



Essential Guide to EV Charging for Fleets





We're powering New Zealand's EV Future

ChargeNet is Aotearoa New Zealand's EV fast-charging network. We exist to power positive change by bringing about a future where EVs are the everyday normal.

We started by building the first nationwide EV charging network. Now we're on a mission to double the capacity of our fast-charging network over 3 years, so everyday drivers can charge where and when they need to.

We are committed to providing and maintaining a world-class EV charging network, to keep Aotearoa New Zealand charging into the future, and to support its transition to a net zero emissions economy.

Welcome to a more sustainable future

As a new electric vehicle driver, you've just joined a community of more than 80,000* Kiwis who have made the switch to an EV.

Transitioning to the world of electric vehicles is easier than you think, many EV drivers tell us recharging their EV is simpler than filling up with petrol, once they get the hang of it.

In this guide, we'll walk you through everything you need to familiarise yourself with public EV charging so you can hit the road running.

*As of August 2023



You're now part of the solution

By choosing to drive an EV, you've become an integral part of New Zealand's commitment to sustainability. Unlike some countries that rely heavily on fossil fuels, the majority of our energy comes from renewable sources such as wind, solar, geothermal activity and water. This means driving an EV in New Zealand truly makes a difference to reducing our combined emissions.

As part of ChargeNet's commitment to a greener future, the majority of the charging stations on our network are powered by 100% renewable, climate-positive certified electricity that is sourced from wind, hydro, and solar, through ChargeNet's energy partner Ecotricity.



Power your ride

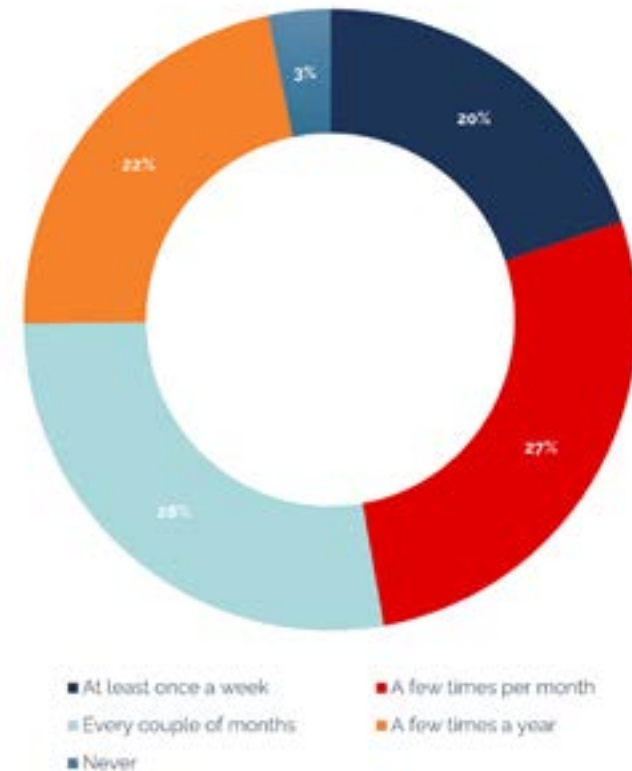
For most people, charging their EV at home overnight is the simplest, most economical, and highly convenient approach, and an estimated 80% of charging is done at home. In between home charges, you can utilise one of the many public chargers available. A recent driver survey revealed that half of EV drivers used public chargers only a few times each year.

Having access to public charging to top up your vehicle on the road – whether at a supermarket, petrol stations or somewhere else en route – makes owning an EV even more practical. That's why we're committed to building New Zealand's most convenient and reliable public EV charging network.

ChargeNet makes powering your journey easy. Our charge points are strategically located throughout the length and breadth of the country, from big cities to smaller towns. Our chargers are easily accessible, with speed and coverage increasing all the time.

“One of the biggest differences between ICE vehicles and EVs is one that's hard to miss. Refuelling an ICE vehicle is usually quick and easy, but recharging an EV takes a little more time and planning.”

How often do you use a public charger?



