

Guide to Electric Vehicle Charging

Welcome to Electrada!

Thank you for working with us to accelerate the transition to electric mobility!

Your newly installed electric vehicle (EV) charging equipment will transform your property. We are excited to share below some important details and are at the ready at support@electrada.com should you have any questions.

Partnership with the FLO Network

Electrada partners with FLO, a leading North American charging network for electric vehicles and a major provider of smart charging software and equipment. Every month, FLO and its parent company, AddEnergie, enable half a million charging events and the transfer of 7.5 GWh in electricity, thanks to 30,000 high-quality stations deployed on public networks, commercial and residential installations. For more information, please visit flo.com.

Charging Equipment

Electrada owns, operates and maintains the EV charging equipment installed on your property. In the majority of cases, issues related to EV charger functionality are identified, diagnosed and resolved before EV drivers encounter them. Often, those issues may be linked to the availability of wireless signal on your property.

In case an EV charger loses functionality, please call toll free **1-855-543-8356** for immediate assistance 24/7/365.

Charging on the FLO Network

In order to use the EV charger on your property, EV drivers need to do the following:

1. Sign up for a FLO user account: account.flo.com
2. Download the free FLO EV Charging app from the [App Store](#) or [Google Play](#).



3. Add funds using a credit card
4. Request a FLO membership card (if desired)
5. [Find a Public Station on the Flo Map](#) or;
6. Find charger identifier (indicated on the front of the charger) by typing it into the Search field in the app
7. Add it to Favorites and use the same charger by choosing it from the Favorites at every charge

We look forward to working with you to create an excellent charging experience for EV drivers in our region!

