



EV GATEWAY NETWORK OVERVIEW

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Executive Summary

Brief Overview

EvGateway was created by a team of industry leading entrepreneurs that are vehement about the creation of sustainable energy solutions. Our team has designed a solution that supports all of the technologies that power Electric Vehicle (EV) charging station networks. Our capabilities consist of easy-to-use solutions to make the management of your EV chargers easier than ever.

EvGateway is an EVSE manufacturer-agnostic electric vehicle charging network that provides turn-key solutions to the end customer regardless of their requirements and charging needs. We work with EV manufacturers to enhance their chargers into smart-chargers- allowing them to be remotely managed and monitored without human intervention.

Additionally, EvGateway has a dedicated development team working on continuous product development, customizations, and white labeling services that provide our customers complete at a faster pace and affordable cost.

- Customizable solutions for all charging scenarios – Can integrate with any 3rd party tool, provide advanced customizations as well as a scalable, dynamic solution that can expand our customer’s functionalities as they grow and capture a larger market share.
- Strong software integration experience in global markets
- International Presence with customers of all charging requirements and scenarios
- Commercial and Fleet Specific – Custom White Label Solutions
- White Label Options for all markets/business models– SAAS & Dedicated for Commercial and Fleet Charging
- EV Charger Manufacturer Agnostic Network with years of experience currently integrated with the following charger OEMs:



EvGateway is an approved vendor on all major utility rebate and incentive programs in the United States including but not limited to Southern California Edison, Pacific gas and Electric, San Diego gas and Electric, Eversource and NYSERDA.

Differentiators

- ✓ Proven model SAAS
- ✓ 7,500+ chargers on our network
- ✓ Manufacturer agnostic software – can integrate with any OCPP hardware
- ✓ Mobile app with Major Payment Gateway Integrations
- ✓ Turnkey Solutions provider – Hardware + Network + Support
- ✓ Global Presence
- ✓ Bi-Lingual – English / French / Spanish – Portal / Apps / Support
- ✓ Supported in 4 Continents
- ✓ White Label Solution for Partners
- ✓ Approved by all Major Incentive / Rebate Programs nationwide

Key Features of the EvGateway Software

✓ Portal	✓ Network
<ul style="list-style-type: none"> ▪ Dashboard 	<ul style="list-style-type: none"> ▪ Monitor AC Chargers
<ul style="list-style-type: none"> ▪ Reports 	<ul style="list-style-type: none"> ▪ Monitor DC Chargers
<ul style="list-style-type: none"> ▪ Administration 	<ul style="list-style-type: none"> ▪ Monitor Ports
<ul style="list-style-type: none"> ▪ Power Management 	<ul style="list-style-type: none"> ▪ Monitor Station Signal
<ul style="list-style-type: none"> ▪ Station Management 	<ul style="list-style-type: none"> ▪ Monitor Hardware Related Faults
<ul style="list-style-type: none"> ▪ Customer Management 	<ul style="list-style-type: none"> ▪ OCPP – 1.6 and above
<ul style="list-style-type: none"> ▪ Site Management 	<ul style="list-style-type: none"> ✓ OCPP - 1.6 and above
<ul style="list-style-type: none"> ▪ Driver Management 	<ul style="list-style-type: none"> ▪ OCPP Core Functionalities
<ul style="list-style-type: none"> ▪ Site Owner Management 	<ul style="list-style-type: none"> ▪ OCPP Core Functionalities
<ul style="list-style-type: none"> ▪ RFID / FOB Management 	<ul style="list-style-type: none"> ▪ Firmware Management
<ul style="list-style-type: none"> ▪ Access Control Roles 	<ul style="list-style-type: none"> ▪ Reservation
<ul style="list-style-type: none"> ▪ Set Vending Price 	<ul style="list-style-type: none"> ▪ Trigger Message
<ul style="list-style-type: none"> ▪ Manage Curtailment 	<ul style="list-style-type: none"> ▪ Smart Charging
<ul style="list-style-type: none"> ▪ Fleet Management 	<ul style="list-style-type: none"> ▪ Remote Diagnostics
<ul style="list-style-type: none"> ▪ Dealer or Reseller Management 	<ul style="list-style-type: none"> ✓ Features
<ul style="list-style-type: none"> ▪ Multi Language Support 	<ul style="list-style-type: none"> ▪ EvGateway Network Customization
<ul style="list-style-type: none"> ▪ Driver related help - FAQ, Manual 	<ul style="list-style-type: none"> ▪ Mobile App Customization
<ul style="list-style-type: none"> ▪ Driver Support 	<ul style="list-style-type: none"> ▪ Driver Support
<ul style="list-style-type: none"> ▪ Station Owner Support 	<ul style="list-style-type: none"> ▪ Station Owner Support
<ul style="list-style-type: none"> ▪ Network & Backend Support (IT) 	<ul style="list-style-type: none"> ▪ Network & Backend Support (IT)
<ul style="list-style-type: none"> ▪ Request Additional functionality 	<ul style="list-style-type: none"> ▪ Request Additional functionality
<ul style="list-style-type: none"> ▪ Public IP 	<ul style="list-style-type: none"> ▪ Public IP
<ul style="list-style-type: none"> ▪ Separate Database Instance 	<ul style="list-style-type: none"> ▪ Separate Database Instance
<ul style="list-style-type: none"> ▪ Customization 	<ul style="list-style-type: none"> ▪ Customization
<ul style="list-style-type: none"> ▪ EvGateway Hosting 	<ul style="list-style-type: none"> ▪ EvGateway Hosting
<ul style="list-style-type: none"> ▪ SSL Certificates 	<ul style="list-style-type: none"> ▪ SSL Certificates
<ul style="list-style-type: none"> ▪ Domain Support 	<ul style="list-style-type: none"> ▪ Domain Support
<ul style="list-style-type: none"> ▪ Hosting Support 	<ul style="list-style-type: none"> ▪ Hosting Support
<ul style="list-style-type: none"> ▪ Web Portal Support 	<ul style="list-style-type: none"> ▪ Web Portal Support
<ul style="list-style-type: none"> ▪ Security Monitoring 	<ul style="list-style-type: none"> ▪ Security Monitoring
<ul style="list-style-type: none"> ▪ Data at Rest Security 	<ul style="list-style-type: none"> ▪ Data at Rest Security
<ul style="list-style-type: none"> ▪ QR Scanner 	<ul style="list-style-type: none"> ✓ Compliance
<ul style="list-style-type: none"> ○ Payment Gateway 	<ul style="list-style-type: none"> ▪ OPEN ADR 2.0b
<ul style="list-style-type: none"> ○ STRIPE/Authorize.net/PAYPAL 	<ul style="list-style-type: none"> ▪ OCPP 1.6 & above
<ul style="list-style-type: none"> ○ Vantiv Worldpay 	<ul style="list-style-type: none"> ▪ PCI DSS
<ul style="list-style-type: none"> ○ Google/Apple Pay 	<ul style="list-style-type: none"> ▪ Data at Rest Security - FIPS 140.2

