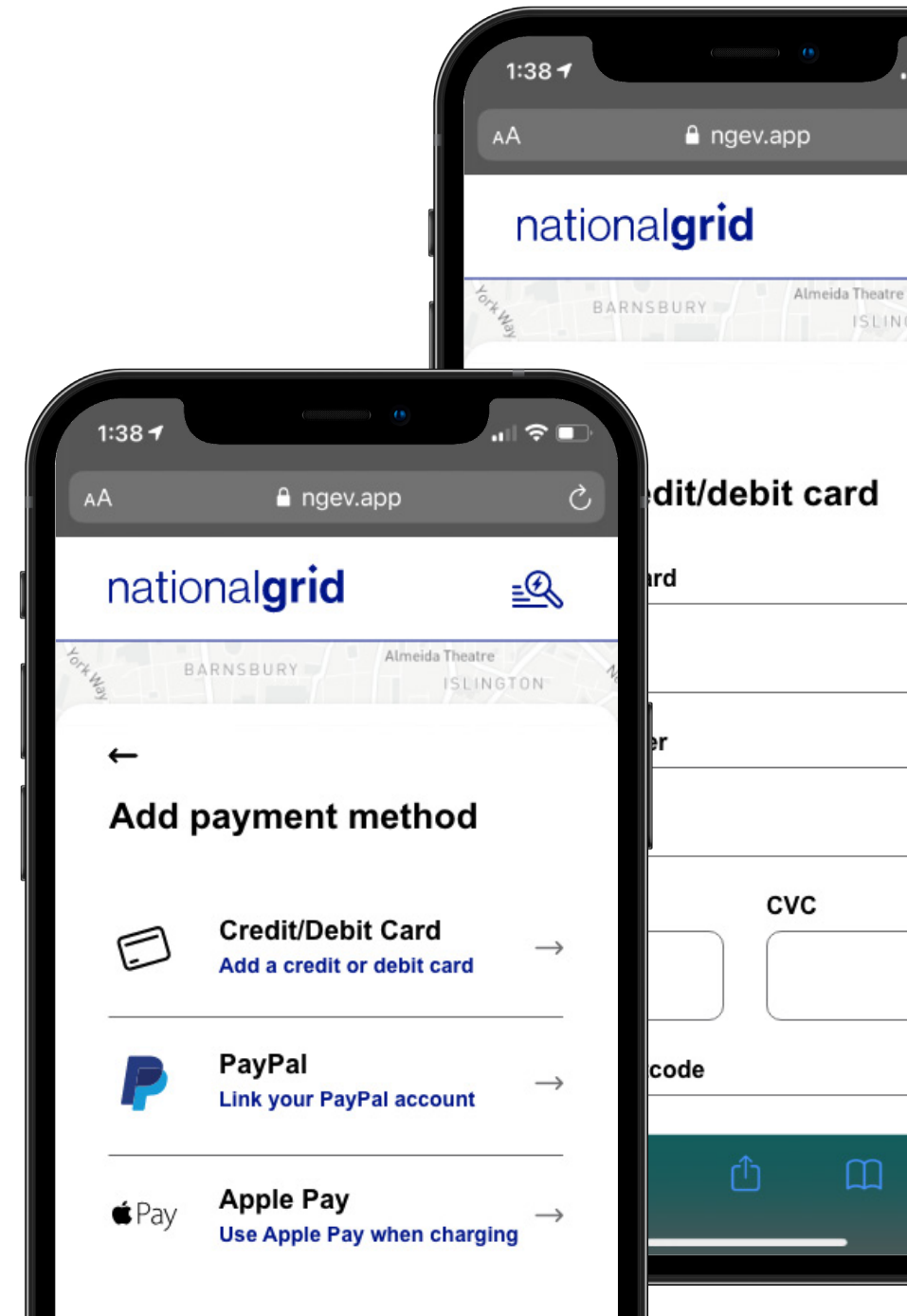
Paying for a Charge

Depending on your user profile (e.g. employee, commercial fleet driver, or visitor) charging an electric vehicle may either be free at the point of use, or be a paid for service.

