



Dear IrmaByen residents

The charging stations for electric cars on the parking lot in front of Rema1000 (Kaffevej) are activated and ready for use. Charging and payment is done via smartphone by scanning the QR-code on the charger or by using the “Monta” app. You can download the app here: monta.com/uk/home-charging.

RULES

The final parking rules will be visible on parking signs. Please follow the exact rules and times on the signs once they are set up.

General parking rules*

- During day, parking will be time limited (parking-disc required)
- During night, parking is subject to a parking fee paid via parking app

Charging spot parking rules*

- During day, parking will be time limited for electric cars (parking-disc required)
- During night, parking is free for electric vehicles that use a charger

*Be aware that the rules are subject to change. The rules on the signs will be valid.

PRICES

We strive to always give you the best possible price, which is why we chose to offer a variable price that follows the hourly price development of the electricity spot prices. You can see the price for the next few hours in your Monta app. In the app you can also schedule when you want the charging procedure to start and end so you can make sure to hit the cheapest prices.

QUESTIONS AND CONTACT

- For general questions, we have provided a FAQ section below.
- For all questions regarding charging, the Monta app or payment, please contact the Monta customer support available via phone or chat in your Monta app (select the charger you are using in your app and click on the little headset symbol on top of the screen). See also Monta’s help center: monta.com/uk/help-center.

FAQs

1. HOW CAN I USE THE CHARGERS?

The chargers can be accessed via the Monta platform. You can either scan the Monta QR code on a charger to start without creating an account, or you can download the Monta app to set up an account with your car and payment details to be able to use all features and get the best experience. Download the Monta app here: monta.com/uk/home-charging.

2. HOW DO THE VARIABLE PRICES WORK?

We want to give you always the best possible price, which is why we are offering a variable price that follows the hourly price development of the electricity spot prices.

3. WHEN IS THE BEST TIME TO CHARGE?

Electricity prices tend to be lowest during night between 22:00 and 05:00 as well as during the day between 10:00 and 15:00. You can check the kWh prices for the next 12 hours in the Monta App by selecting one of the chargers and clicking on the indicated dynamic price. In the app you can also schedule when you want the charging procedure to start and end so you can make sure to hit the cheapest prices.

4. WHAT ARE THE PARKING RULES?

The final parking rules will be made visible on parking signs. Please follow the exact rules and times on the signs once they are set up.

General parking rules*

- During day, parking will be time limited (parking-disc required)
- During night, parking is subject to a parking fee paid via parking app

Charging spot parking rules*

- During day, parking will be time limited for electric vehicles (parking-disc required)
- During night, parking is free for electric vehicles that use a charger

*Be aware that the rules are subject to change. The rules on the signs will be valid.

5. WHO DO I CONTACT IF I HAVE QUESTIONS ABOUT THE CHARGERS OR THE MONTA APP?

For all questions regarding charging, the Monta app or payment, please contact the Monta customer support available via phone or chat in your Monta app (select the charger you are using in your app and click on the little headset symbol on top of the screen). See also Monta's help center: monta.com/uk/help-center.