



**Scottish
Water**

Trusted to serve Scotland

User Guide

Pay As You Go (PAYG) EV Charging

Welcome to Park & Recharge

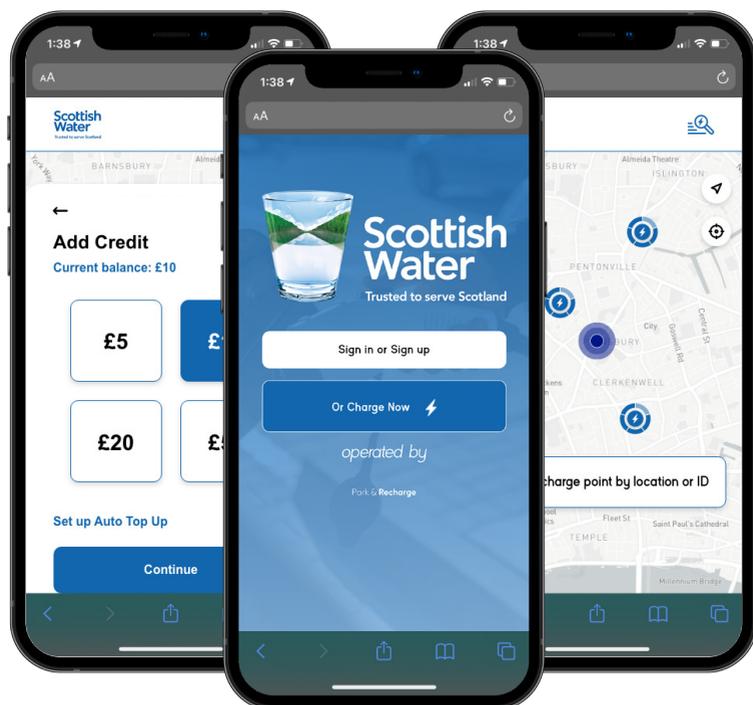
Welcome to the Scottish Water EV charging service, powered by Park & Recharge.

Park & Recharge is a smart, electric vehicle charging solution.

We take care of access control (authorised access via the web app or RFID card), utilisation (usage information and reports) and revenue collection (through customisable tariff rates).

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How to Start/Begin/Register

If you are a first-time user, you will need to create a profile and sign up to the Scottish Water service via the web app in order to start a charge: [swev.app](https://www.scottishwater.co.uk/swev.app).

We would always advise having the RFID option as well, for sites with poor mobile signal. Within the app you will be able to see a map of all Scottish Water charge points, their availability and any usage tariffs for non-fleet electric vehicles.

How To Create a Profile

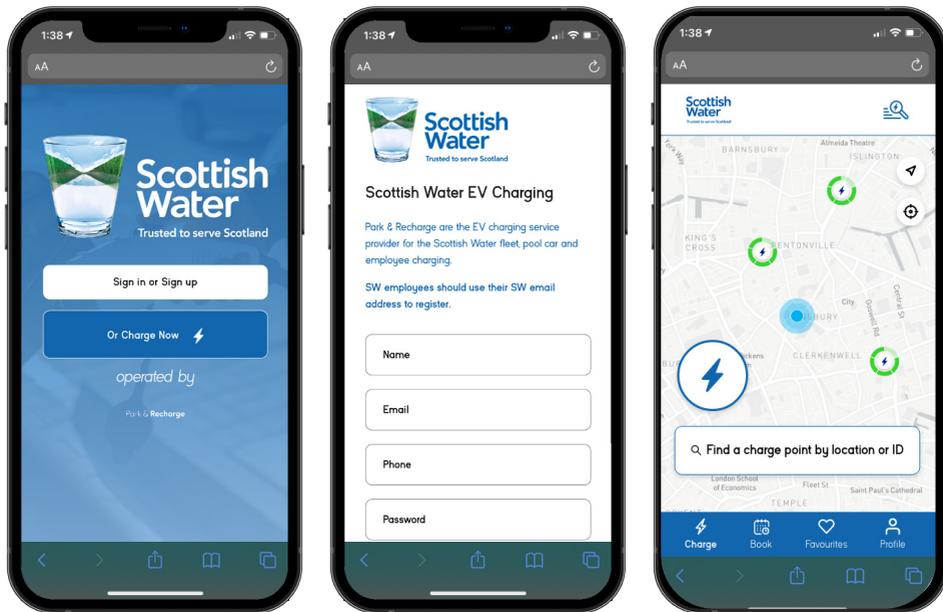
Select "Sign up" option



Enter your Scottish Water details



You will then have access to use the charge points



Once you have a profile you can access and use the charge points via the web app or an RFID card.