Typically, this is a £ per kWh rate, but can be any combination of a one-off fee, kWh used or time spent charging. Tariff details for each charge point can be found via the app or [info.ngev.app](https://www.nationalgrid.com/info.ngev.app) website.

If the charge point you are trying to use is 'free', you can proceed to the **'Start a Charge'** section.

If you need to pay for charging, you can either **Pay As You Charge** (pay for each transaction) or **Top-up Credit** (add credit to your account).



Pay As You Charge (PAYC)

Here is the P&R step-by-step guide to: Add your credit/debit card details for PAYC.

You can save your details for quick and easy transactions or input them every time you charge.

Top-up Credit

Here is the P&R step-by-step guide to: Top up your account balance with credit

Simply follow the instructions in the app and select how much you would like to add. You will receive confirmation if the top up has been successful.

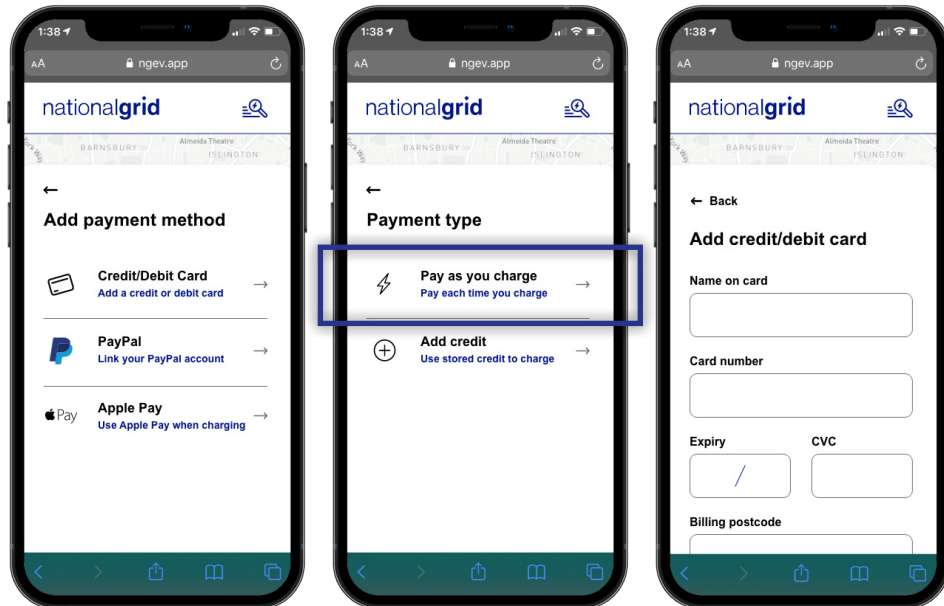
Pick which method of payment you would prefer



Select 'Pay as you charge' as your payment type



Then enter your payment details



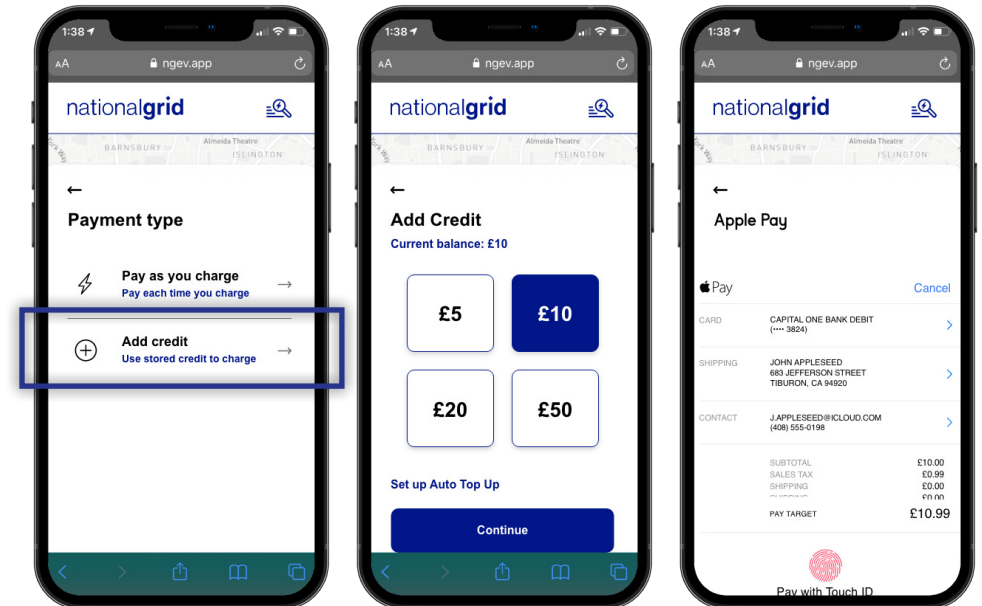
Select 'Add credit' as your payment type



