

mer

Pure energy from Statkraft

EV charging with Mer

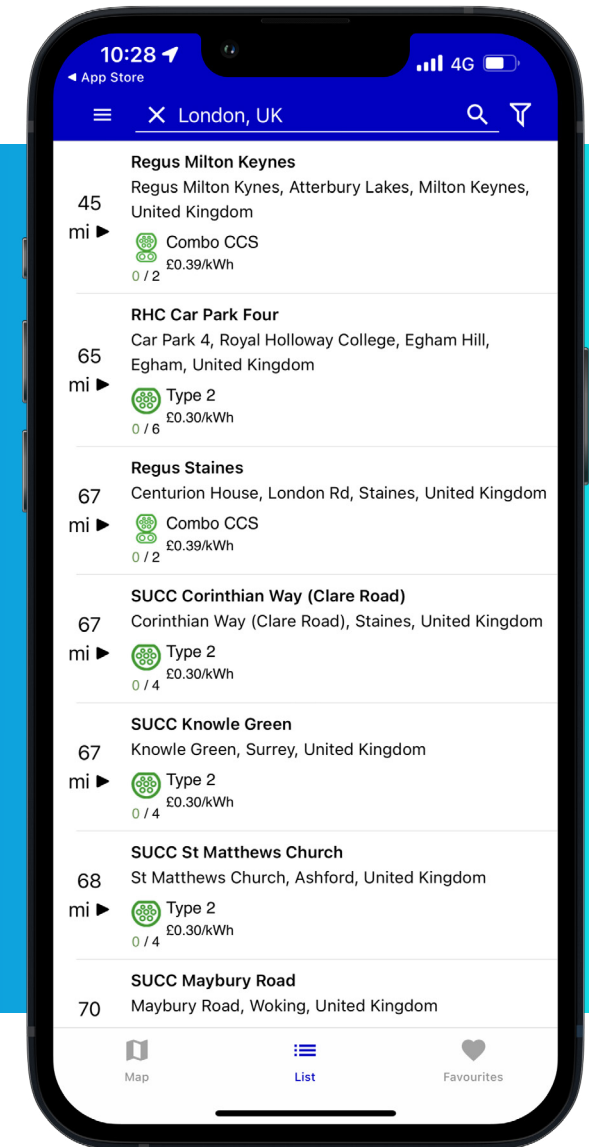
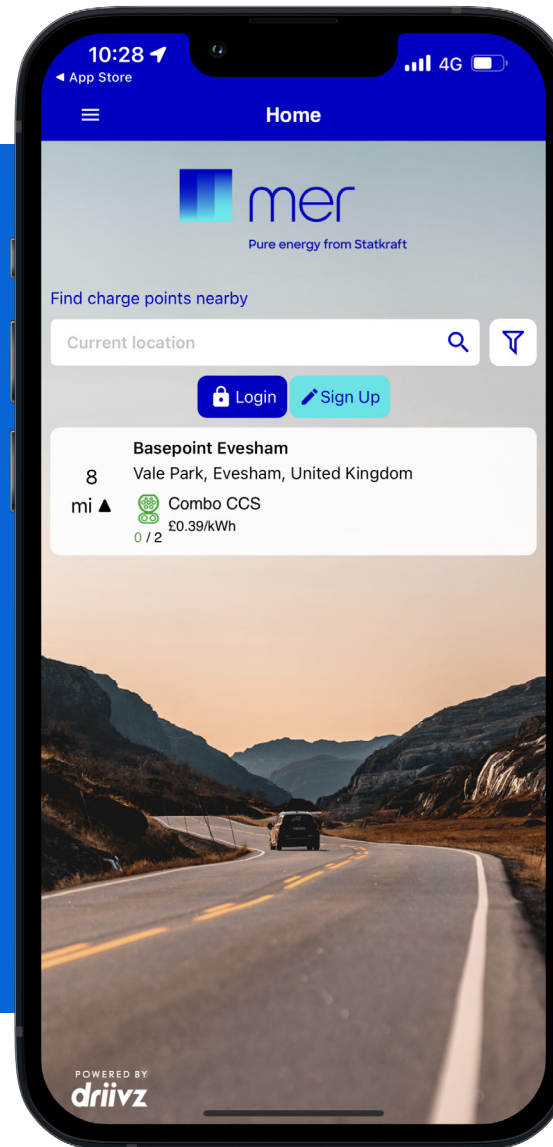
We have produced this handy guide to help you access Mer Connect UK and our Driver Portal.



How do I charge?

We hope you have noticed some new EV charge points in your carpark/depot. We have produced this handy guide to help you get charging.

First you need to download the Mer Connect UK app from Google Play Store / App Store



How do I charge?

We aim to deliver a straightforward charging experience for EV drivers, that's why we give you the choice to charge your electric vehicle as a guest user or by registering on our network.

Register with Mer

- » Open the Mer Connect UK app
- » Click on Sign Up
- » You are then redirected to a page about the Mer Network, click 'Next'
- » Enter your personal info, create password and click on 'Next'
- » Enter your billing address and click 'Next'
- » You will then be prompted to enter your payment details
- » To activate your account, we will send you a code by message
- » Now that your account has been created you can go ahead and click on log in
- » Locate and select the charge point you want to use.

