

## Questions & Answers - Benefits of an Allego package

Allego offers reliable charging solutions to companies and individuals. Allego's charging stations can be used by all electric cars and all electric car drivers and provide a complete charging experience.

- **Installation included**  
Benefit from our full-service standard installation package.
- **Smart connected**  
Remotely monitor, control, and update your charging solutions and track charging history, usage and cost.
- **Subsidy deduction**  
"Grön Teknik" subsidy is applicable to packages purchased through electrician partners.
- **Safety**  
All charging points are connected, weatherproof, safe and suitable for all electric vehicles.
- **24/7 Customer Support**  
Hassel-free charging with our EV specialists are ready to help around the clock.
- **3 year Service Agreement (onsite fault repair)**  
3 year service agreement with extended warranty is included in all our charging packages, with the possibility to extend to 5 years (extension does not apply to private leasing).

### How does the charging card/tag work?

You get access to a large public charging network through our partner Charge4Go with support for refunding of your charging costs if your employer has chosen to offer refunds.

The employer is billed electricity costs for private and public charging. Payment of private charging is done directly to the driver, 20 SEK/month. Welcome package with charging tag, administration, and no mark-up on prices in roaming platform.

### What is included in the service agreement?

The service agreement runs for 3 years:

- Service agreement "all inclusive" on site. Travel time, service time and spare parts are included.
- Driver portal where the driver can see charges and print documentation.
- Swedish-speaking customer service open 24 hours a day.
- On-call support that can, among other things, unlock, start and finish remotely.
- Remote support where experts from Allego and the hardware manufacturer can connect directly to the charger.

- Possibility to get help adjusting settings remotely, e.g. setting down or turning up the power on the charger.
- Sim card connection fee is included.
- Automatic software update via the modem.
- Pro-line RFID meter: User management that enables easy administration between corporate miles and private miles with refund

#### Add-on

- Extension up to five years subject to monthly payment.

### What can I expect during an installation?

The installation of a home charger starts at the fuse box. The home charger is installed on a separate group in the fuse box. You do not need to free a separate group in the fuse box, we do this during installation if necessary. The steps are as follows:

1. Check the fuse box and upgrade if necessary.
2. Deliver and place the power cable from the fuse box to the place of the home charger.
3. Place the charger on the wall and connect the cable.
4. Verification if the charger is connected to the underlying system.

### What is included in the installation package?

Included in the installation package 'Standard'.

- Installation, wiring and connection according to reconciliation with end customer.
- Driving 50 km (round trip).
- Advice based on the end customer's conditions via telephone, as well as access to information in the Allego portal.
- Assessment of which group the connection is best done on based on instantaneous load.
- Preparation / examination of existing electrical installation (No site visits for this part) .
- Examination of the conditions for wiring and mounting etc. (Not site visits).
- 2 holes in the wall, not hard concrete.
- Pulling cable, 10 meters, along wall.
- Mounting the charging box on the wall.
- Connection of the charging box.
- Allego SAT - Recording/reporting.
  - Test of the functionality of the charging station.
  - Implementation of self-inspection after installation.
  - Check that the charging box is connected to the back-end system (applies to connected charging box)
- Review of the installation with the End Customer.
- Marking of the system according to industry regulations.
- Target for delivery time 20 weekdays free weekdays from ordering i.e. approved quote by the competent party.

### Prerequisites for a standard installation

During the installation steps, you will be prompted to answer several questions. Based on the answers, it is determined whether your installation is a standard installation or a custom one.

Prerequisites for standard installation:

- Vacancy in central
- 20 A main fuse
- Approved electrical installation
- Unpainted facade
- No digging work

The following things lead to a custom installation and can therefore incur additional costs:

- The location you selected for your home charger is owned by a housing association or someone other than you (the EV driver).
- The meter cabinet was installed before 1990 and lacks RCD switches
- The expected delivery of your electric vehicle is within a week. This requires us to give you a priority status
- The required cable distance from the charging point to the fuse box is more than 10 meters
- You have selected crawl space, this increases the work requirements during installation
- Ground work required

### **If my installation is not standard?**

Custom installations can incur additional costs. Once the Home Charger configuration is complete, we will make sure the request is analyzed. After that, we will inform you of the exact quote for additional work in the case of a custom installation and (non-) approval of the costs. In any case (standard or custom), when the cost is not accepted in the final quote, we cancel the order and inform you.