You either need to add more credit or use balance



You can then add credit via any payment method



If your account balance is too low to begin a charge, you will be prompted to top-up your credit before being allowed to proceed.

After you have finished charging, the cost of your charging session is calculated and debited from your account balance. This works the same way whether you are using the app or an RFID card. Your combined usage history is visible via the app along with individual charging event information. This is the same for PAYC and Top-up Credit.

How to Start (and Stop) a Charge Using the App

Start a Charge Cycle

When you are ready to begin charging via the app, connect your vehicle to the charge point and select **'Start Charging'**. Some charge points will require you to present your card first before allowing you to connect the vehicle.

The charge point, the app and the vehicle will indicate when charging has begun successfully.

We recommend confirming that charging has started before leaving the vehicle. Additional steps may be displayed on the charge point display screen if it has one.

Search or locate the Charge Point



Select the socket you wish to charge from



Confirm the socket and select 'Start Charging'

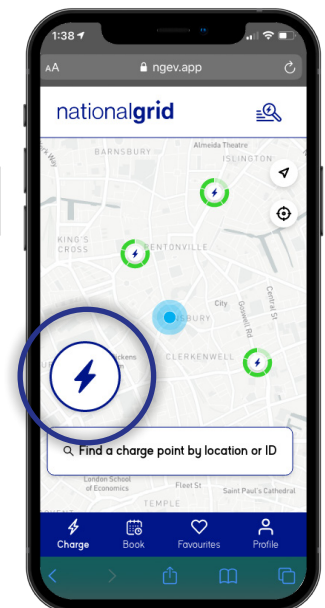
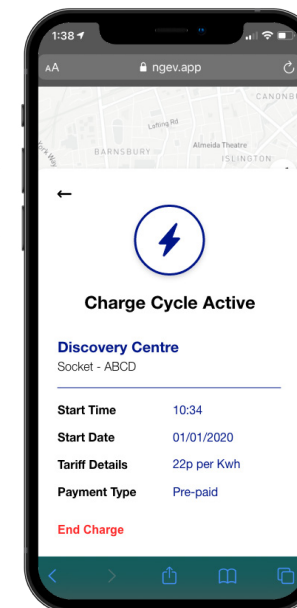
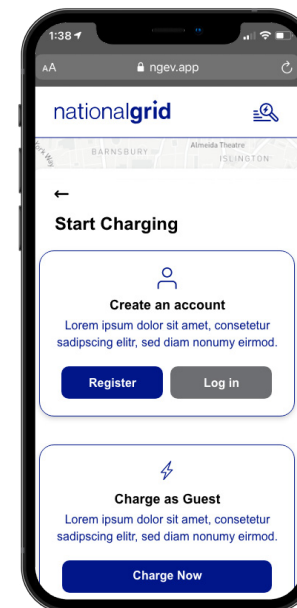
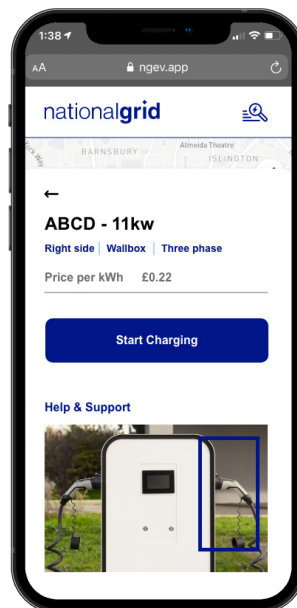
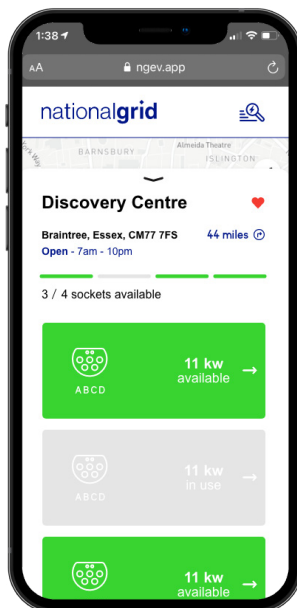
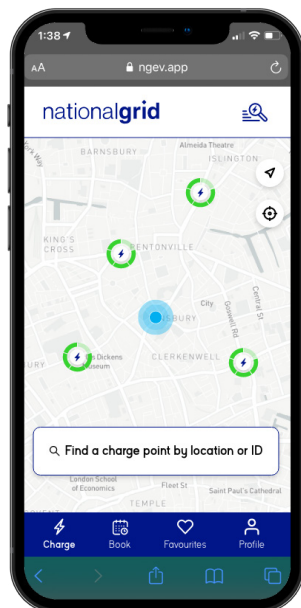