Electric Vehicle Charging Network

EvGateway **Electric Vehicle Charging Network (EVCN)** for Fleet and a Public charging monitors the health of the Charging Station equipment, activates, and terminates charging events, initiates pay as you go transactions and collects usage data from charging stations.

The EvGateway Solution Comprises of:

1. Network
2. Mobile Application for payment processing and tracking.
3. 24 x 7 Monitoring using Network & Help Desk



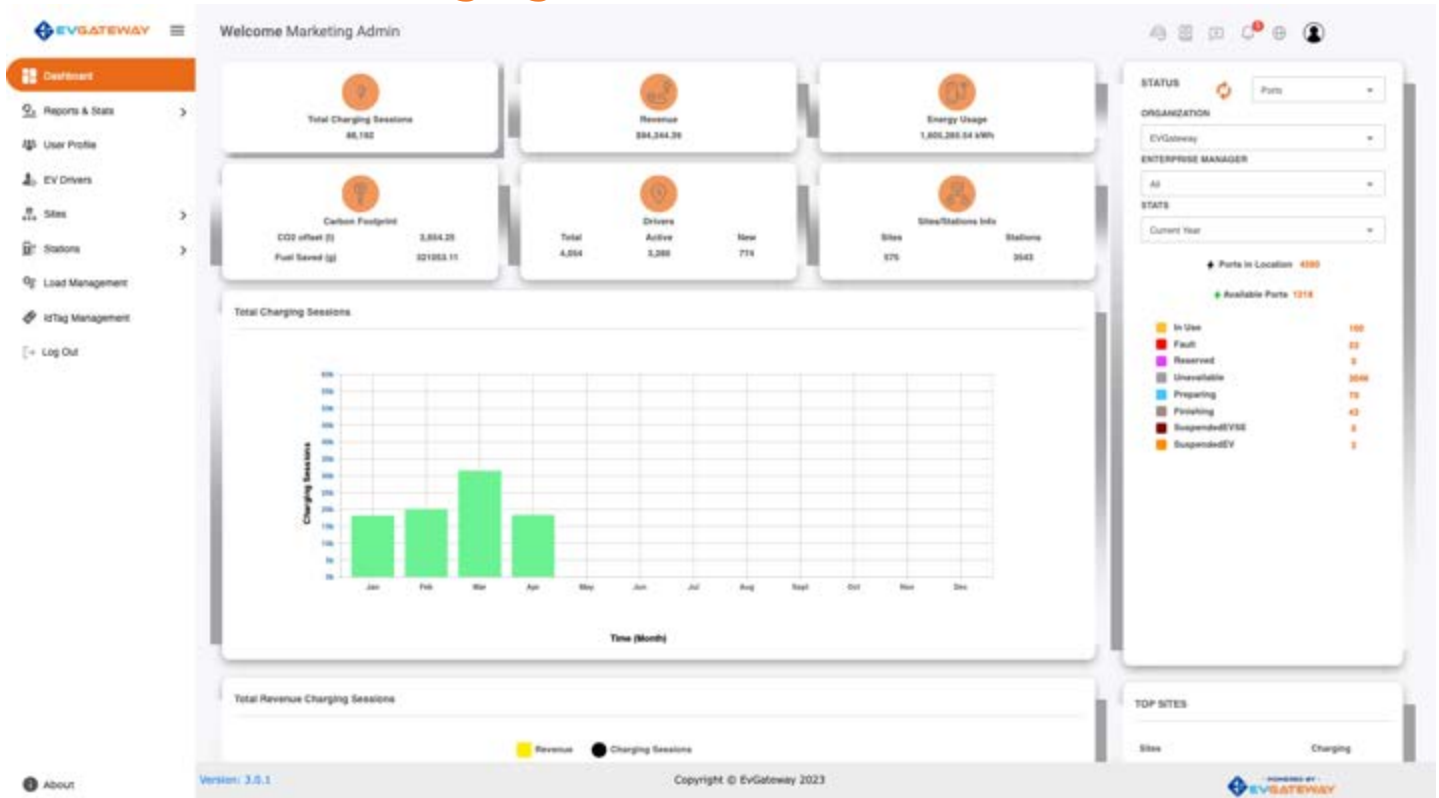
Electric Vehicle Central Intelligence

Central Intelligence is a complete electric vehicle solution. A Combination of Network to Chargers and centralized Portal to give all the information of chargers for EV-drivers and charger owner, payment processing with a Mobile application for iPhones and Android phones. Combined with 24x7 monitoring of every charger and help desk.

