

FAQ

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WHAT IS E-MOBI?

E-mobi is a national network of fast charging stations that ensures the movement of electric cars throughout the territory of Latvia.

The network of charging stations is maintained by the Road Traffic Safety Directorate (CSDD).

The portal emobi.lv provides information about the installed charging stations and their status - free (green) / busy (orange) / not working (grey).

At present, 141 stations operate in the e-mobi network throughout the territory of Latvia.

IS THE E-MOBI A PAY SERVICE?

Yes. The fee for charging services at e-mobi stations is € 0.15 / min *.

* For registered users using an e-mobi authentication card or using *e-mobi* mobile application.

The payment step is 1 minute.

WHAT DETERMINES THE CHARGING PRICE ON THE E-MOBI NETWORK?

The charging price in the e-mobi network has been set by the Cabinet of Ministers of Republic of Latvia and is the same for all users - regardless of the type of charging (DC or AC) or the charging speed set by the e-car / hybrid car control system.

WHY IS PAYMENT PER MINUTES NOT KWH?

The aim of the e-mobi network is to ensure the possibility of using e-cars throughout the territory of Latvia, and an important precondition for this is the availability of charging stations. The specified payment model for e-car charging is defined as a unit of time in order to promote the most efficient use of the charging station. This facilitates the shortest and most efficient charging possible and ensures that customers do not benefit from "occupying" the charging station for a long time by charging the e-car in inefficient mode, or plug in a hybrid car for which charging is not the only way to continue driving. This does not discriminate against e-car users who would be forced to wait in line with an empty battery. This payment model reduces queuing and allows more e-car users to charge.

There is a similar payment model in the charging networks of many European countries, incl. In Norway, where the number of e-cars is the highest.

HOW TO FIND E-MOBI CHARGING STATIONS?

Information about installed charging stations available:

- on emobi.lv portal.
 - In the mobile application *e-mobi*, (can be downloaded at the App Store or Google Play for free).
 - In other mobile applications - e.g. Intercharge, Plugsurfing, be.ENERGISED, etc.
- Stations are marked with an e-mobi logo.

HOW TO PAY FOR A SERVICE?

E-mobi Authentication Card - We would recommend you to sign up for an agreement and purchase an e-mobi authentication card if you plan to charge in e-mobi network on a regular basis. The contract allows you to receive the service with a post-payment. The conclusion of contracts with Customers and the acceptance of fees for e-mobi services are performed by AS "Unifiedpost" on behalf of CSDD. Once you have concluded the contract, you will receive a post-paid invoice for the services received the

previous month once a month. You can sign up for an agreement and receive an e-mobi authentication card using emobi.lv portal.

E-mobi mobile application - for registered users only.

Mobilily mobile application - available to registered Mobilily customers. See the application for instructions.

Payment by SMS - Charging can be started and stopped by sending an SMS. SMS codes are indicated on the Charging Stations, in the mobile application and on the Portal. The charging fee will be added to the Customer's phone bill. Recharging via SMS is available to postpaid LMT and Bite customers registered in Latvia. An operator's fee may apply for this service. In case of doubt, please contact us by phone. +371 22001859 or 1859.

Instant charging by scanning a QR code - roaming service using the has.to.be GmbH mobile web page. See the Terms & Conditions for details.

Charging with RFID cards or applications issued by other operators - possible if provider supports roaming services in the e-mobi network. It should be noted that in this case the costs of charge may differ from those shown on the emobi.lv website.

HOW TO CONCLUDE THE AGREEMENT AND RECEIVE E-MOBI AUTHORIZATION CARD?

The conclusion of contracts with Customers and the collection of fees for e-mobi services are performed by JSC "Unifiedpost" on behalf of CSDD.

1. The client must go to emobi.lv and fill out the registration form. After successful registration, the customer will receive a confirmation email.
2. An agreement form for individuals and legal entities will be included in the e-mail. The appropriate agreement form must be completed and delivered to JSC "Unifiedpost" in one of the following ways:
 - a) Sign with a secure electronic signature and send to office_lv@unifiedpost.com.
 - b) 2 completed and signed copies of the contract must be sent by post to: Unifiedpost AS, Dēļu iela 4, Rīga, LV-1004;
 - c) 2 completed and signed copies can be delivered in person to: JSC "Unifiedpost", Dēļu iela 4, entrance 4C, 2nd floor, Rīga. Please check before if there are no restrictions – for example – connected to the pandemic;
3. AS Unifiedpost will sign a contract and, and within two business days, will send a copy of the client contract and an e-mobi card to the client by the courier. In case of any questions related to the conclusion of the contract, please contact us by phone. +371 67066500 or e-mail: office.lv@unifiedpost.com.

PRICE AND DELIVERY OF E-MOBI CARD?

The card costs EUR 3.53, in case receiving in person at the AS "Unifiedpost" office immediately upon conclusion of the contract.

If you need a card and / or a signed contract delivery by courier, then the additional price for shipment within Latvia must be paid:

- EUR 3.01 for delivery in zone I;

- EUR 3.62 for delivery in zone II;
- EUR 6.20 for delivery in zone III *.

* See the list of zones <https://www.expresspasts.lv/en/services/latvia/x1-delivery-courier/>;

If the client needs a card and / or contract delivery abroad, then it is necessary to contact JSC "Unifiedpost" by phone +371 67066500 or e-mail: office.lv@unifiedpost.com to specify the cost.

Card production and card and / or contract delivery costs will be included in an invoice.

WHAT CAN YOU USE E-MOBI MOBILE APP FOR?

The *e-mobi* App can be downloaded free of charge from the App Store or Google Play. The application is intended only for registered e-mobi users who have entered into an e-mobi card agreement.

With the application it is possible:

1. To have an access to the charging station map.
2. View the status of a particular charging station - free / busy / inactive.
3. Find the nearest charging point which fit your needs.
4. Get directions to the station (Waze, Google Maps, Apple Maps, etc.).
5. Start / stop charging.
6. Review the history of the charging sessions.

HOW TO START AND STOP CHARGING USING THE E-MOBI CARD?

Start:

1. Place your e-mobi card to the charging station sensor.
2. Select the plug on the station touchscreen.
3. Connect the selected plug to the car.
4. Charging starts after the station has made the connection to the electric vehicle.

Stop:

1. Place your e-mobi card at the charging station sensor, charging will stop.
2. Disconnect the plug from the electric vehicle and place it in the intended place.

WHAT CHARGING STANDARDS ARE SUPPORTED BY E-MOBI STATIONS?

E-mobi quick charging stations are equipped with 3 types of standard plugs - it is possible to charge vehicles that support DC charging with CCS (Combo 2) or CHAdeMO connectors or AC charging with Type2 connector.

CAN 2 ELECTRIC VEHICLES BE CHARGED SIMULTANEOUSLY AT THE SAME STATION?

Nope

WHERE TO REPORT, IF THE STATION DOESN'T WORK OR IF IT IS DAMAGED?

Customers can receive support, as well as use the charging station by calling on the phone +371 22001859, or send info by e-mail: info@e-mobi.lv