Select which account method you wish to use



Once registered and paid for, your Charge Cycle will begin

You can view current Charge Cycle anytime in the app



Stop a Charge Cycle

You can end a charging event by selecting **'End Charge'** via the app, or unlocking and removing the charging cable from the vehicle (where possible). This process differs from vehicle to vehicle but typically involves pressing the 'unlock' button on the car key fob.

[Please contact us](#) if you have any issues starting or stopping a charge.

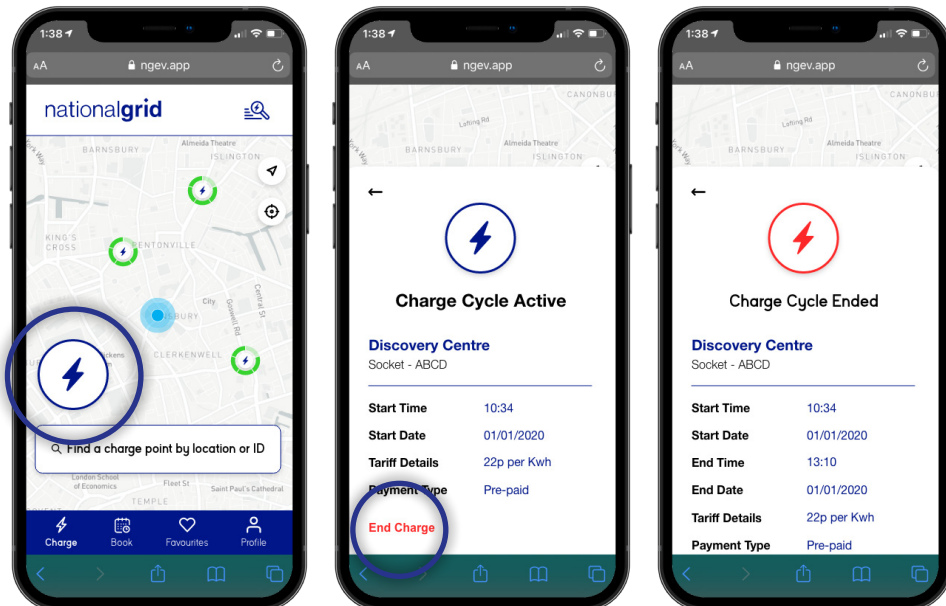
Open your current charge cycle



Select 'End Charge'



You will then be shown a Charge Cycle summary



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Charge point ID

NG10001



Start Charge

1. Connect cable to car
2. Connect cable to charge point
3. Swipe RFID card or use the **app**
4. If using the **app** select **'start charge'**



End Charge

1. Swipe RFID or open the **app**
2. If using **app** go to active charge cycles
3. Select **'end charge'**
4. Disconnect cable

Please visit ngev.app or scan the QR code to use this charge point



Need Help?