- **OCPP 1.6** compliant network enables you to add any OCPP 1.6 and above compliant charging stations to the network and start monitoring its activities. EvGateway is an open charge point protocol and an open ADR compliant network
- Set the price that drivers pay to use charging stations based on energy cost, duration, time of use. Funds collected from drivers are electronically transferred to a designated bank account. EvGateway network supports **Multiple Digital Payment gateways.**
- Advanced access controls manage which drivers can access stations and when.
- Statistical charts and analytics, available with a click, summarize important trends for planning and management reporting.
- Waitlist makes charging more convenient by notifying drivers when a charging spot becomes available for them and holding it until they can plug in their vehicle.
- A graphical dashboard shows real-time status and a detailed map, making it easy to manage stations from your desk or mobile phone.
- **Mobile Application** allows users to locate and navigate to the nearest charging stations and complete a paperless charging session

Features of the of the Solution

Centralized EV Charging Network



EvGateway Web Portal

View Station Information, Including Station Availability and Accessibility Time

EV drivers will be able to locate EV charging stations, get step-by-step directions, determine the charger type (Single or Dual Level Port), and view real-time station status (available, in use, etc.) in our new Advanced dashboards

Set Notifications, and Review EV Charging Session Details

Our Network allows drivers to create driver accounts, and login to review their charging session details, payments, edit their profiles etc.

Multiple Methods for Activating EV Chargers and Charging Sessions. Our Network allows drivers to activate EV charging stations via activated FOB ID guest code, EvGateway Mobile Application or Customer Support which is available 24 X 7. EV charging sessions can also be started directly from the mobile application or by Customer Support specialist

- Single station group (usage policy and pricing are uniform across all stations)
- Driver group (Pricing and accessibility controls)
- User Based Access Level Controls

Knowledge Based Analytics

Knowledge base content evolves over time. It provides a list of events, so you can always be up to date with the latest changes, preserving the integrity of your content. Statistical charts and analytics are available with a click, summarizing important trends for planning and management reporting. EvGateway enables automated alerting on the charging stations for any station down alerts along with uptime and downtime reports available. These reports can be downloaded from the web login provided to the EV owner. The alerts are handled by the support team and the necessary contact person listed will be informed about the alerts.



How to charge using Mobile App

Charge From A Public Charging Station

Search for Charging Station Embarking Using Mobile Application or web Application location map to plan your journey based on where to obtain a charge. Ensure the Charging Station outlet you intend to use is compatible with your vehicle and operational. Ensure you have the correct charging cable in the vehicle and the appropriate RFID card, contactless payment solution or smartphone application on your phone (whichever is applicable at the site). Please note that you may need to register online to obtain an RFID card or set up payment for charging

Navigate to Charging Station and Park Input the Charging Station location details into your navigation system and drive to the location (ensuring that you have enough charge to get there). Park in a dedicated EV charging bay denoted by bay markings/signage. Note the time limits and parking fee. Pay for parking and obey the parking rules (where applicable). Take the EV cable from vehicle (if applicable).

Authorization RFID card and contactless payment method authorized charging; Present appropriate card or phone to the RFID reader on the Charging Station and follow the instructions provided. PAYG Charging Stations will require a payment method to be registered to the User's account when an RFID card is used.

Phone / SMS Authorized charging Call or text the telephone number on the Charging Station or its signage. Use the instructions provided. You may be asked to input a debit or credit card if the Charging Station is Pay as you Go enabled.

Smartphone application Search for the Charging Station using the application's map, or via postcode or unique Charging Station identifier number on the unit's sticker. Follow the instructions provided. PAYG Charging Stations will require a payment method to be registered to the User's account.

Plug in and Start charge Plug vehicle in when prompted and wait for the vehicle and Charging Station to acknowledge charging has commenced (e.g., EV dashboard and Charging Station LED status lights change). If a problem occurs and the vehicle stops charging prematurely, please call the helpline on the Charging Station for instructions. If it is safe to do so, it may be worth repeating charging initiation to see if charging is possible (before calling the helpline).

Stop charge Return to your vehicle and terminate charging utilizing the method you used to start charging. Please note that you must use the same card or phone that you started the charge with. Unplug: Unplug your vehicle from the Charging Station when prompted by the onscreen instructions. Close the charging port on the EV, place the detachable charging cable in the vehicle and close the Charging Station socket or ensure the tethered Charging Station plug is safely stowed in its holster (whichever is applicable). In the unlikely event that you encounter a problem during charging, please call the helpline on the sticker on the Charging Station.

