



# EV Charging in Your Apartment Building

This apartment building has been equipped with EV charging infrastructure to support residents who own or plan to own an electric vehicle.

To ensure charging costs are shared fairly, EV charging operates on a user-pays basis using an automated billing system provided by JET Charge.

## How apartment EV charging works

Each EV charger installed in the building is individually monitored to measure how much electricity it uses (kilowatt-hours, or kWh).

Rather than charging electricity costs to the building as a whole, the system ensures:

- EV drivers pay only for their own charging, and
- The Owners Corporation is fully reimbursed for all electricity used for EV charging.

All billing is handled automatically through the JET Charge Connect app.

## What EV drivers pay

If you use an EV charger in the building, you'll be charged for:

### Electricity usage

Based on how much energy your charger uses, at the rate set by the Owners Corporation (cents per kWh).

### A monthly system fee

\$20 per charger per month (inc. GST), which covers the billing platform and load-management system, including ongoing system updates.

JET Charge collects payments directly from EV drivers and reimburses the Owners Corporation, keeping the system fair, transparent, and cost-neutral for the building.



## Getting set up

You can complete setup at any time. Once finished, your charger will be ready for use when you move in. The process only takes a few minutes.

### Step 1: Claim your charger

Provide the account holder / driver details so the charger can be linked to you using [this form](#).

If you don't plan to charge straight away, you can pause at this step and activate billing later when needed.

### Step 2: Download the JET Charge Connect app

Once JET Charge confirms your registration.

- iOS: [Available on the App Store](#)
- Android: [Available on Google Play](#)

### Step 3: Get an RFID Card/Fob

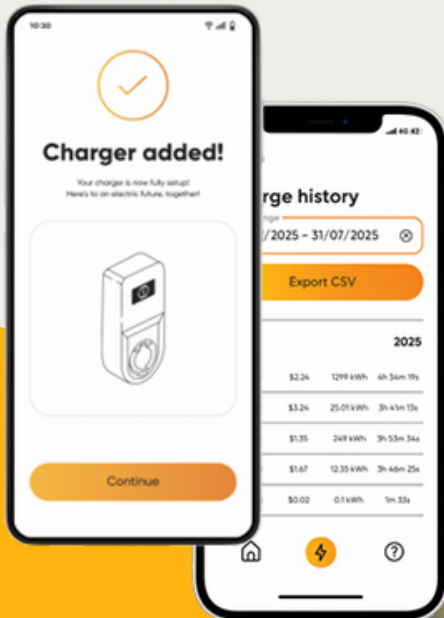
You can [purchase online](#) or even use your existing billing providers RFID cards.

### Step 4: Create your billing account

Create an account and add your payment details. This activates your billing subscription (\$20 per month inc. GST). You can enrol your RFID cards in the app.

### Step 5: Activation

You will receive an activation message within 1 business day of you completing the subscription after which you are ready to charge on JET Charge Billing.



Once setup is complete, you're ready to start charging.

If you exit setup partway through, no problem — you'll be prompted to complete it next time you log in.



## Using EV charging in the building

### Start charging

Plug in your EV, then:

- Tap your RFID fob on the charger, or
- Start a charging session in the app.

Charging can be stopped at any time via the app.

### Track your usage

The app shows all charging sessions, including:

- Date
- Energy used (kWh)
- Duration
- Cost

This information matches what appears on your invoice.

### Billing and invoices

- System subscription: billed monthly in advance
- Electricity usage: billed monthly in arrears, based on actual usage

If you start or stop charging partway through a billing cycle, charges are automatically pro-rated.

You'll receive notifications before charges, and invoices are emailed monthly.

### Managing your account

You can manage your account at any time via Account Settings → Billing Management, where you can:

- Update payment details
- View billing history
- Download invoices
- Cancel your subscription

## Need Help?

Visit the [Billing FAQ Page](#), or email [billing@jetcharge.com.au](mailto:billing@jetcharge.com.au) and the JET Charge team will assist.