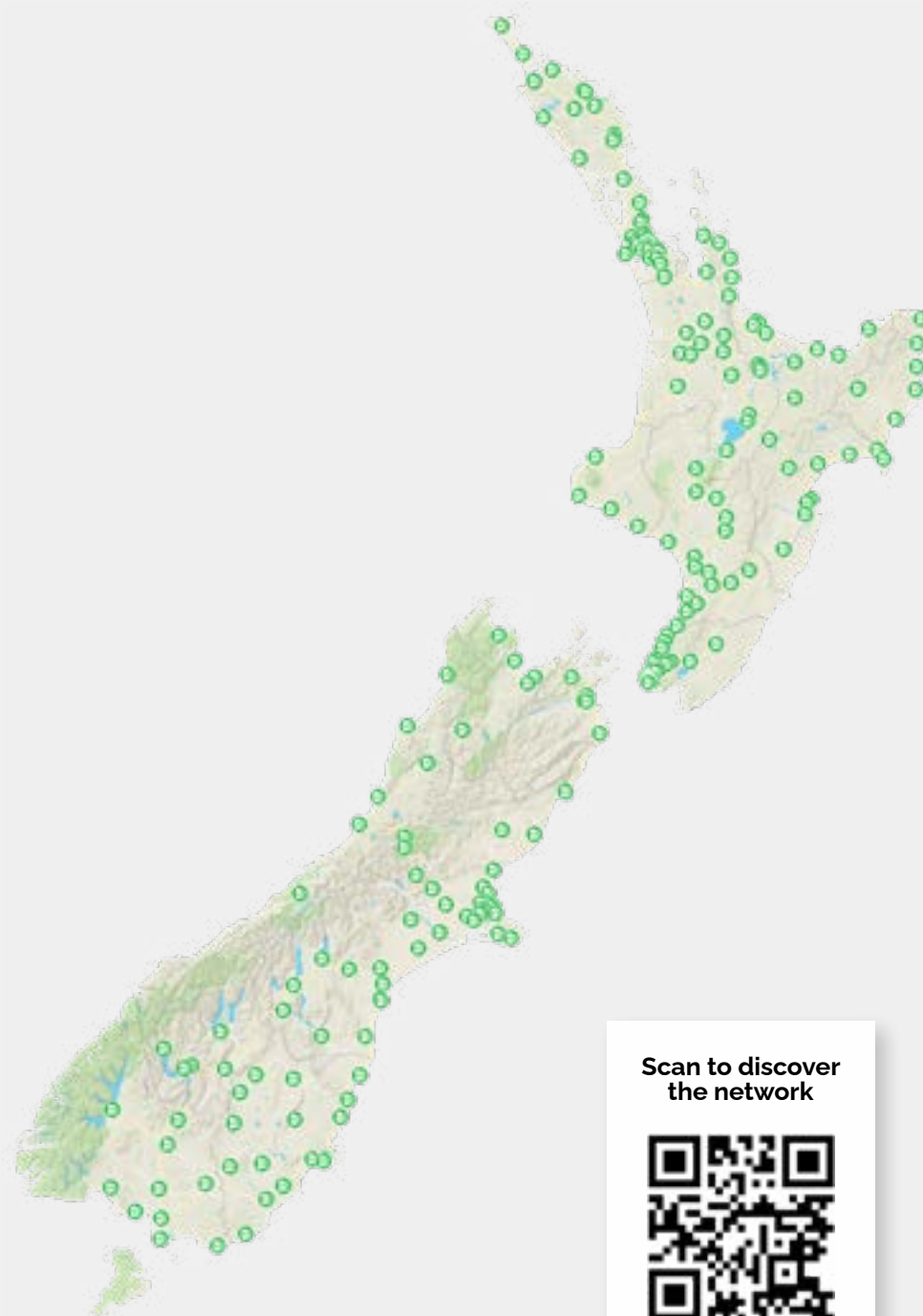
Nationwide network

We're committed to driving New Zealand's electric vehicle future with a network of accessible and reliable fast charging stations nationwide.

Many new EV drivers initially experience feelings of uncertainty about how their vehicle will meet their daily driving needs. This is commonly referred to as 'range anxiety' and quickly dissolves once new EV drivers become more familiar with their vehicle and establish a routine of charging their car at home, work and en route. It's important to remember that unlike waiting until your petrol tank is nearly empty to refuel, you'll generally keep your EV at a higher level of charge day-to-day.

ChargeNet's ever-growing network currently consists of more than 300 fast charging points at key locations, playing an important part in keeping Kiwi EV drivers moving. Our chargers are easily accessible and located along key highways as well as at supermarkets, shopping centres and carparks, meaning you're never far from an energy boost when you need one.

The ChargeNet app is the easiest way to locate your nearest fast charger, check if it's available and manage your charging session. We also recommend downloading the PlugShare app, which maps all public chargers across New Zealand.






Scan to discover
the network



Types of connectors

EV charging connectors are classified as Level 1 or Level 2 chargers according to whether they use an alternating current (AC) or direct current (DC) and the speed at which they charge. In addition to how quickly you need to charge, selecting which cable to use is dependent on the inlet port of your vehicle and whether you're charging at home, in the office or using a public fast charger.

AC CONNECTOR	 <h3>Type 2 AC</h3> <p>This connector is the slowest method of charging your EV and is mostly used when you have plenty of time to charge, such as at home or work.</p>
DC CONNECTORS	 <h3>CHAdeMO</h3> <p>This DC connector is capable of delivering high power levels for fast charging. CHAdeMO chargers are commonly used by Japanese models, as well as some European Japanese imported vehicles.</p>
	 <h3>Combined Charging System (CSS)</h3> <p>Designed as an 'open industry standard' connector, vehicle manufacturers worldwide use the CCS connector for fast charging, but they are most often associated with European automakers.</p>

The basics

We understand navigating the world of EV charging might feel overwhelming, but let's not forget we've been charging our devices for years. Like anything new, there is a slight learning curve when it comes to using a public fast charger, but plugging in your EV isn't much different to plugging in your phone or laptop.

