



# Electric vehicle chargers are here

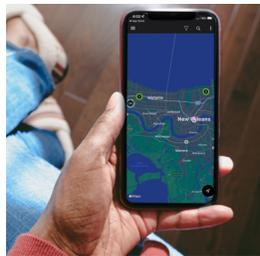
**—and they are free to use.**

You can now charge your electric vehicle (EV) for free at sites located throughout the city. Entergy New Orleans is installing EV chargers at 25 sites throughout the city in collaboration with the City of New Orleans. These Level 2 chargers are compatible with EVs of all kinds.

**To charge your EV, follow these three easy steps:**



**1. Download the  
ChargePoint app  
and create an account**



**2. Find a charger ahead  
of time or on the go  
in New Orleans**



**3. Get charging**

See more detailed instructions and FAQs on the back of this page.

Thinking about purchasing an EV? Entergy's eTech program offers incentives for purchasing the chargers you may need for your home or business.

Visit [enterygetech.com/electric-vehicle](https://enterygetech.com/electric-vehicle) for information about available incentives and how to apply.



### How to find a charger:

1. Download the ChargePoint app, available for iPhone and Android, and sign up or log in.
2. Use your current location, or search in a different area to browse stations. If you see a number in a circle, that is the total number of charging spots at the location. Tap to see individual stations.
3. Tap on any station pin, and access station details by tapping the info bar at the bottom of the screen.
4. Once you have picked a charging spot, tap the orange car at the bottom of the screen to get directions through your preferred map.

### How to use a charger:

1. Start the charging process one of the following three ways:
  - Tap your phone (signed in to the ChargePoint app) on the station.
  - Tap your ChargePoint card on the station.
  - Tap the orange “Start Charge” button in the station details page in the mobile app.
2. Push the button on the connector, and lift it out of the holster on the station.
3. Plug the connector into your EV to start charging. Check to make sure your EV is charging.
4. When charging is finished, just unplug and return the connector to the station. You can view your charging history in Charging Activity in the app.

### FAQ:

#### What if the charger is not working?

If you have any issues charging at a station, call the toll-free number that is posted at the station (1-888-758-4389) and a ChargePoint support professional will help you immediately. ChargePoint support is available 24/7.

#### How much do the chargers cost to use?

The chargers are free to use.

#### What kind of chargers are they?

The chargers are ChargePoint Level 2 chargers.

#### How did you determine where to install the chargers?

Charger locations were determined strategically with community input. In 2021, members of the public voted on charging site locations through a survey. Locations were sourced from suggestions by the public as well as sites which correlated with libraries, other city buildings and New Orleans Recreation Department (NORD) sites. Chargers will be located in all five City Council districts.