Digital Payment Gateways

Payment gateways fulfill a vital role in the ecommerce transaction process, authorizing the payment between merchant and customer. Popular payment gateways that is integrated with EvGateway Network are:

- PayPal
- Stripe
- Vantiv Worldpay
- Authorize.net
- Apple Pay & Google Pay
- Nayax and Payter – Payment Terminals

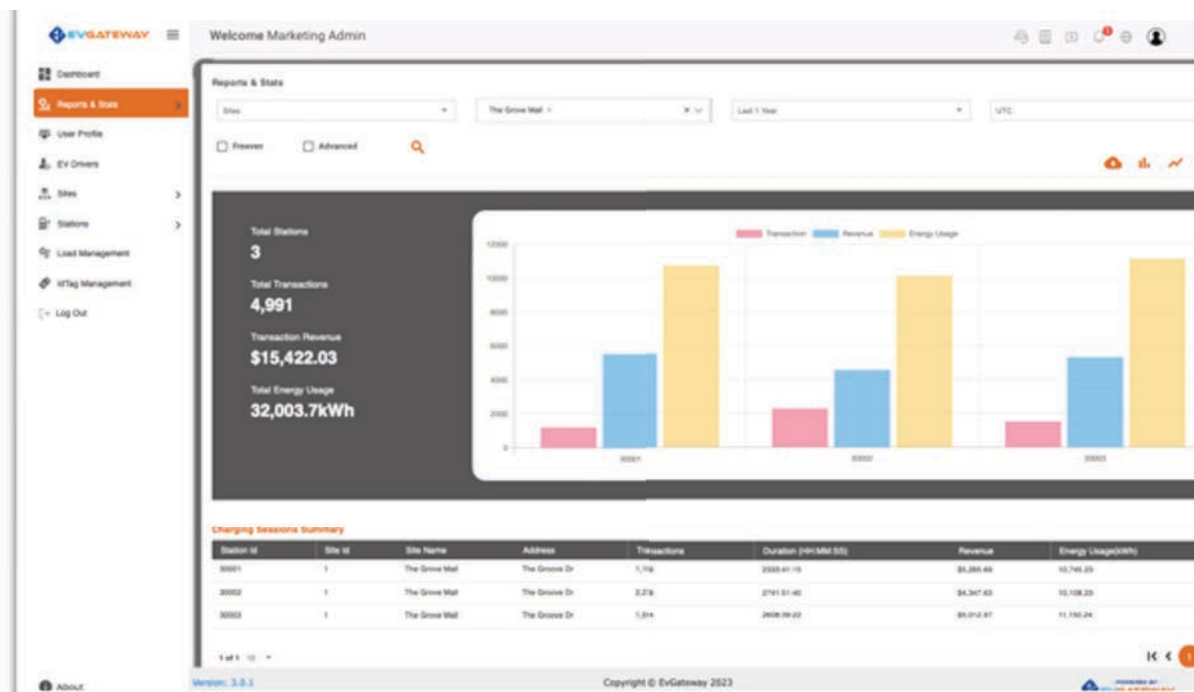
Prepaid Accounts

As a potential Host of a Charging Station, you must consider whether to bill your EV-driving staff or visitors for the use of the equipment. In some circumstances, you will not have a choice and must deploy a payment solution. Pay as You Go (or PAYG) is a general term that people associate with non-contract mobile phones. For clarity, the PAYG service provided by the Supplier or Network Operator includes a means of access to Charging Stations with an add-on of billing the EV driver for Charging Station use and a means of settlement with the Charging Station Host. This is a natural add-on to a Charging Station Management System that provides access to, and monitors, Charging Stations. Customer who would like to use the charging station once can use Pay as you Go option for a one-time use

Multiple Billing Options for Drivers

- EVG Member Wallet Service
- EVG Pay As you Go
- Pay using a Credit card on the Charging stations
- Tap RFID and Start Charging (RFID Linked to the EV drivers account)
- Plug and Charge (Smart Charging Features for Residential Chargers)
- Off Peak Pricing

Reporting and Statistics



Sample snip of reports and states, the report can be downloaded in excel and PDF format

The customer dashboard provides complete summary of the EVSE to the Site Host, the site host or the owners of the charging stations, can review the following Reports from the web application access provided to them

- Total kW consumption
- View and download reports in Excel and PDF
- View and download specific reports and stats based on Drivers, Organizations, sites, or driver groups
- Real time Revenue Earned reports from all the charging stations or a group of selected charging stations
- Total number of transactions based on each site, stations, or drivers
- Total kW usage by an individual Charging Station or by a group of charging stations
- Number of EV drivers visiting each site and Performance Indicators
- Average Demand x kW
- Charging activity graphs

Mobile Application



Locate Public Electric Vehicle Chargers Search, sort, filter, and view public electric vehicle (EV) charging stations on our Charging Network in a map.

- View EV Charger Information & Status
- View EV charging station information, including address, real-time status, number of EV chargers and charger type, applicable hours, and directions to location and station.
- Notify when Available
- When a station that is currently busy becomes available, members can receive a push notification.
- Start an EV Charging Session
- Once a driver locates and selects the EV charging station in the Mobile app, drivers can start an EV charging session directly from the app
- View & Receive Charging Status Updates

Become a member, access, and edit your account, including your profile, billing, FOB ID's, and charging status notifications and define default charging locator settings Support Report a station issue directly from the Mobile app with the ability to provide a description and pictures. Our Customer Support Team is Available 24 X 7.

