Charging Stations Key Points

How do I start a charging session at State Farm Corp?

You must first have an account established with ChargePoint and "connect" that account to State Farm Insurance Companies on ChargePoint's website, using **code SF1922**. Then, you can easily start a session with your ChargePoint card, using the ChargePoint mobile app, with an RFID credit card or by calling driver support at 888-758-4389 (not recommended). The 888 number is listed on each ChargePoint station and on the back of your ChargePoint card.

How do I set up an account with ChargePoint?

You can open an account by going to https://www.chargepoint.com/drivers/ or the ChargePoint mobile app on your smart-phone & selecting "Sign Up". Once you have this account, you will need to "connect" it to State Farm within the website in order to use our charging stations. During this sign-up you can request a free ChargePoint card (if one did not already come with your new EV) with instructions how to activate it. When using the app, you pick the charger you want to use and it unlocks the cord and you start charging.

When connecting to State Farm Insurance Companies you will be asked for a "Connection Code". That code is "SF1922".

A look at the APP:

Get the ChargePoint App

The easiest way to find available stations, start charging and get updates when your EV is fully charged.

Find Available Stations
See which stations are available to charge your EV

Download on the App Store — GET IT ON Google Play

Start Charging
Just hold your phone by the card reader on the station

Get Notified
Receive notifications when your car is done charging, or when a station opens up

See Station Pictures
Easily find stations with photos submitted by other drivers

Read Driver Tips
Get helpful advice from other drivers about charging at a particular station

Connect ChargePoint Home
Schedule charging, set reminders, get notifications and track usage
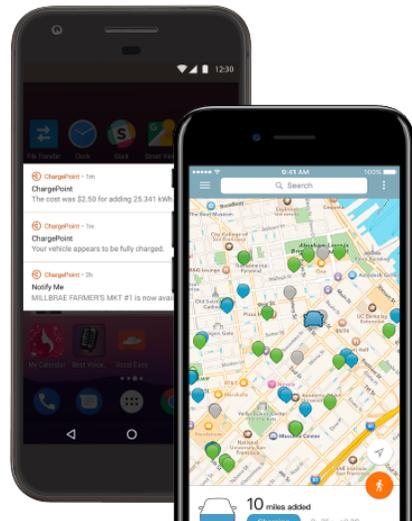
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Why Electric Vehicle Owners Yammer site?

We encourage employees use the Electric Vehicle Owners Yammer site to communicate with people about EV charging concerns, including moving their cars.

Yammer link:
https://www.yammer.com/statefarm.com/#/threads/inGroup?type=in_group&feedId=17342002&view=all

We encourage electric only EVs to have charging priority over cars with gas backup.

How can I tell when my EV is completely charged?

By using the charging station display, the one onboard your EV, or ChargePoint's mobile app you can see when your EV is fully charged. Notifications can also be setup through your account on the webpage or the ChargePoint Mobile App. It is expected that when an EV is fully charged that it be moved from the EV charging stations so other EV drivers can take advantage of the charging station.

What are notifications, and why are they important?

Notifications help you stay aware of your electric vehicle charging status at all times. You can set up mobile, text, and email notifications for:

- When your car is fully charged.
- When charging is interrupted.
- When the power to your car is reduced.
- For charging station reservation status and reminders.

How fast can I charge the battery on an EV?

It depends. The more complete answer is, State farm is using 220/240V Level 2 charging stations which can deliver up to 24 miles per hour of charge (depending on amperage) and the charger on board your car. See your car's owner's manual for exact specifications.

Using ChargePoint's mobile app.

Chargers are on a first come, first serve first priority in the morning, and then as additional drivers arrive they can then get in the queue in the order they login.

There are four parking stalls (in front & behind each charging station) labeled "For EV Parking Only". Non-electric vehicles will not be allowed to park there.

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Reservations can be made via a user's account on the ChargePoint webpage, at the charging station using your ChargePoint access card (or credit card), on ChargePoint's mobile app, or by calling ChargePoint's customer service line. Join Waitlist on the app.

Notifications can be setup to alert users when their charge is complete or that a spot has become available via text, email, or ChargePoint's mobile app. Users can also monitor charger status on the ChargePoint webpage.

Users will be asked to move their vehicle within 30 minutes of the charge completion so other EV drivers can take advantage of the charging station.

How do I get help if I have trouble charging my vehicle?

Call ChargePoint for a quick, helpful answer. They take care of EV drivers 24 hours a day, 7 days a week for charging session support and ChargePoint account assistance. U.S. and Canada Toll Free: 1-888-758-4389 (24 hours) or email; support@chargepoint.com

Can I charge my EV in the rain? Is there an increased danger of electrical hazard?

Our charging stations are located in parking decks, thus largely protected from the elements. However, they are designed to be safely used even in a downpour.

Can I view my battery charge status while it's charging?

It all depends on the car, but it's possible with most EVs. In addition to the status monitor on the Charger itself, your car may have an alternate way of checking charge level while charging.

Are the chargers for public use?

No. We don't want the public using them and any driver must be approved by SF.   If we had a SF business partner that needed charge we have no problem with that.   They do need to have an account with ChargePoint and be approved by SF to charge.