

## FAQs

### 1. Why should I install and Charge Point?

Electric vehicle manufacturers usually supply a cable that connects to a normal household socket. However, this cable must be used with caution and for occasional charges as it is essential to choose a charge power that can be withstood by the electrical installation. If said power is not chosen, the household socket could overheat or even cause more serious problems.

For this reason, international standards and protocols have been established to allow safe, universal charging by means of charge points. They afford the following advantages:

1. **Safety:** A Charge Point uses a pilot control function for sending data between the vehicle and the charging equipment, which assures maximum safety conditions throughout the charging process should any exceptional situation arise, such as battery overheating, sudden disconnection or charge cable breakage, thereby protecting the user, the home electrical installation and the vehicle itself.

2. **Convenience:** With Iberdrola Basic Green Charging you can have a Charge Point in your garage for charging your vehicle's batteries easily and conveniently using the equipment's built-in charge cable, and without having to use the occasional charging cable every time that is provided by the vehicle manufacturer. Just connect the Charge Point cable to the vehicle and that's it!

3. **Charge speed:** In order to reduce charge time, electric cars are designed to require more power than a household socket can withstand for an extended period. Electric vehicle manufacturers recommend that charging should usually be carried out by means of such Charge Points, and that a household socket should only be used occasionally.

### 2. Why does my home electrical installation have to be adapted?

Your electrical installation must comply with current regulations, which means it has to be adapted accordingly.

Electric vehicles require considerable power when charging, whereby the Low Voltage Electrotechnical Regulations and, specifically, ITC-BT 52 set out a series of safety requirements to ensure that the installation is correct and has all the necessary elements to safeguard people, vehicle and home.

As with other household equipment such as air conditioning, electric heating or tumble dryers, the charge point must be powered by a separate circuit independent from all other power requirements, correctly sized for the envisaged load, and fitted with specific safeguards against direct or indirect contact, overcurrent and surges.

The safety requirements for electrical installations are independent of the type of vehicle being charged; regulations do not differentiate between electric vehicles or plug-in hybrids, the charge power or the charging system used (household socket or Charge Point).

### 3. Can I charge motorcycles and/or cars at a charge point?

Yes, providing the charge point is compatible with the type of vehicle to be charged. Our charge points are valid for both cars and motorcycles.

### 4. Apart from charging my vehicle, what other services do Iberdrola charge points offer me?

Iberdrola SMART charge points are equipped with an access control system that allows you to decide precisely who is able to charge his or her vehicle. In addition, they enable you to schedule charges to ensure that your vehicle will always be ready when you need it.

### 5. Do I have to take out a new electricity supply contract for the charge point?

If the charge point is installed in a family home with built-in garage, you don't need a new electricity supply contract.

If the charge point is installed in a communal garage located in the same building as your home, you don't need a new electricity supply contract.

### 6. If I used my present electricity supply to charge my vehicle, would I need to change the contract?

It depends on how much power you've subscribed to receive, the characteristics of the vehicle and when charging is carried out. At Iberdrola we recommend charging at night when your household power consumption is lowest.

If you wish to charge during the day, you may need to request an increase in the power you receive.

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### 7. If I live in a block of flats with a communal garage, how do I charge my vehicle?

The Commonhold Property Act has been amended to facilitate the installation of charge points in communal garages, so it's no longer necessary to get authorisation from the Residents' Association in order to carry out the electrical infrastructure via common spaces. Notification of the installation to be carried out will now suffice. If you are interested, Iberdrola can give you advice and manage the installation and the required procedures with regards to the Residents' Association.

### 8. Are there government grants for vehicle charging infrastructure?

There are both state and local grants. At [www.moveaplan.es](http://www.moveaplan.es) you can see the available grants.

### 9. What energy sources are included in Iberdrola Green Energy?

**Iberdrola Green Energy** comes exclusively from 100% renewable sources, as established by European Directive 2001/77/EC, and which do not emit greenhouse gases. 100% renewable energy sources encompass wind, solar and water power.

If you charge with **Iberdrola Green Energy**, not only will you avoid producing emissions when you travel, you will also help reduce power generation emissions.