Starting a charge

- » Connect the cable to the vehicle and swipe to charge
- » The status on the charging station screen will change to "Authentication succeeded".

Stopping a charge

- » Swipe stop in the app
- » The cable will release once the charge has finished
- » The status on the charging station screen will change to "Charging completed"
- » You will be billed monthly on the card you registered with.

Guest User

- » To charge as a Guest User you don't have to sign up
- » Open the Mer Connect UK app
- » The closest available charge point should appear on the home page or you can enter your current location
- » Another option is to click on find a charge point, there you will see a map showing the chargers around you
- » Select the charge point and socket you wish to charge at.

Starting a charge

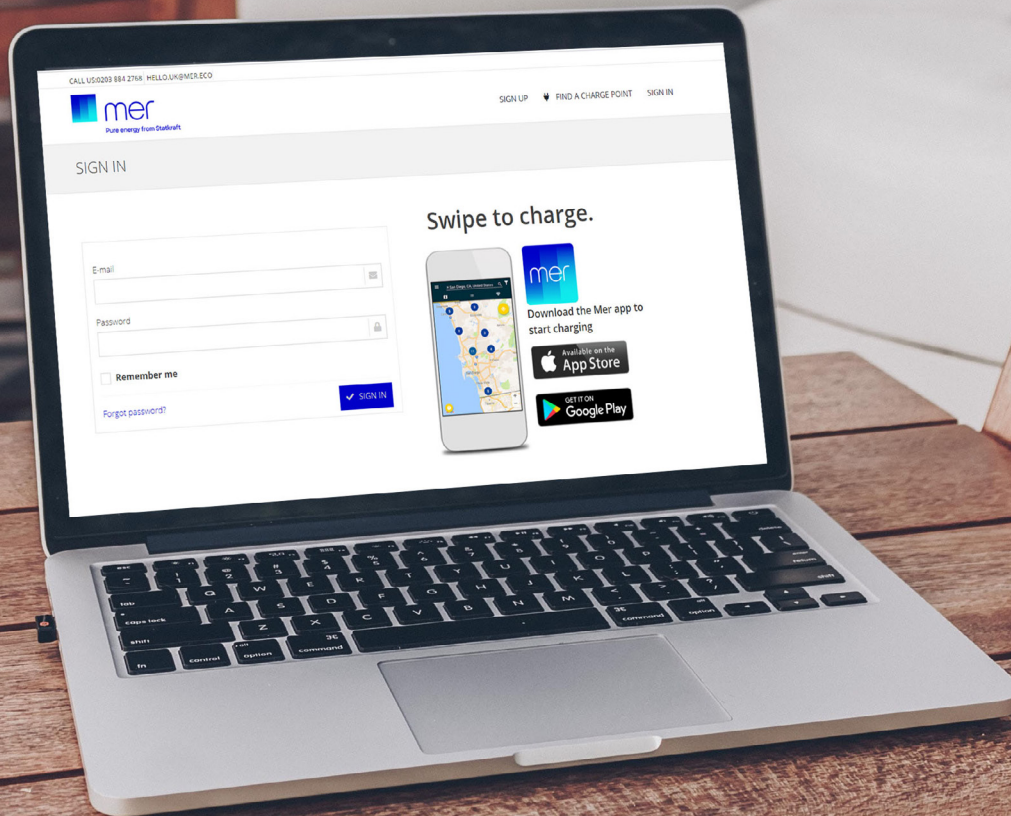
- » Connect the cable to the vehicle and swipe to charge
- » You will then be prompted to add your billing details and a payment method.
- » Once these details are entered the charge will start
- » The status on the charging station screen will change to "Authentication succeeded".

Stopping a charge

- » Swipe stop in the app
- » The cable will release once the charge has finished
- » The status on the charging station screen will change to "Charging completed"
- » A receipt will be sent to you via email following your charge.

The Driver Portal

- Visit <https://uk.mer.eco/>
- Along the navigation bar at the top click on Driver Portal/Map
- Click 'Sign in' at the top right of the screen
- If you have registered to the Mer Connect UK app you'll be able to access our Driver Portal using the log in details you've just created on the app.



Homepage

- » On the homepage you will see a map of all the charge points available to you.
- » You can access information on the chargers listed here including availability, type of socket and/or report an issue.

Account

- » Top right of the screen you will see a drop down tab named account.
- » Here you will see your billing contract
- » This will include the type of contract you have, when the next payment is due and other information about your membership.
- » Via the invoices tab you can access recent invoices and track your expenditure.

Profile

- » You can access your profile by clicking on the profile drop down tab at the top right of the screen
- » You can upload a picture, change your name and linked phone number and home address.
- » You can also change whether you want to receive marketing updates from this page.
- » If you would prefer to charge via a charge card you can purchase one here for £10
- » If a charge card is lost or misplaced, you can temporarily suspend the card from being used by pressing the suspend button.
- » If the card has been stolen or is permanently lost, press report under the card details. It will be deactivated and a new card can be provided.
- » And manage how you will be notified about different events associated with your Account. You can be notified via Text SMS, Email or via the Mer Connect UK app.

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For more information contact your
account manager at Mer or email
hello.uk@mer.eco