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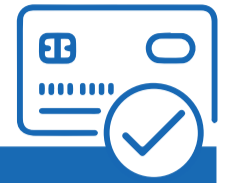
BUSINESS

Using Tata Power EZ Charge Card Guidelines for Usage



Tata Power EZ Charge Business Cards

Tata Power EZ Charge Business Cards are issued to customers through Business entities who have associated with Tata Power.



1. Registration on Tata Power EZ Charge App:

Register on Tata Power EZ Charge App using the same mobile number on which Tata Power EZ Charge Business Card is issued by the Business Entity. Registration should be completed prior to issuing cards.



3. EV Charging on Tata Power EZ Charge Network of charger using EZ Charge Card

Step 1 – Connect charger with your EV.

Step 2 – To start charging, tap EZ Charge card on Card Reader on the charger within 30 secs of connecting charger with EV.

Step 3 – To stop charging, again tap EZ Charge card on the Card Reader.

Note –

- You should have sufficient balance to initiate charging session on EZ Charge.
- You can see updates or notifications regarding charging session on Tata Power EZ charge Mobile App (Click on View Charging Session or Notifications tab)
- You are advised to check Notifications on Tata Power EZ Charge App incase of any issues in starting the charging session.

2. Activation of EZ Charge Card:

EZ Charge card should be activated by the user before first use.

Step 1 - Select associated Business profile from the dropdown available at the top on the Map view screen.

Step 2 – Go to settings menu by clicking profile icon and click on EZ Charge Card.

Step 3 – Match the EZ Charge card number shown in the app with the number printed on EZ Charge card that you have received. Please activate card only when both numbers match.

Step 4 – Click on Activate button and enter the OTP received on your registered mobile number to activate.

Note – You can set energy consumption limit for EZ Charge card initiated charging session in the EZ Charge Card section.



4. Billing for charging done using Tata Power EZ Charge Business card

Tata Power EZ Charge Business card is linked to Payment Account controlled by Business Entity. Billing amount for a charging session will be calculated based on actual consumption and automatically deducted from balance available in the Business Payment Account.

Note – Amount eligibility in the user Business Payment Account will be decided and controlled by card issuing Business entity.

FAQs



▶ **My newly issued Tata Power EZ Charge Business Card is getting deauthorized on charger. What should I do?**

- a) Check if you are authorized to use that charger – Card will be deauthorized if you are not permitted to use that charger.
- b) Check that your card is not blocked or deactivated. You can see this in EZ Charger Card section after selecting the respective Business profile on app.
- c) Check if you have sufficient balance to start charging session.
- d) Check if the charger connector is available or not. This can be checked on Tata Power EZ charge app. Available connectors will be shown in Green colour.
- e) Check Notifications on Tata Power EZ Charge App incase of any issues in starting the charging session.

▶ **I have started charging using EZ Charge Card, where can I see the status of charging?**

Charging status including Units consumed & Time elapsed etc. can be seen on the App. Once you open the app, click on View Charging Session button at the bottom of map view page.

▶ **Can I see the records of charging sessions done using EZ Charge Card?**

Yes, you can see records in the Charging History section in Business profile.

▶ **I have lost or damaged my card?**

Please block the card by clicking on Deactivate button available in EZ charge card section in the App. Also, contact the issuing Business entity to issue a new card.

▶ **Does my card has a daily usage limit?**

Yes. Your EZ charge Business Card may be subjected to daily maximum usage limit, as per the policies of the Business entity.

▶ **Do I get to know, if my EZ charge card is used?**

You will get an SMS on registered mobile no. when a charging session is done using your EZ charge card. However, please ensure that your EZ charge card is not used by any unauthorized person.