

# EV CHARGING



## FAQ

### What is the difference between level 1, level 2, and level 3 charging?

Level 1 charging uses a standard 120V household outlet and provides the slowest charge, adding about 2-5 miles of range per hour, making it suitable for overnight charging at home. Level 2 charging (available at City Hall) operates on a 240V outlet, delivering a faster charge of 10-60 miles per hour. Level 3 charging, or DC Fast Charging, provides up to 100 miles of range in about 20 minutes, and is typically found at commercial stations for fast recharges on long trips.

### What is the cost of the City Hall charging stations?

The use of the City Hall charging stations is free, thanks to Senate Bill 791, which provides complimentary access to public EV charging facilities that were installed prior to the enactment of bill 791. This initiative aims to encourage the use of electric vehicles and support sustainable transportation within our community.

### How do I report a problem with a charging station?

Drivers can report station issues directly through the ChargePoint app. Simply select the affected station and tap the “Report a Problem” button to submit your concern.

## **I want to install a charging station at my home or business. Are there any rebates available to help with the cost of this?**

Yes, there are rebate opportunities for installing a charging station at your home or business. Sun Prairie Utilities offers rebates for residential and commercial installations. For more details on these rebates, please visit our [website](#). Additionally, you may qualify for federal incentives like the Alternative Fuel Vehicle Refueling Property Tax Credit, which has been extended and modified by the Inflation Reduction Act (IRA). This tax credit is based on the date the property is placed in service. For more information on federal rebates, click [here](#).

## **How do I know which type of charger my EV needs?**

To determine which type of charger your EV needs, start by checking your vehicle's manual or manufacturer's website for specific charging requirements. Most electric vehicles are compatible with Level 1 and Level 2 chargers.

## **What do I need to use the EV charging stations?**

The City Hall charging stations are connected to the ChargePoint app. To charge your vehicle, you will need to download this application on your phone.



ChargePoint App  
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