


Bulletin #: V-i-1211-001		<input checked="" type="checkbox"/> Take Note <input type="checkbox"/> Take Action		  The <b>Ultimate</b> Driving Machine®
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Title: EV Services Manager		Source: eMobility Strategy, C4-US-V-i		
Date: 12/11/23		Supersedes:		

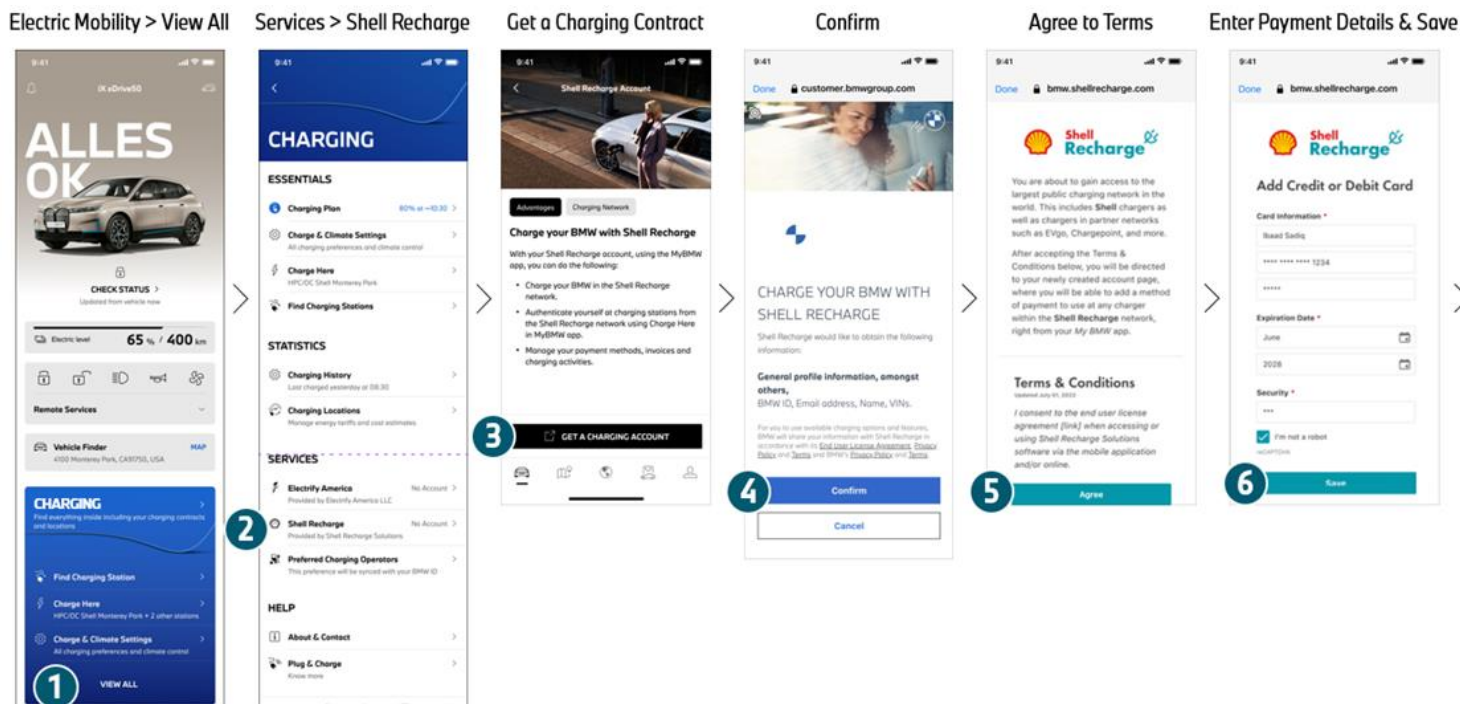
# BMW PUBLIC CHARGING NETWORK EXPANDS WITH SHELL RECHARGE SOLUTIONS

## CUSTOMERS CAN NOW ACCESS FIVE NEW CHARGING PROVIDERS IN THE MY BMW APP

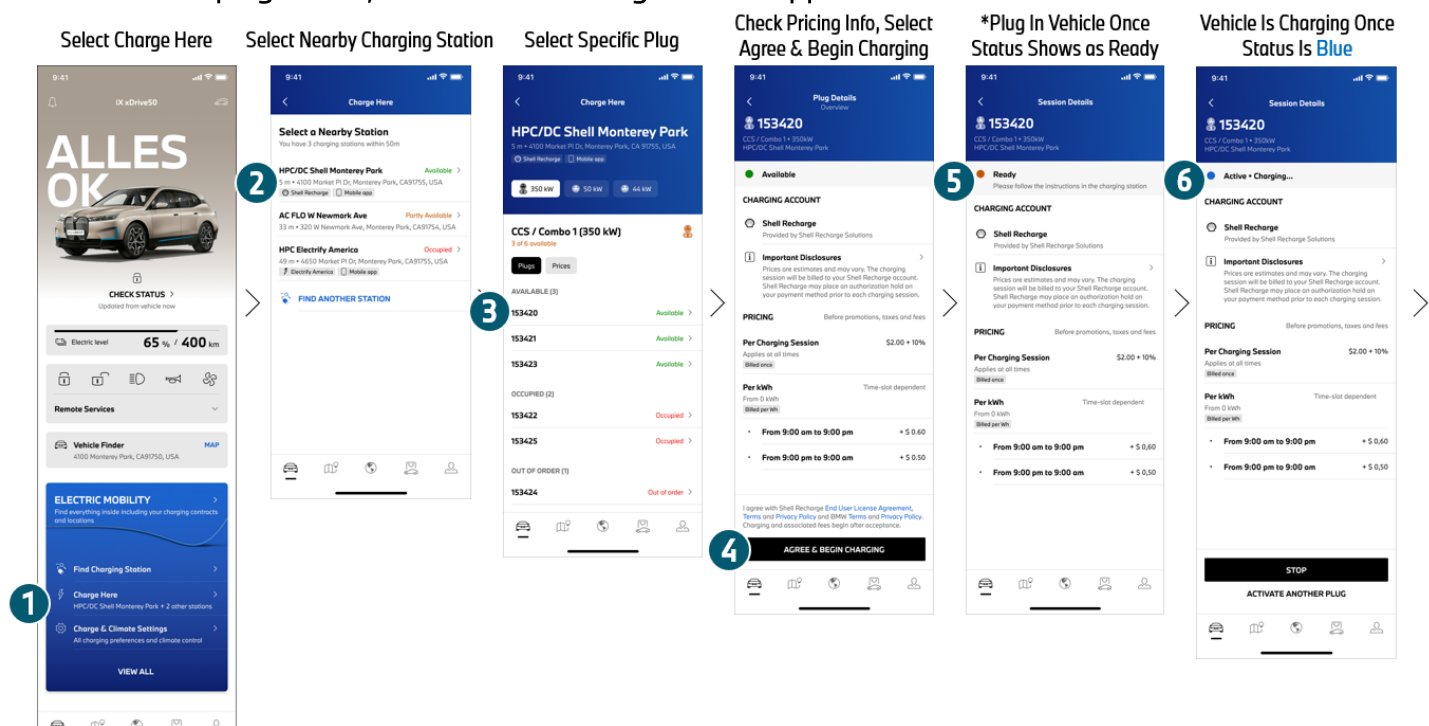
**BMW of North America is pleased to announce it has added Shell Recharge Solutions as a second eMobility partner, increasing the number of available chargers for BMW customers through the BMW Charging Network to over 100,000 across the U.S. and Canada.** Via the partnership, BMW customers can conveniently access the charging points of five additional charging providers, including Shell Recharge, ChargePoint, EVgo, Blink, and EVConnect. BMW customers can now charge at all affiliated locations with just their My BMW app, as payments for all five providers are automatically processed via Shell Recharge Solutions. This means moving forward, customers will have two accounts in their My BMW app; one with Electrify America for the Complimentary charging plan, and the second with Shell Recharge for all other major charging providers. This eliminates the need for customers to download multiple charging apps.

