

Home Charging Advisor FAQ

1. How does home charging work?
 - a. Your home charging station is typically mounted on an indoor or outdoor wall and connected to your home's electrical system. You connect the plug to your vehicle when you park your car and disconnect it when you're ready to drive.
2. What are the advantages to home charging?
 - a. You can charge on your schedule, overnight while you sleep or do other activities so your car is ready when you are.
3. I received a Level 1 charger when I bought my vehicle. Why should I get a Level 2 home charger?
 - a. Currently, most vehicle charging takes place at home and Level 1 chargers are a viable way to charge your vehicle, but they take a relatively long time to do it. A Level 2 home charger provides more charging power—securing faster charging times than a standard Level 1 charger (depending on vehicle type). Typically with a Level 2 charger you will get about 17 miles of range for every hour you are plugged in.
4. How long does it take my car to charge at home?
 - a. Charging time depends on both the car's battery size and the speed of electricity from the power supply. Typically with a Level 2 charger you will get about 17 miles of range for every hour you are plugged in.
5. I live in an apartment complex; can I install a home charger?
 - a. There may be additional levels of approval required from your leasing management company to install a home charger in multi-family buildings. [Veloz](#) has some great resources and best practices to help in this effort.
6. Will all the Level 2 home chargers work with my car?
 - a. Yes, all Level 2 home chargers use the same connector. The technical term for this connector is SAE J1772.

7. Are the home chargers listed certified by Underwriter's Laboratory (UL)?
 - a. Yes. All of the home chargers on our list are certified and tested by the Underwriter's Laboratory (UL), the same people who certify other electric appliances in your home.
8. Is there a reason to buy a charger that is WiFi enabled?
 - a. Some chargers have the ability to connect to your home's WiFi network to allow for additional features. It may also allow you to qualify for additional incentives only available to these types of chargers. Determine the types of features you are looking for and what incentives you can receive before deciding if you need a home charger that is WiFi capable.
9. What are the different wall sockets and why is this important?
 - a. Different charger models have different plug patterns. These plug patterns correspond to the way the charger's plug fits into your wall outlet and may affect charging speed. Make sure you choose the type of charger for the outlet in your home. If you don't currently have an outlet or will be hardwiring your charger, please consult a qualified electrician.
10. How much will an installation cost?
 - a. Installation typically costs between \$300-\$1,000 but can vary significantly based on your specific situation. There are several factors that go into the cost of installation: your existing electrical panel, the location of the panel relative to the location of your charger, permitting and fees where you live, and more. To find out the specific installation costs for your home, please consult an electrician.
11. Do I need a permit to install a home charging station?
 - a. The requirement for a permit depends on your particular jurisdiction (city or county). Your installer might be able to manage this process on your behalf.