## **Charging & Power Supply**

### **What can I choose for electric car charger?**

Today we offer two different chargers:

#### **Eve Single S-Line**

- Charges up to 22 kW on three phases with SIM cards for online services. Fixed cable 5 or 7.5 meters is included. Cannot be used with a refund from the employer of costs for electricity consumption.

#### **Eve Single Pro-line**

Charges up to 22 kW on three phases with SIM cards for online services. - RFID reader for access management. Fixed cable 5 or 7.5 meters included.

### **Choice of load balancing? Two options.**

This assumes that you have a smart electricity meter and that the P1 port is activated. All meters will be replaced in Sweden by 2025. If yours is not replaced, it is good to prepare for the exchange by selecting this option.

Price: 2,500 SEK (before VAT and possibly subsidy)

Load balancing with installation of energy meters on incoming line in connection with the installation of a charging box. This assumes that there is a free space in the electrical substation and that it is max 10 meters to the electrical substation.

Price: 6,061 SEK (before VAT and possible subsidy)

### Why do we have three-phase installation by default?

Today we only offer three-phase installation as it makes the electric car charger more future-proof. The charging speed of electric cars is measured in kilowatts (kW). Most private homes have three-phase current, which means that the maximum charging power is up to 22 kW. However, it is possible to set down the charging power when installing or later per distance to reduce the load on the property's electricity grid. Many cars also provide an opportunity to time-set charging during the nighttime to make more optimal use of the mains connection and take advantage of low-load tariffs.

### How fast can I charge?

The standard solution for home charging is the Alfen Eve, which has a charging capacity of 3.7 kW, 7 kW or 22 kW, depending on the available electricity supply and available phases. The charging time depends on the power level of the electric car charger and the vehicle's charging system. Example: with 22 kW electric car charger, a vehicle with an equally powerful fast charging system can receive just under 22 kWh in one hour; this is enough for 120 km of driving with a consumption of 18 kWh/100 km.

Capacity	230V	400V	Charging time (20kW) 1-phase	Charging time (20kW) 3-phase
13 A	3.0 kW	9.0 kW	6 3/4 hours	2 1/4 hours
16A	3.7 kW	11.0 kW	5 3/4 hours	1 3/4 hours
20A	4.6 kW	13.8 kW	4 1/2 hours	1 3/4 hours
32A	7.4 kW	22.0 kW	2 3/4 hours	1 hour
63A	14.5 kW	43.5 kW	1 1/2 hours	3/4 hour

### Energy consumption during inactivity

The home charger consumes a small amount of energy when not in use. This results in costs between €10,- and €15,- per year that cannot be refunded.

### Public or private parking space?

To ensure a hassle-free installation process, it is important that the owner of the parking lot agrees that installation work for a home charger is taking place. If you do not own the parking space, you must obtain approval for the installation of your home charger on site.

### Can I choose a post-mounted model instead of a standard wall-mounted model?

In some exceptional cases, you can choose a post-mounted model. This is only possible if you have no possibility to install a wall-placed model. In this case, contact your employer and LeasePlan. A post-mounted model usually leads to large additional costs compared to a wall-mounted model as well as a longer delivery time.

## Installation prerequisites

### Routing: Does the installer need to be in a crawl space to be able to pull the network cable?

Please inform us if you think the cable needs to be pulled through a crawl space. This is important information for the installer. You can do this by clicking yes on the related steps in the configuration process. Crawl space means the space under the floor plan, which can be accessed, for example, via a hatch in the floor. The space often has a low ceiling height, which means that you need to crawl.