## MORE DETAILS

- Program Details:** The Shell Recharge charging plan is a pay-as-you-go model. There is no cost to use Shell Recharge – customers are billed at the same rate as displayed on the charger. All customers are eligible to use the program. BMW dealerships should assist the customer in setting up both the Electrify America and Shell Recharge accounts in their My BMW app at vehicle delivery. The Plug & Charge feature and NFC card charging is not available for Shell Recharge upon launch but will be implemented later in 2024. See FAQs below for more information.
- Account Setup:** Creating an account is easy and a similar feel to the existing sign-up process for Electrify America. In the My BMW app, navigate to Charging > Services > Shell Recharge and select “Get a Charging Contract”. You will then follow the steps to accept terms, enter payment info, and confirm. See screenshots below.



3. **Charge Here:** Finding charging stations and starting a charging session is easy. With the new My BMW app release, starting a charge is the same process whether with Electrify America, or a Shell Recharge / affiliated charging station. Search and browse charging options in the My BMW app (Map section), or through your BMW's on-board navigation. Once you arrive at the charging station, select "Charge Here" and choose the specific station and plug you would like to activate. Start the charge via your app, and plug in. Note: Some charging stations such as EVgo require the driver to plug in first, then start the charge via the app. See screenshots below.



4. **Support:** For any issues initiating charging sessions, reporting a downed charger, account management, payment processing or hold fees: customers should contact Shell Recharge's dedicated BMW support line at 1-888-211-7088.  
For any issues with the My BMW app features, functionality, or issues locating a charger: contact BMW Assist at 1-888-333-6118

## 5. **FAQs:**

### 1. **How do I create an account?**

- a. Within the My BMW app, simply navigate to Charging > Services > Shell Recharge and select "Get a Charging Contract". Follow the steps to accept terms, enter your payment information, and you're all set.

### 2. **How do I charge using my Shell Recharge account?**

- a. First, you can browse and select charging options near you or along your route through both the My BMW app and your BMW's on-board navigation system. Once you have arrived at the charging station, select "Charge Here" under "Charging" to choose the specific station and plug you would like to use. Click "Agree and Begin Charging", and your session will start.

### 3. **Who is eligible to create a Shell Recharge account?**

- a. All customers are eligible – there is no complimentary charging plan and the program is pay-as-you-go.

### 4. **When should customers be enrolled?**

- a. At time of vehicle handover

### 5. **What does a customer need in order to enroll?**

- a. Just a credit/debit card, no enrolment code.

### 6. **How do I verify if I have successfully created an account?**

- a. In the My BMW app under "Charging > View All > Services" users will see a green "Active" marker next to Shell Recharge (see pg. 4). Otherwise, users will see "No Account"

### 7. **Can I use Plug & Charge or an NFC card with Shell Recharge?**

- a. Not yet, but these features (and more) are coming in 2024.

### 8. **Do I plug in my vehicle first, then activate the charger through the app? Or activate first, then plug in?**

- a. It depends on the charging station. With Electrify America, either approach works. With ChargePoint, you must activate first and then you can plug in. With EVgo, you must plug in first, and then activate.

### 9. **If I charge at a ChargePoint or EVgo station, will I see "ChargePoint" or "EVgo" on my credit card statement?**

- a. No, charging at any of the providers through your Shell Recharge account will always result in a charge from "Shell Recharge" on your credit/debit card account.

### 10. **Will a hold be placed on my account when I charge?**

- a. Yes, depending on the station operator, you may receive a hold of between \$20 and \$60. This hold is typically cleared from your account within a few days.

## **More Questions?**

Please feel free to contact the EV team at [BMWEVServices@bmwna.com](mailto:BMWEVServices@bmwna.com)