



## Charging Interface Initiative e.V.

### Guidance: Information displayed on charging stations

The CharIN Vision: Developing and establishing the Combined Charging System (CCS) as the global standard for charging battery powered electric vehicles. Full customer satisfaction during the charging process is pivotal, and thus is key for the market uptake of EVs. For this reason it is the responsibility of the charge point operator to provide the customer with relevant and accurate information while charging.

CharIN thus proposes the following for charging station displays:

#### AC charging stations: display optional

If the charging station has a display, the following values must be shown depending on the related contract and the regional requirements (**mandatory information**):

- Time charged
- Amount of energy delivered in kWh

The following values can be shown as **optional information**<sup>a</sup>:

- Charging power in kW
- Cumulated costs in local currency<sup>b</sup>

#### DC charging stations: Charging station display OR In-App Display mandatory<sup>c</sup>

If the charging station has a display, the following values must be shown depending on the related contract and the regional requirements (**mandatory information**):

- Time charged
- Amount of energy delivered in kWh<sup>d</sup>

The following values can be shown as **optional information**:

- State of charge in %
- Charging power in kW
- Cumulated costs in local currency<sup>b</sup>

The following information **should not be shown** on the charging station display because it is either **not relevant** for the customer or **cannot be calculated accurately** by the charging station:

- DC voltage in Volt
- DC current in Ampere
- Remaining time until 80% SoC
- Remaining time until 100% SoC
- Time until charging is completed

<sup>a</sup> Ideally AC charging stations should only display the mandatory information.

<sup>b</sup> If the charger supports an ad-hoc charging (e.g. via SMS, app or credit card) and the tariff/ costs are known to the CPO then the pricing should be clearly communicated to the customer upfront (e.g. via charger display, app, website, label, QR-code etc.).

<sup>c</sup> In case the DC charging station does not have a display easy access to a smartphone or tablet application displaying this data must be provided by the charge point operator.