0333 733 1031 | support@parknrecharge.app

All charge points will have a Decal to identify the charge point, including user instructions.

How to Start (and Stop) a Charge Using a RFID Card

When you are ready to begin charging via RFID card, connect your vehicle to the charge point and present the RFID card to the reader on the charge point. Some charge points will require you to present your card first before allowing you to connect the vehicle.

The charge point and the vehicle will indicate when charging has begun successfully.

Additional steps may be displayed on the charge point display screen if it has one.

We recommend confirming that charging has initiated before leaving the vehicle.

You can end a charging event by presenting the RFID card to the reader on the charge point, or by unlocking and removing the charging cable from the vehicle (where possible). This process differs from vehicle to vehicle but typically involves pressing the 'unlock' button on the car key fob.

[Please contact us](#) if you have any issues starting or stopping a charge.



You may see a symbol similar to this on the Charge Point, indicating where to tap your RFID card.



Start Charge

Tap your RFID card on the Charge Point reader to start the charge cycle



End Charge

Tap your RFID card on the Charge Point reader to end the charge cycle



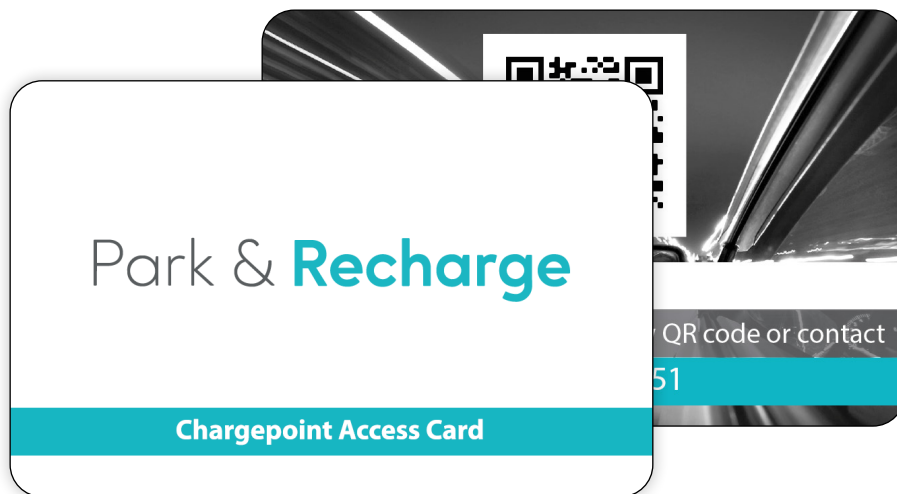
How to Order an RFID Card

An RFID (Radio Frequency Identity) Card is an intelligent card containing a unique token. When the card is swiped on a charge point, the token is sent to Park & Recharge which checks this against a pre-approved list, before instructing the charge point to begin charging.

RFID cards are optional. If you would like an RFID card, please order one via the webpage or app for a small fee.

If you have an existing RFID card or compatible device, such as a door fob, oyster card, debit card, or your smart phone and would like to use it to access the National Grid charge points you can link your card/device to your account via the app. Or we can do it for you for a small administration fee. Please contact us for more details.

Commercial fleet vehicle drivers will be issued RFID cards via the designated administrator, typically the fleet manager.





Having problems or want to know more?

Don't worry, our customer support team are on hand to help!

Please contact us on **0333 733 1031** or **support@parknrecharge.app**.

Alternatively, you can log a ticket with us by **[clicking here](#)**.

You can find out more information in our **[Knowledge Base](#)** or by visiting **info.ngev.app**.