KEY FEATURES

- **Real-time Availability**
See if a station is available or in use to ensure you never navigate to a busy station.
- **Start a Charge**
Start and stop charging with just one tap.
- **Notifications**
Get real time updates about your charging status
- **Charging Status**
See miles added based on your car model, the cost of your session and the amount of time and energy used since you've been plugged in.
- **Filter-Only**
See stations compatible with your EV.
- **Map-View**
And navigate to thousands of charging stations from all major charging networks.
- **Get station details**
Like real-time availability, pricing, power output
- **History**
View a list of all your charging sessions including here you charged, time of the charging session and how much you spent

Cloud Based Smart Load Management

When talking about intelligent cloud-based charging, we are actually talking about EV charging stations connected to the internet and constantly communicating with our EvGateway central system. Decisions are made remotely on the EvGateway cloud system rather than on the local charging equipment, then the instructions are sent back to the physical charging station over the network. The EvGateway Network is Open ADR 2.0b certified and OCPP 1.6 compliant. Open ADR allows our network to work with Utilities in providing incentive programs. OCPP compliance enables our network to work with other OCPP compliant charging stations providing a truly global solution.

Advantages:

- **Speed:** Our Cloud systems perform calculations a lot faster than even the most powerful high-end local controller
- **Algorithms:** Due to its high computing power, our cloud-based load management can apply more advanced optimization methods such as neural networks
- **Storage:** Bigger storage capacity on Our cloud servers, allow deep analysis of historical data and continuous optimization of the system
- **Interconnected:** Easier to connect to the user and vehicle data, as well as third party systems (e.g. Fleet Management Software) for user-centric optimization
- **Maintenance & Updates:** EvGateway Cloud systems are actively monitored for performance, availability, hardware upgrades and software upgrades and adapt to increasing demand and charging needs.
- **Cheaper:** Our Cloud based solution cost is very cost effective, while local (on-site) implementation is cost-intensive

The Benefits Of Smart Load Management

Using SLM from the EvGateway brings the charging infrastructure owner several benefits:

- Restricting the total charging load protects the local grid — eliminate a risk of overloading even when multiple chargers are being used simultaneously
- Sharing the charging load cuts costs for the required electricity connection
- No physical wiring between the devices — no extra infrastructure or installation costs

The Benefits of Load Management in a Commercial Property

- Protecting the property's electrical Infrastructure
- Eliminating the risk of overloading
- Ensuring efficient operation for all EV chargers within limited power sources.
- Saving cost for upgrading electrical infrastructure
- Saving cost of electricity bill

Load Management Capabilities

Load management is a technique where multiple charging stations share the same electrical line. This is useful in cases where there is not enough electrical capacity for all the required charging stations. In the context of EV charging, Smart load management (or SLM) refers to optimizing a property's charging loads so that a) electricity is evenly distributed to all the EVs that are charged simultaneously and b) charging happens at a full volume whenever there's enough capacity. Installing a couple of charging points doesn't typically have a huge impact on the electrical infrastructure of a building. However, larger installations often require smart charging capabilities.

Consider a use case where a site is providing charging for 20 electric cars in the garage of a residential or commercial building with 22 kW plugs (3 x 32 A, charging speed 62 Miles/hour). This would require the building to get a 3 x 640 A electricity connection — costing you tens of thousands of dollars. However, with our Smart load management features you do not have to spend a dime on expensive construction work, and you can effectively manage the property's energy consumption.

The EvGateway Network software is hardware agnostic - Any charger that has a compliance of OCPP 1.6 or above can be integrated with the network software. Cloud based load management has been accomplished using OCPP 1.6 J smart charging functionalities. Our network uses a SAAS based Load Management Service to monitor EV Charging usage and limits in real time. We utilize OCPP smart charging capabilities to apply load limits to the smart charging stations. Various load management methods and algorithms are available. Some of the Smart Load profiles include Dynamic Load Sharing, First Come First Serve, Time-Of-Use Load Sharing and Fleet Load Sharing. The advantage of using a cloud-based load management is that it will eliminate the use of any external on-site controller hardware, reducing the cost and complexity of the overall installation, functionality limitations as well as eliminating the single point of failure.

Decisions are made remotely on the EvGateway cloud system rather than on the local charging equipment, then the instructions are sent back to the physical charging station over the network. These instructions via OCPP enables the charging station to curtail the load and meet supply and demand.

For example, if a single circuit is shared with 4 chargers and the limit of the circuit is 100Amps though each charger has a 40Amp Max Capacity, our Cloud Load Management will group the 4 chargers to consider the circuit limit of 100Amps. To be able to maintain the required load limits, our Cloud Service will monitor the number of chargers that are currently in use and the individual charger power demand. Based on these conditions our Cloud Load Management System will be able to dynamically assign priority-based limits to the charging stations.

- If only 2 out of the 4 charging stations are being used our system will assign a full limit to each 40Amp charger, still maintaining the 100Amp set limit.
- If all 4 chargers are being used our system will share the 100Amp available limit, equally split between all 4 active stations. Priority based charging can also be given to the vehicles that have a higher demand vs. vehicles requesting low power (based on Vehicle Battery SOC or individual vehicle demand).
- Our Cloud Load Management Service typically monitors individual charging sessions and power loads for our algorithms to assign load profiles to each charger to stay within the circuit limit.
- By default, our Load Management System assigns local default profiles on each individual charging station. The charger load profile will have a minimum reserved power to still be able to initiate a charging session even if the charger is disconnected from our network.

EvGateway Network is Open ADR 2.0b certified and OCPP 2.0 compliant. Open ADR allows our network to work with Utilities in providing incentive programs. OCPP compliance enables our network to work with other OCPP compliant charging stations providing a truly global solution.