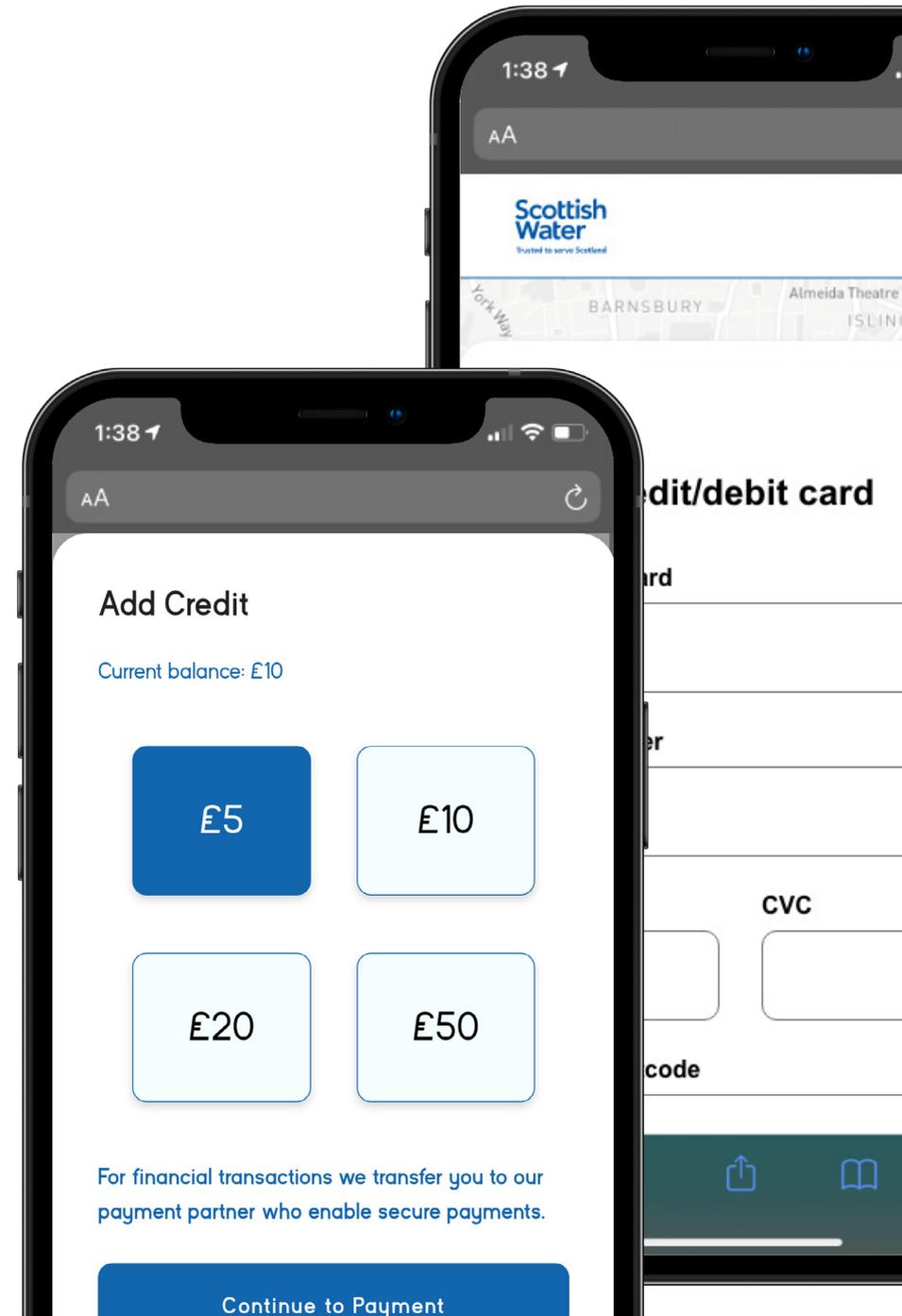
Paying for a Charge

Depending on your user profile (e.g. employee, commercial fleet driver, or visitor) charging an electric vehicle may either be free at the point of use, or be a paid for service.

