



Dear Membership,

Re: Introducing San Madera's new EV Charging Stations!

We are excited to introduce the grand opening of our new electric vehicle charging stations operated in partnership with industry leader CityVitaE! Below and attached please find registration and app usage information that will make charging your EV a snap! As with any new product or service, some procedures work better than others and San Madera will constantly evaluate deliverables for improvement.



HOW TO START CHARGING

• DOWNLOAD THE CITYVITAE APP:

- App Store [HERE](https://tinyurl.com/4ur6p5bz) or (<https://tinyurl.com/4ur6p5bz>)
- Google Play [HERE](https://tinyurl.com/3fs8y78y) (<https://tinyurl.com/3fs8y78y>)

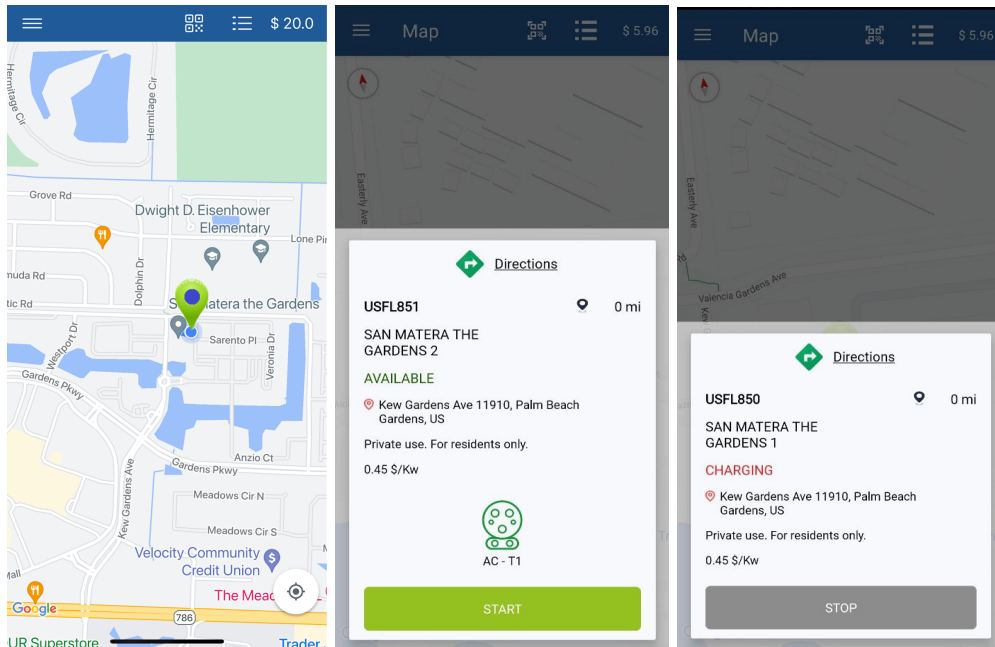
Once in the App, create your account and LOGIN using your credentials.

- First, fill your balance with your DEBIT or CREDIT card, it's easy; hover over the menu on the left of your app, go to "ACCOUNT" and then "ADD FUNDS". There is a **minimum** balance of \$10 to start any charging process.
- Please refill every time that your balance is below \$10.

SELECT CHARGER AND START USING YOUR APP

- Identify the charger(s) where you are parked (chargers are conveniently labeled San Madera 1 (USFL850) & San Madera 2 (USFL851), do not choose any other).

- Tap on the charger on app screen and confirm that the chargers name on screen matches the name on the charger - San Matera 1 (USFL850) & San Matera 2 (USFL851)
- **Press the START button.**



- The next step is to plug the connector into your car; you have three minutes to start once confirmed. **You are all set!**
- Look carefully at the charger details shown in the App. Every charger shows a charging rate, San Matera's chargers are set up to charge by the power consumed. The rate is 0.45 (forty five) cents per kilowatt hour. It is highly recommended that you end your charging session at around 80% of your battery level, as the energy flow during the last 20% is automatically reduced by the vehicle's charging system safeguards.
- At the end of the charging session you can stop the charge from the App and disconnect the car.
- There is a fee for parking while not charging at the station however during the initial set up phase this has been set to zero.
- Please move the car as soon as you have finished your charging session and let others have a go.
- There is also an RFID charging option (radio-controlled card) instead of the app.



USING YOUR CITYVITAE RFID CARD

When you use the RFID card, simply tap the card into the charger. Once you hear the electronic tone(beep) connect the outlet into your car. In this case you do not need to use the APP. The RFID card can be collected from the San Matera office.

Balance

You may end your charging session simply by unplugging the connector from your car and putting it back to the hook. Whether you have started your charge with your APP or with your RFID card, once the charging operation has finished, your balance will be deducted at the corresponding rate.

If your balance goes negative during the charge, the charger will not stop the charging session, but on the other hand, it will not start unless you have a \$10 minimum balance before charging. Your balance is on the TOP RIGHT of the App.

Help

For assistance, contact our customer service: info@CityVitae.com or (561) 412-5656.
With this App, you can also:

- Request a CityVitae RFID card. With this card you will start the charging process just by tapping the card onto the charger (MENU>ACCOUNT>RFID CARD)
- Stop your charging process or locate the EV Chargers
- Access additional features