Charging Options – Software Algorithms

Priority Weighting - The load management optimization algorithm depends on the type of load management profile selected. The data received from the chargers (meter values data) is pushed into the load management optimization engine which helps to balance the load across the chargers which are shared on a same circuit. Our algorithms will be able to identify which charger needs to be assigned priority limit based on vehicle demand and share load based on comparison of the demand from the vehicles. Adding to this we also can track the Utility tariffs rates and TOU pricing to reduce the charging loads even lesser than the available load to reduce higher utility costs

Peak Hour/System Limit - Time of use pricing can be configured along with load management in order to curtail the load and increase in EV charging price during the peak hour. Time of Use pricing is a way to de-incentivize the customers from charging during the peak hours unless it is absolutely necessary. During peak hours, each unit of power will be significantly more expensive. EV users will also be notified of the peak hour at the time of plugging in the EV connector to the vehicle

Static Load Management

Control of charging based on equal power allocation to each EVSE. Static load management is typically selected for small scale installations due to reduced installation costs, design simplicity, ease of system setup, and avoidance of permit and service fees.

Static Load management allocates, typically equally, the available charging capacity, between the EVSE connected to a branch circuit. For a simple arrangement with two EVSE on one circuit, when one EVSE is charging, it receives 100% of the available capacity, and when two are charging each EVSE receives 50% of the available capacity. The chargers do not have the ability to dynamically change the power dispensing between EVSE based on the demand of the specific EV. This applies as well on Dual port chargers, where one main circuit is used for both ports

Dynamic Load Management

This option utilizes the configuration template defined as per the building or site on the total available power, threshold, demand events received if any by DR events. EvGateway measures the current consumption of the site and actively evaluates what amount of power the charging station can use. If the site's consumption increases, then the power available to the charging station decreases and vice versa. The threshold, therefore, changes dynamically every second.

- Create groups of your charging points on EvGateway platform. [EvGateway allows you to group Sites and charging stations.](#)
- Set a maximum total charging load for the selected Site or group of charging stations.
- If the System reaches the threshold, it will curtail the load on the charging stations based on the configuration.
- If the EVSE Owner decides to set an Increase in Charging price to a high premium amount, they can do so by configuring it on the charging station. This will allow the EV drivers to obtain full load by paying a high price for charging.

After the appropriate configuration changes has been made, the system controls the charging power of each individual charging point automatically based on the maximum load threshold that you have set for the group.

First come First serve:

This strategy involves segmenting the charging power availability based on different times of the day. It leverages time-of-use tariffs to optimize power supply, allocating more power during periods when it is more abundantly available or cost-effective. EVSE (Electric Vehicle Supply Equipment) owners can create multiple load management profiles to align with varying time-of-use periods, adjusting the load and pricing accordingly for optimal efficiency...

Scheduled Load Management (Scheduling)

The available charging power is divided up according to different times in a day. This allows you to take advantage of time of use tariffs (TOUs) and allocated more supply at times when the site supply is more readily available. The EVSE owner can setup various load management profiles for different time of use during the Day. Based on the time, the appropriate load and pricing will be charged.

Dynamic Power Adjustment by EvGateway Cloud

The EvGateway cloud system plays a pivotal role in this setup by actively monitoring the power demand as determined by site owners. It dynamically adjusts the charging rates at each station to accommodate fluctuations in power demand. This mechanism is especially effective in environments like apartment complexes or multi-story car parks, where it adeptly manages power loads during peak and off-peak periods on weekdays, ensuring efficient energy distribution and usage.

10am — As most residents are out for work and building has a low power demand, EV chargers can be set to maximum charging for the low number of cars plugged in.

4pm — As some residents return home and plug in their car, EV chargers will reduce their output to match the building's increased demand.

7pm — This is the peak period for the building with most residents at home with their car plugged in. The system will moderate the load off each charger to stay within the network's limits.

1am — This is the off-peak period for the building when residents are sleeping, and demand is at its minimum. EV chargers are operating at their maximum for a full charge overnight.

EvGateway Support

EvGateway Support Center serves as a global support center for charging stations being managed under the EvGateway Network.

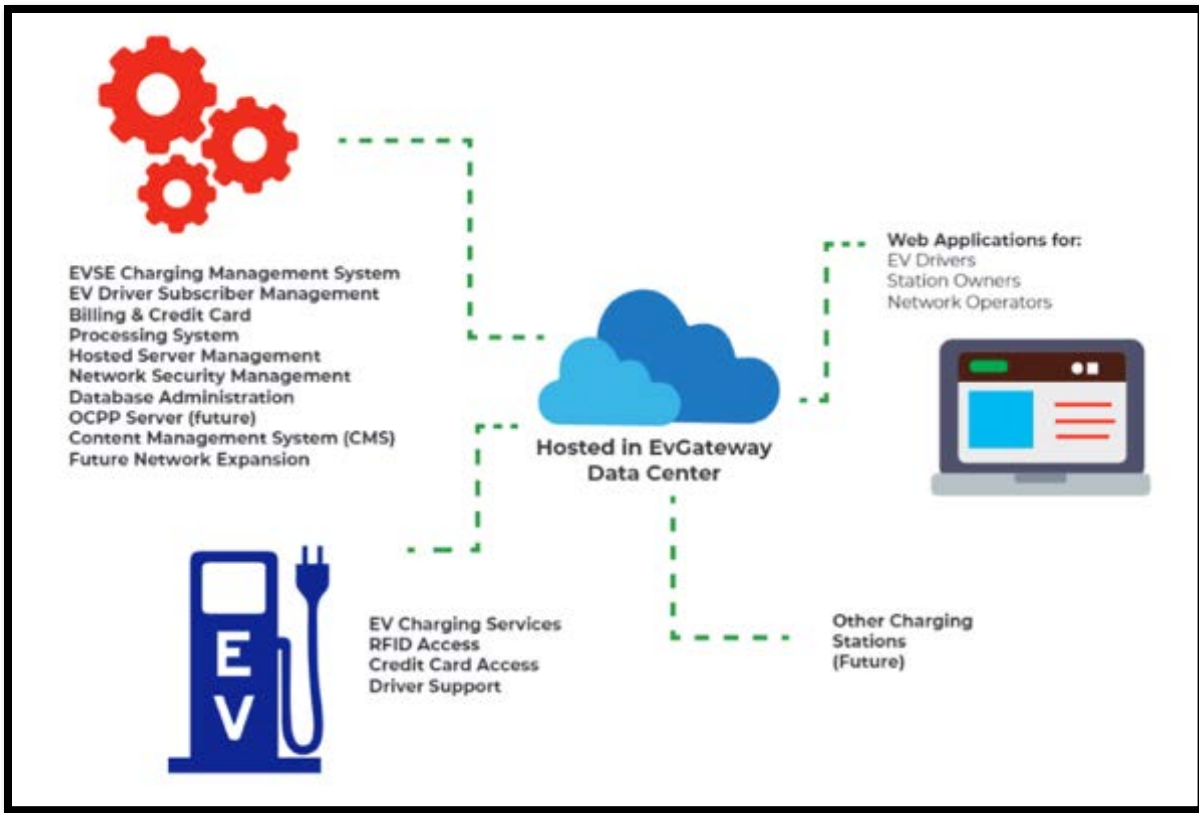
The EvGateway Services Team empowers our customers with 24 X 7 Support in addition to conventional Telephone support process, we offer web-based support and online chat-based service assistance on mobile apps that allows our users the flexibility to access our EvGateway technical team in a way most convenient to their needs.