In fact, it can actually be easier than filling up with petrol once you know what to do. If you can align your public charging session with an incidental trip to the supermarket or park, it only takes a few minutes to connect your vehicle and let your charger do the hard work while you're away.

To help alleviate any concerns, we're here to walk you through everything you need to know to ensure your first public charging session is a breeze.

How to charge

While at first glance, a fast charger might seem high-tech, rest assured they're relatively straightforward. If you need a hand learning the ropes, full instructions can be found on our website.



1

Plug in your vehicle



2

Start your session via the app or fob



3

Monitor your charging session via the app



4

Unplug & move your car as soon as you're done to avoid overstay fees

Starting a charging session

Once you've created your ChargeNet account, there are multiple ways to start a charging session – these can be found on the right side of this page. The easiest way to charge a fleet vehicle with a company account is by using the RFID fob associated with that vehicle.

What is an RFID fob?

A radio-frequency ID card (RFID fob) is a small, keychain-sized tag with a microchip inside that links a charging session to a ChargeNet account. If you can't access our app or website due to limited mobile coverage, just hold your RFID fob against the corresponding icon on the charging station for a couple of seconds.



By RFID fob

Activate a charging session using the RFID fob linked to a ChargeNet account. Simply swipe or tap the RFID fob on the designated area on the charging station.



ChargeNet app

Activate a charging session via the ChargeNet app.



ChargeNet website

Activate a charging session using via the ChargeNet website and selecting the "Start Charge" option.



Additional support

Our support centre operates 24/7 and can activate a charging session remotely.
















How long will it take to charge my EV?

At a ChargeNet fast charger, you'll boost your vehicle's range by approximately 100km within just 15 to 30 minutes – a perfect opportunity to take a break, stretch your legs, and enjoy a coffee. There are a few variables that impact charging speed, such as the size and temperature of your battery, your current state of charge and the speed of the charging point.

Our network is thoughtfully designed to accommodate the diverse needs of EV drivers through a combination of charging speed options and a variety of locations. You'll find our charging stations in locations that align with your everyday routines, ensuring fast and convenient charging while you're on the move.

[Read more](#)

AVAILABLE ON THE CHARGENET NETWORK

3 Pin to Type 2 	Charge port:   3 pin plug AC Type 2	Typical charging station: Home	Range added per 15 minutes of charge*:  Up to 3 kilometres
7-22kW AC Charging 	Charge port:  AC Type 2	Typical charging station: Home, work, shopping centres, car parks	Range added per 15 minutes of charge*:  Up to 10 kilometres
25-150kW DC Fast Charging 	Charge port:   CCS CHAdeMO	Typical charging station: Regional, near motorways, supermarkets	Range added per 15 minutes of charge*:  Up to 66 kilometres
150-350kW Ultra-fast Charging 	Charge port:   CCS CHAdeMO	Typical charging station: Highways & motorways	Range added per 15 minutes of charge*:  Up to 400 kilometres

*Charging times are estimated only. Actual charging times will vary

Public charging tips

Take the time to understand the difference between AC & DC

The two electric vehicle charging technologies are alternating current (AC) and direct current (DC charging). The ChargeNet network is made up of both AC and DC charging stations.

AC charging is slower, much like charging at home. The ChargeNet DC charging is a fast, premium service enabling you to charge your car in the shortest time period possible.

When a charging session is complete, move on quickly

When rapid charging, it is important to stay close to the vehicle. As this process only takes between 20 to 30 minutes at a time, other EV drivers will likely wait behind to use the charging stations. This means moving away immediately once the EV is charged up, keeping the charging process moving along swiftly.

EV parking spaces are for charging only

It's great to be part of the EV community, but that doesn't mean you get a designated parking spot. If you're not charging, be respectful and save that space for a fellow EV driver who might need to charge their vehicle urgently.

Avoid charging over 80% where possible

To protect your battery, your EV always controls the speed at which it charges. For most EVs, the rate will slow during the last 20% of the charge, which is known as the DC Fast Charging curve and is the reason why fast charging stations have an option to charge to only 80%. It's generally recommended to use this option, as it represents better value for money and keeps your battery healthy. It's also good etiquette to move on quickly if others are waiting to use the charger.

ABC - Always be charging

When driving a regular car, it's common to wait until the petrol gauge gets low to find somewhere to refuel. This is something you need to unlearn when you make the switch to an EV. The general rule is 'A, B, C - Always Be Charging'. If your car is sitting idle at home, work or in a public carpark, it should be plugged in if possible.



EV charging etiquette

While there aren't many hard-and-fast rules about EV charging, a few etiquette guidelines have been developed to ensure everyone tops up smoothly. As the number of EVs on the road continues to rise, it's important to familiarise yourself with these common courtesies to help us all charge on together.

[Read more](#)



We're All Equal



Respect the Queue



Know Your Limits



Check Your Charge



**Charging,
Not Parking**



**Communication
is Key**



**E is for
Emergency**



**Be Nice
to ICE**



**OK to Check
Progress**



**Respect the
Station**



ChargeNet

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