The non-fleet driver tariff rate for 2022/23 is 23p/kWh. Tariff details for each charge point can be found via the [web app](#) or [website](#).

If the charge point you are trying to use is 'free', you can proceed to the **'Start a Charge'** section.

If you need to pay for charging, you can **Top-up Credit** (add credit to your account) to use when charging.

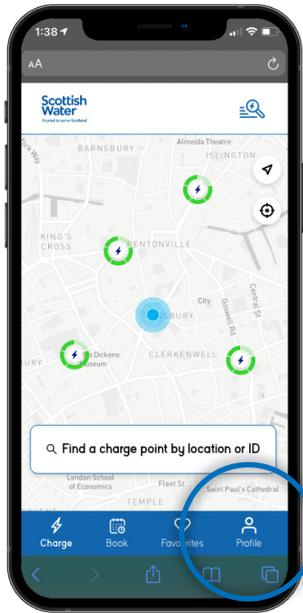


Top-up Credit

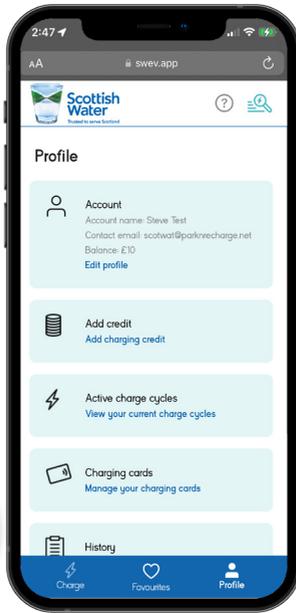
Here is the P&R step-by-step guide to: Top up your account balance with credit.

Simply follow the instructions in the web app and select how much you would like to add. You will receive confirmation if the top up has been successful.

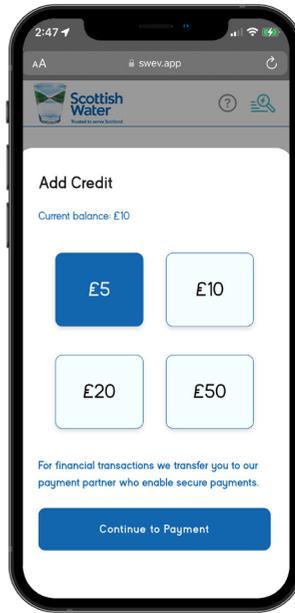
Select 'Profile' in the bottom menu



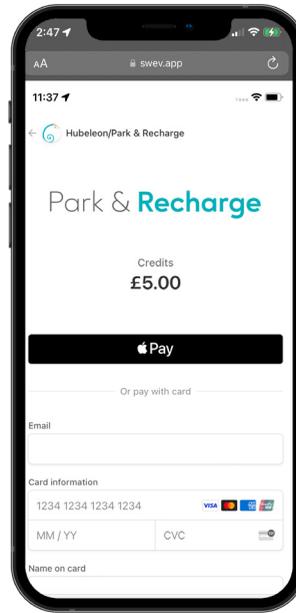
Select 'Add credit' as your payment type



Select how much credit you wish to add



You can then add credit via any payment method



If your account balance is too low (£2 or less) to begin a charge, you will be prompted to top-up your credit before being allowed to proceed.

After you have finished charging, the cost of your charging session is calculated and debited from your account balance. This works the same way whether you are using the web app or an RFID card. Your combined usage history is visible via the web app along with individual charging event information.

How to Start (and Stop) a Charge Using the Web App

Start a Charge Cycle

When you are ready to begin charging via the web app, connect your vehicle to the chargepoint, enter the charge point ID on the web app, select an available socket and then select **'Start Charging'**.

The charge point, the web app and the vehicle will indicate when charging has begun successfully.

We recommend confirming that charging has started before leaving the vehicle. Additional steps may be displayed on the charge point display screen if it has one.