Features Of EvGateway Support

- 24X7X365 “Advanced Services” Technical Support
- Global Support Center
- Ongoing monitoring of EvGateway Electric Vehicle Supply Equipment (EVSE) health and environmental statistics
- Personalized and comprehensive monthly Charging Activity Reports
- Best practice advice, and guidance from our Technical Expert Team on firmware or Hardware supports
- Capture of Proactive notification of critical EVSE performance.
- Billing and Accounting

EvGateway Support Service is available to all customers who are a registered user of EvGateway EV Charging Network. To ensure that we can address any issues quickly and efficiently, we request the users to provide us with the following information:

- Customer ID if an existing user
- Support Service Request Number if you are calling about an existing case



EvGateway Support Services

EvGateway will provide an easy to dial Hotline support number that can be used to contact the support team 24 hours a day, 7 days a week. When your call is received, you will be prompted to route your call to the appropriate 1st level support representative who can help you with basic troubleshooting tips.

Availability Of Support

EvGateway Support Team is available to the Customer via a Hotline telephone number on a 24 x 7 basis. In addition to that, EvGateway provides an email address to contact for any issues, questions and queries to the support team and a ticketing system giving the possibility to open and track tickets and see updates on on-going requests.

Additional support features Include:

- 24 x 7 x 365 driver support available via Hotline number and all customers calls are handled by our First line support team.
- Managing charging station through our centralized portal and providing the benefit to the owners of the charging station to change pricing on all or a group of charging stations.
- Track and report on station utilization, energy consumption, alerting, Top KPI's based on Sites, Stations etc.

Level 0,1 Support

Tier 1 answers general product support tickets

The services provided in response to a customer's notification of a suspected issue with the EvGateway Network. These services include but may not be limited to Qualify and acknowledge the Customer request (question or trouble report), Answer product usage questions and how to initiate charging session Etc.

Level 2 Support

Tier 2 answers technical support tickets

For trouble reports, undertake the following responsibilities:

1. Perform initial issue troubleshooting, isolation, and identification (for example Hardware vs Software fault triage)
2. Determine whether a solution is contained in the product, and, as necessary, perform a review of a symptoms-solutions database for known issue resolutions.
3. Work with the Customer to resolve single issues or escalate trouble ticket to Level 2 Maintenance/Support for resolution.
4. Escalate and manage the progress of trouble resolution through subsequent levels of support.
5. Provide updates to the Customer on the status of resolution on a basis agreed to with Customer.
6. Notify Customer of final resolution and verify the issue is resolved before closing the trouble tickets.

The services provided to a customer to perform an in-depth analysis of the suspected issue, attempt to recreate the issue, and to provide an acceptable issue resolution. Nearly all issues are resolved at no higher than this Level. Level 2 support is also responsible for keeping Level 1 support (and, therefore, the Customer) informed of the status of trouble resolution on a regular basis.

