Welcome to the **GeniePoint Network** – Electric Vehicle Charging ENGIE EV Solutions have partnered with **Hellingly PC** to provide back office services to their electric vehicle chargers (GeniePoint Network).

We have compiled this list of Frequently Asked Questions to help you, but if you can't find the answer to your question here, please call our customer helpline: **020 3598 4087** or email us at: geniepointsupport@engie.com

Q. How do I register to use the chargers at **Hellingly PC**?

A. You can register at **https://www.geniepoint.co.uk/ds/register/for/HellinglyPC**

Once you have registered using the link above you will then be able to download the app and log in to your account with the email address and password you have used to register with.

From the App Store

From Google Play

Using your Smartphone App	Using an RFID Card	Purchase a GeniePoint Network RFID Card
• Open the GeniePoint App • Tap on "Start A Charge • Tap on the charger you require • Ensure your vehicle is connected to the charger • Tap the green charge button, followed by the large green "Confirmation" button • Charging will commence	• Connect cable to vehicle • Swipe RFID card on reader • Connect cable to charger • Click Start Charge	• Login to your GeniePoint Network account • Select Register a Card • Click Buy a new RFID Card • Your GeniePoint Network RFID card will cost £9.00 and will be delivered in 3-5 working days.
How to stop a charge session	**How to stop a charge session**	**Register your own RFID Card for FREE**
• Tap the red Stop Charge button • Disconnect the cable	• Swipe card on the reader • Click Stop Charge • Disconnect cable	• You must be within 100m of a charger • Open the GeniePoint Network app • Click My Account and select Register (under RFID card) • Follow the on-screen instructions

What are the costs? **Rapid – Connection fee £1 + 30p/kWh – Overstay fee after 90 mins £10.00**

Fast – Connection Fee £1 + 25p/kWh – Overstay fee after 245 mins £10.00

GeniePoint Network: The cost to use a GeniePoint Network charger varies throughout the country. Please login to your account and click on the map for details of each charger. Remember, you will need to ensure you have added credit to your account before charging your car.

When I join this scheme, are there any other benefits? Membership entitles you to use all Hellingly PC chargers, it also gives you access to our GeniePoint Network which is expanding nationwide. Login to your GeniePoint account on the app to view the map of chargers and associated costs.

Do I have to join a scheme – or can I simply use my credit card?

Our chargers are not yet able to directly accept credit cards – however, technology in this area is progressing quickly, as a registered GeniePoint Network user, you will be kept up to date with any new features and facilities.

What type of cable do I need to connect to a GeniePoint Network charger?

Our Rapid chargers have tethered leads, this means they will connect directly to your vehicle, so you do not need an additional lead.

If you are using one of our Fast chargers, you will need a mode 3 cable with a type 2 connector to connect to the charger, and the appropriate connector at the other end for your vehicle type. If in doubt, please refer to your vehicle handbook.

What happens if the charging machine is out of order when I arrive?

We endeavour to keep our chargers fully operational, but sometimes the unexpected can happen. If you find a charger is out of order, please call the helpline: **020 3598 4087**- as many as 80% of faults can be fixed remotely.

What happens if my vehicle won't charge at the charger?

Call the helpline **020 3598 4087**. Our customer service team are very experienced in charging all the various EV models, and they are highly trained on the functionality of the chargers. In addition, vehicle manufacturers provide us with regular updates on information relevant to their various models and changes they may make.

What do I do if I lose my RFID card?

Call our helpline as soon as possible to cancel your card to prevent unapproved usage. You will then be advised to log into your account to order a replacement card which will incur a fee of £9.00. Alternatively, you can register your own alternative RFID card at no cost via the app.

Can I cancel my account? Yes, you can, simply by emailing geniepointsupport@engie.com any residual amount on your account will be credited to you within 10 working days. Please note that any refund of your balance will be subject to a £5.00 administrative fee, as detailed in our T & C's.

Who do I contact if I want to complain?

In the first instance call the ENGIE EV Solutions helpline **020 3598 4087**. If we are unable to help you sufficiently whilst you are on the phone, they will escalate your complaint internally. We will contact you to discuss your complaint, by email or telephone, within a maximum of 2 working days.

To find out more about ENGIE EV Solutions and the GeniePoint Network, visit our website: www.evsolutions.engie.com