Search or locate the Charge Point



Select the socket you wish to charge from



Confirm the socket and select 'Start Charging'



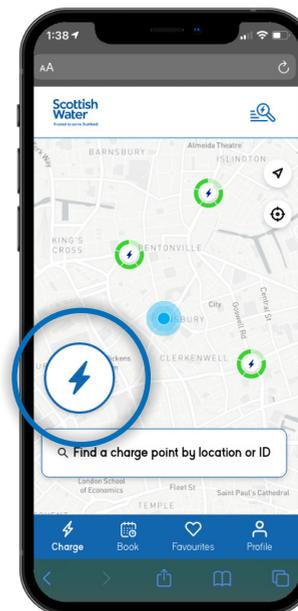
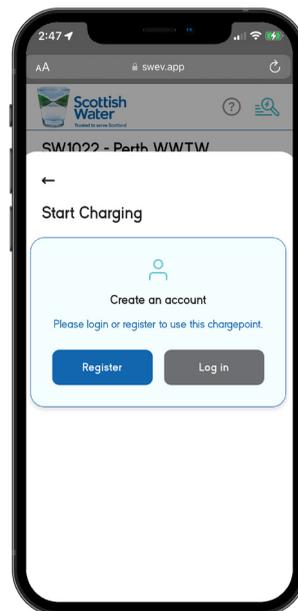
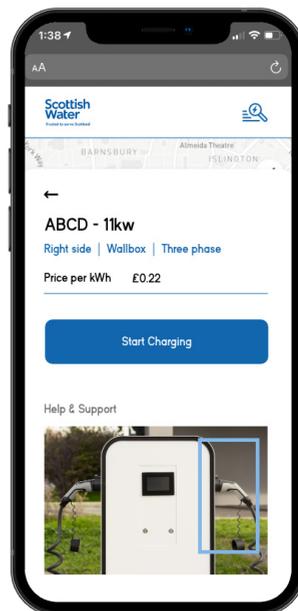
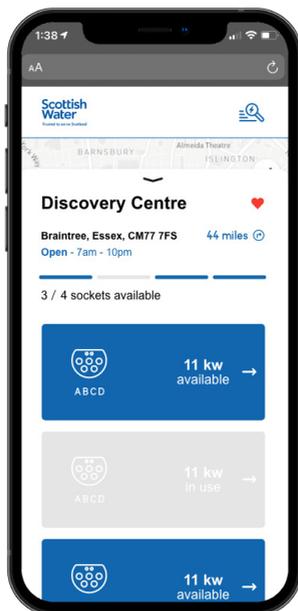
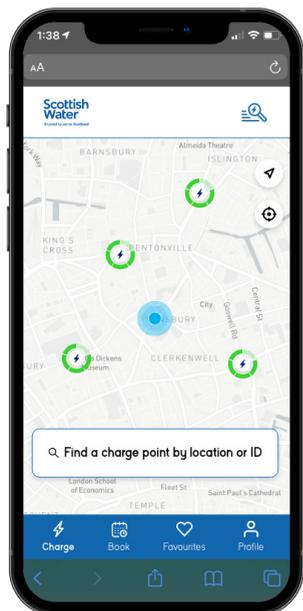
Log in or register if you have not done so all ready



Once registered and paid for, your Charge Cycle will begin



You can view current Charge Cycle anytime in the web app



Stop a Charge Cycle

You can end a charging event by selecting 'End Charge' via the web app.

[Please contact us](#) if you have any issues starting or stopping a charge.

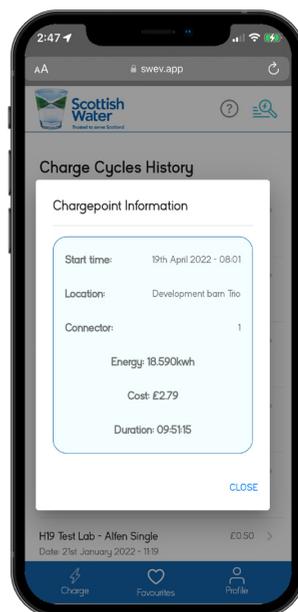
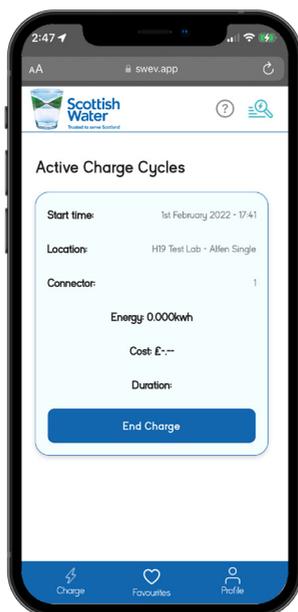
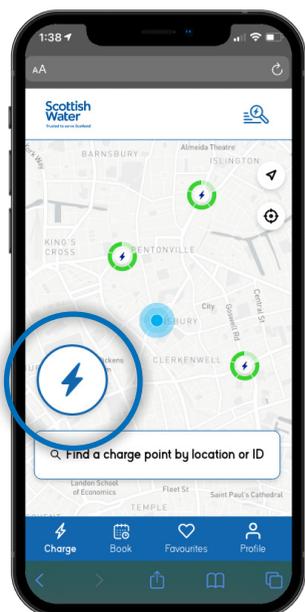
Open your current charge cycle