### Does my power grid at home have sufficient capacity for an electric car charger?

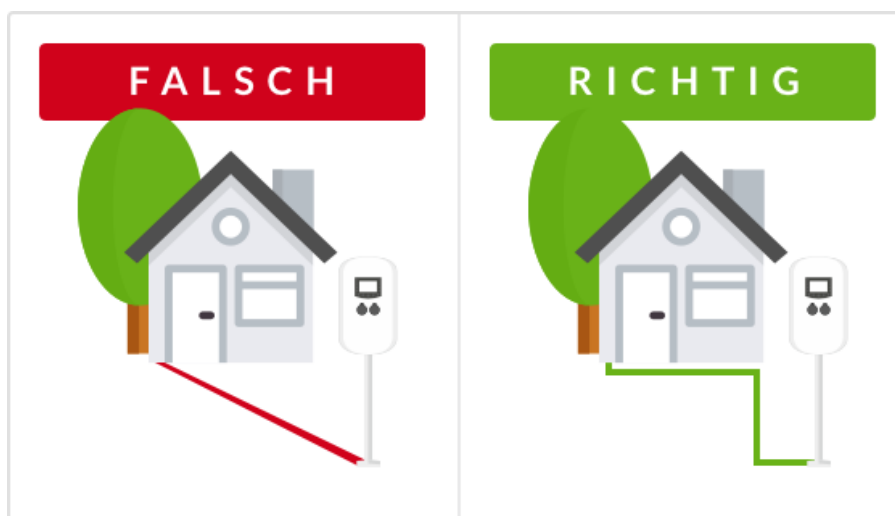
A home charger usually requires a much higher energy consumption than most other household appliances. The amount of available electricity capacity varies per household. Depending on the electrical equipment already in use and the power of the EV charger, you may need more capacity than available. In such a situation, the first solution is to strengthen the main connection. A second solution would be to cap the default charging speed. A third way is to time the charging via the car and charge during low load time e.g. the night. This is a setup that can be done in many cars. This is the simplest form of so-called load balancing. But load balancing can be done in a smarter way via our options for load balancing, see above.

### Groundwork: How do I assess the amount of groundwork needed?

You will be prompted to specify the calculated groundwork required. This refers to the total length of groundwork (not the depth of the soil).

The amount of groundwork required is calculated in straight (not diagonal) lines from the outer wall up to the location of the charging station. Please see the example below for an accurate calculation with straight lines. Straight lines are needed due to regulations on wiring in the ground. Up to 0.5 meters of ground work (length or depth) is included in the standard installation. Ground work over 0.5 meters is qualified as a custom installation and may incur additional costs. When calculating the amount of groundwork needed, please make sure that you also think about the parts of your plot that must not be touched (e.g. garden or lady).

When calculating the cable length, it is important to also add about one meter at each end for pulling into electric car chargers and into electrical cabinets.



### **Wiring: How is the cable distance between the fuse box and the location of the electric car charger measured?**

Similar to the measurement of required groundwork, it is necessary to calculate the routing distance of the cables in straight lines (see FoS – Groundwork). This applies to the distance in meters from the fuse box to the charging point location. Up to 10 meters is considered a standard installation. More than 10 meters of cables make the installation a custom installation. When calculating the length, do not forget to add a meter at each end to allow connection to the electric car charger and electrical cabinet.

## **Refund**

### **Can I get compensation for my home chargers energy costs?**

If you get a home charger installed by your employer, we will ensure that your employer is billed for all the electricity you use to charge your car. LeasePlan will automatically refund you for the energy the charging station consumes. Each month, energy consumption is calculated by multiplying the amount of energy consumed for charging (in kWh) by the price per kWh you specified here (refund fee). The monthly cost is automatically transferred to the (IBAN) account number that you have entered.

### **What should I specify as a refund fee?**

You must enter a price per kWh including transfer fees and taxes. Check your latest electricity bill to get a sense of what is reasonable. There is a maximum price that your employer decides. Usually, 1.80 or 2 SEK as max.

You do not need to fill out a refund fee if your employer does not have an agreement on this with LeasePlan.

### **Where can I find the IBAN number?**

The IBAN number can be found at your bank. Enter the banking app or through your computer to the list of your accounts. Tap account information.

## **Other**

### **Can I bring my electric car charger when I move?**

Yes, it is possible to move electric car chargers. Please note that this will result in removal costs and (re)installation costs at the new site. These costs should be weighed against the increase in the value of your old home if you leave the charging point there.

### **I have completed the configuration of the home charger installation. What can I expect?**

We will check your request if it involves a standard installation or custom installation and request approval. In the case of a standard installation, we will contact you within 5 working days to determine an installation date. In case of a custom installation, we will contact you within 10 working days to determine an installation date. If your request is not approved based on estimated installation costs, we will contact you as soon as possible to discuss further action.

### What can I expect during an installation?

The installation of a home charger starts at the fuse box. The electric car charger is installed on a separate group in the fuse box. You do not need to free a separate group in the fuse box, we do this during installation if necessary. In addition, depending on the location, budget, or preference, we mount home chargers either on a wall or a pole. The steps are as follows:

1. Check the fuse box and upgrade if necessary.
2. Deliver and place the power cable from the fuse box to the location of the electric car charger.
3. Place the charger on the wall or in the ground and connect the cable.
4. Verification if the charger is connected to the underlying system.