

Frequently asked questions

1. Why is there a pricing trial and what is it about?

We aim to make EV charging a convenient and pleasant experience for EV drivers, which includes reviewing measures for congestion management as needed.

We have been experiencing frequent queues at three service stations: Shell Seletar Hills, Shell Macpherson and Shell Ang Mo Kio. To increase the availability of chargers to more drivers in need, a pricing trial will be conducted from August 22, 10am to September 23, 10am at the Shell Recharge DC charging points of these service stations.

After 60 minutes of standard-rate charging, there will be an additional fee of \$0.30 per minute, up to a maximum cap of \$25, on top of the standard per kWh rates.

Example:

- ≤ 60 mins: Standard per kWh charging rates
- 61 mins: Standard per kWh charging rates + \$0.30 additional fee
- 150 mins: Standard per kWh charging rates + \$25 additional fee cap

Based on research, most electric vehicles (EV) will achieve at least 80% of full charge within 60 minutes, and the charging rate will be much slower for most EVs after 80%. Charging till 80% also helps to extend battery life of EVs.

2. Will this be rolled out to other Shell Recharge chargers?

The pricing trial is limited to three Shell service station chargers: Shell Seletar Hills, Shell Macpherson and Shell Ang Mo Kio. We will assess this one-month trial's effectiveness at managing congestion for any consideration.

3. Why 60 minutes?

Based on the standard battery size of most passenger EV models, EVs should reach 80% state of charge within 60 minutes. We hope that this trial would encourage users to move their EVs so that the charger will be available to others who need them more urgently.

4. Why is charging till 80% state of charge recommended?

Industry experts recommend charging your vehicle up to 80% on a regular basis to extend your vehicle's battery life.

5. During this trial, what is the maximum fee that will I be charged if I'm charging for over 60 minutes?

During this trial, a cap of \$25 in additional fees will be imposed and this will be applicable for the entire day.

6. How will I be billed for any applicable fees?

The additional fee will be billed through the same payment method used for EV charging payment selected via the Shell Recharge Asia app.

A sample of the invoice that can be found in your Shell Recharge Asia app is set out below.

Transaction Details:	
Session:	14985567
Time	11:00:00 AM, 22/08/2024 to 12:01:00 PM, 22/08/2024
Timezone:	Asia/Singapore
Currency:	SGD
Period 1 :	11:00:00 AM , 22/08/2024 to 12:00:00 PM, 22/08/2024 Price: \$0.720000/kWh Energy consumed: 60.0000 kWh Cost: \$43.20
Period 2 :	12:00:00 PM, 22/08/2024 to 12:01:00 PM, 22/08/2024 Price: \$0.30000/Minute Duration: 1 min 0 secs Cost: \$0.30
Totals:	
Sale	\$43.50
Amount:	
Transaction	\$0.00
Fees (\$0.0 per session):	
Discount:	\$0.00
Total Cost:	\$43.50
Total Energy:	60.0000 kWh

7. Will I need to pay for every kWh charging after 60 minutes?

Yes, you will be charged at the same kWh rate for as long as your EV consumes electricity as part of a charging session, regardless of before or after 60 minutes.

8. Will there be any notifications given before implementing the additional fee?

Shell Recharge customers have been informed in advance by email and on the Shell Recharge Asia app on 12 August 2024 about the upcoming implementation of this pricing trial.

For duration of the trial, signages will also be on-site to remind users to keep their charging sessions within 60 minutes.

9. Will this still apply if there are other EV charging lots still available?

Yes, this trial will still apply regardless of whether the other EV charging lots are available within the Shell Recharge network.

10. The clock on my phone is 5 minutes slower than your system's clock. Do I get an additional 5-minute grace period?

Please refer to the Shell Recharge Asia app or the EV charger screen to track your duration of your charging session.

11. I plugged out after 60 minutes and 30 seconds. Am I still charged an additional fee?

Yes, an additional fee of one minute will apply. During this trial, additional fees above 60 minutes of standard-rate charging will be implemented on a per-minute basis and will be rounded up to the nearest minute.

12. Who should I contact if I face any queries on my charging fees?

You may contact our customer support hotline at 6227 5944 during our operating hours for any questions or inquiries. Our hotline operating hours are Monday to Sunday, 24 hours. Alternatively, you can email us at support.asia@shellrecharge.com with your query.