Select 'End Charge'



Details of the charge cycle can be found in the charging history



Scottish Water
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Park & Recharge

Charge point ID

SW10001



Start Charge

1. Connect cable to car
2. Connect cable to charge point
3. Swipe RFID card or use the app
4. If using the app, find the ID & select 'Start Charge'



End Charge

1. Swipe RFID or open the app
2. If using app go to active charge cycles
3. Select 'End Charge'
4. Disconnect cable

Please visit [swev.app](https://www.swev.app), scan the QR code or use your RFID with this charge point



Please note there is a cost for using this charge point. The latest tariff information can be found at [swev.app](https://www.swev.app).

Need Help?

☎ 0333 577 0131 ✉ support@parkrecharge.app

All charge points will have a Decal to identify the charge point, including user instructions.

How to Start (and Stop) a Charge Using a RFID Card

When you are ready to begin charging via RFID card, connect your vehicle to the charge point and present the RFID card to the reader on the charge point. Some charge points will require you to present your card first before allowing you to connect the vehicle.

The charge point and the vehicle will indicate when charging has begun successfully.

Additional steps may be displayed on the charge point display screen if it has one.

We recommend confirming that charging has initiated before leaving the vehicle.

You can end a charging event by presenting the RFID card to the reader on the charge point.

[Please contact us](#) if you have any issues starting or stopping a charge.



You may see a symbol similar to this on the Charge Point, indicating where to tap your RFID card.



Start Charge

Tap your RFID card on the Charge Point reader to start the charge cycle



End Charge

Tap your RFID card on the Charge Point reader to end the charge cycle



How to Order an RFID Card

An RFID (Radio Frequency Identity) Card is an intelligent card containing a unique token. When the card is swiped on a charge point, the token is sent to Park & Recharge which checks this against a pre-approved list, before instructing the charge point to begin charging.

RFID cards are optional. If you would like a Park and Recharge RFID card, please [order one](#) via the web page or web app for a small fee of £8.

If you have an existing RFID card, such as a ChargePlace Scotland card, and would like to use it to access the Scottish Water charge points you can link your card to your account. This will save you having to purchase a new RFID.

To do this first register for a Park & Recharge account, then visit a charge point operated by us (these will have a Scottish Water Park & Recharge decal with an ID “SWxxxxx”) and swipe your card. Then call our support team on 0333 577 0131 with the SWxxxxx ID of the charger, your account name and the printed ID from your ChargePlace Scotland card. This will allow us to find the internal ID of your card and adopt it as your access card for using the charge points.

Please note that linking an existing RFID card to your Park and Recharge account does not remove the need to top-up credit with Park and Recharge. It is simply a mechanism where we can use other RFID cards to work with Park and Recharge for starting and stopping sessions (so one less card for you to carry!). In the example of using a ChargePlace Scotland RFID card to link to Park and Recharge, there will be no connection to your ChargePlace Scotland account in any way.

Commercial fleet vehicle drivers will be issued RFID cards via the designated administrator.



Park & Recharge

Chargepoint Access Card

QR code or contact

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Having problems or want to know more?

Don't worry, our customer support team are on hand to help!

Please contact us on [0333 577 0131](tel:03335770131) or support@parknrecharge.app.

Alternatively, you can log a ticket with us by [clicking here](#).

You can find out more information in our [Knowledge Base](#) or by visiting [swev.app](https://www.parknrecharge.app).