



Frequently Asked Questions

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1. How frequently will I receive carbon credit revenue?

Carbon credits are generated and sold annually, but we pay our customers each month.

2. How is my carbon credit revenue paid?

We will send you an e-transfer or deposit directly in your account with Electronic Funds Transfer (EFT).

3. What happens if my charging station is not connected to the internet?

Your charging station must stay connected to the internet and our software to ensure that we are able to monitor your energy consumption for carbon credit reporting.

4. Is there a minimum amount I need to charge to receive my monthly payment?

Yes, you will need to consume at least 100 kWh per month (approx. 600-800 km of driving). If you are below this threshold, there will be no payment, as we need to cover our monthly operational costs.

5. What happens if I need to cancel my plan?

You can cancel anytime. If you disconnect your charging station from our network, we cannot generate carbon credit revenue and you will no longer receive payments.

6. What are the terms when buying the charger?

You purchase any charger from us at the MSRP and after 12 months in the program, we'll send you a \$250 cash bonus. Minimum annual energy usage of 1,200 kWh is required (approx. 6,000-8,000 km of driving).

7. How do referral payments work?

During registration, your referral will input your email address to give you credit. After 3 months of active participation (consuming 100 kWh in each month), we'll send both you and your referral a \$25 cash bonus.

8. Why is my Tesla Wall Connector not eligible?

Unfortunately, Tesla Wall Connectors cannot connect to 3rd party software via OCPP.

9. Why is my Tesla Mobile Connector not eligible?

Unfortunately, Tesla Mobile Connectors cannot connect to 3rd party software via OCPP.

10. Why is my ChargePoint Home not eligible?

Unfortunately, these charging stations cannot connect to 3rd party software via OCPP.

11. Why is my FLO Home not eligible?

Unfortunately, these charging stations cannot connect to 3rd party software via OCPP.