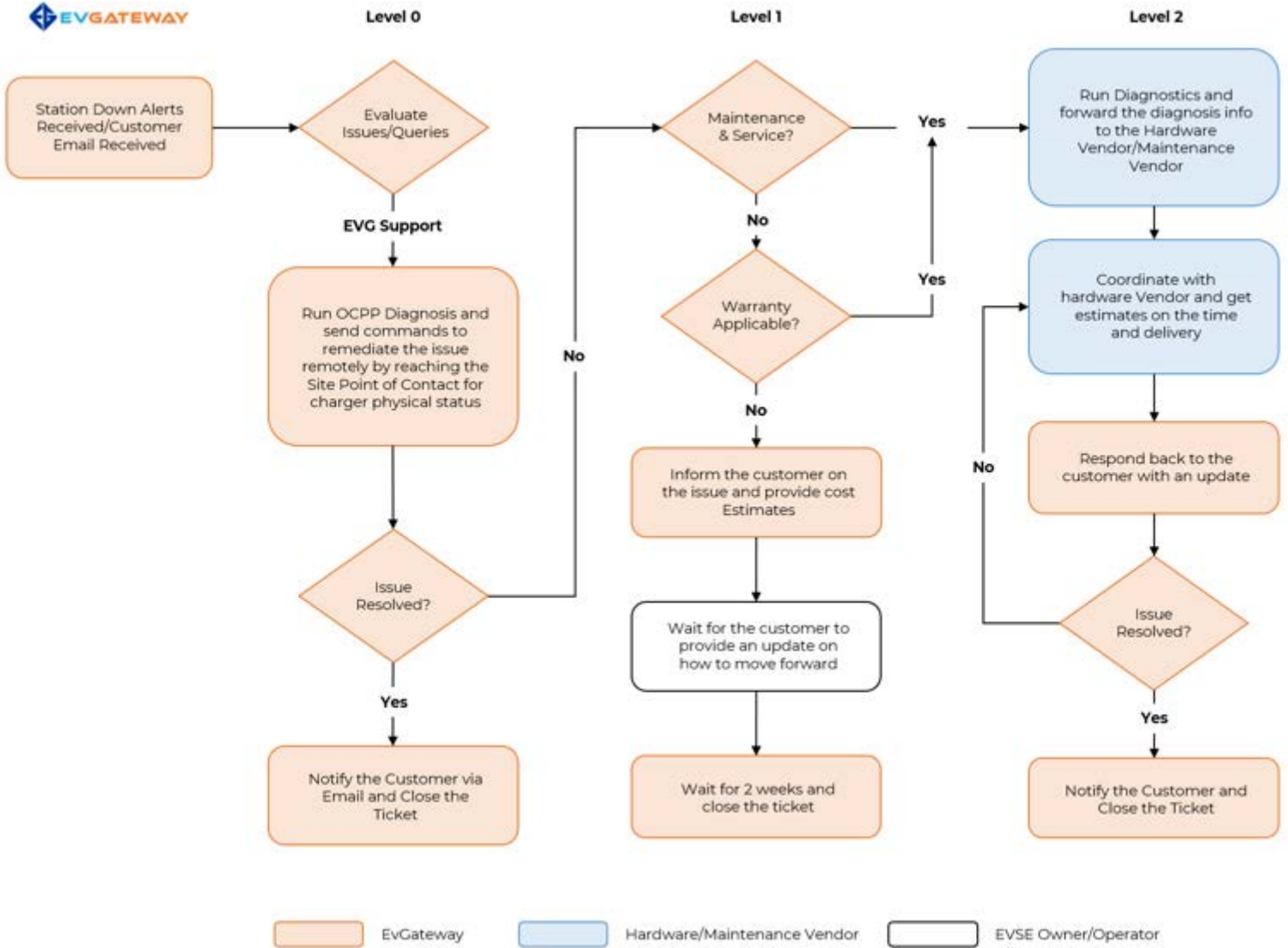
Enhanced Support

Tier 3 is the highest escalation point for trouble resolution and other technical support. Tier 3 personnel are EvGateway's Tier-3 engineers who specialize in various components of the EvGateway Network, and third party (such as hardware or software vendor) engineering and application specialists. Their responsibility is to resolve issues in critical related to EvGateway platform that are determined to be, or are highly probable to be, the result of Hardware, Communication, manufacturing defect or the result of a complex interaction between the platform and another product not resolvable by Level 2 Support. They can bring their product knowledge and engineering knowledge and specialized expertise to bear on the trouble by analyzing the hardware level logs and diagnostics and provide a resolution within an acceptable time and in accordance with agreed upon SLAs. Also includes the issues that gets escalated by L1 and L2 teams.

Product maintenance is an important part of after sales service for any customer. While being the most important phase of your product / service, it may not be your core competency. Therefore, an expert team maintenance support is important. EvGateway helps by providing options for advanced support services that can cover:

- Software/Application support services
- Charging Station and Connector monitoring
- Day-to-day operations support
- Application upgrades and improvements (Web, Mobile)
- Warranty Management
- Remote technical support and advanced diagnostics for EV Charging Stations and networks

Event Resolution Procedure



Diversity and Inclusion

EvGateway is a DBE certified Minority owned small business by Supplier Clearinghouse.

SUPPLIER CLEARINGHOUSE CERTIFICATE OF ELIGIBILITY



CERTIFICATION EXPIRATION DATE: **July 11, 2026**

The Supplier Clearinghouse for the Utility Supplier Diversity Program of the California Public Utilities Commission hereby certifies that it has audited and verified the eligibility of:

EvGateway Minority Business Enterprise (MBE)

pursuant to Commission General Order 156, and the terms and conditions stipulated in the Verification Application Package. This Certificate shall be valid only with the Clearinghouse seal affixed hereto.

Eligibility must be maintained at all times, and renewed within 30 days of any changes in ownership or control. Failure to comply may result in a denial of eligibility. The Clearinghouse may reconsider certification if it is determined that such status was obtained by false, misleading or incorrect information. Decertification may occur if any verification criterion under which eligibility was awarded later becomes invalid due to Commission ruling. The Clearinghouse may request additional information or conduct on-site visits during the term of verification to verify eligibility.

This certification is valid only for the period that the above firm remains eligible as determined by the Clearinghouse. Utility companies may direct inquiries concerning this Certificate to the Clearinghouse at (800) 359-7998.

VON: 20000658

DETERMINATION DATE: July 11, 2023