



Energy billing on FLO network in Canada



FLO is pleased to support kWh billing in Canada

FLO offers kilowatt-hour (kWh) billing on its Level 2 and DC fast chargers in Canada.

KWh billing is a more accurate measurement for charging an EV driver for the energy their vehicle consumes and allows both consumers and utilities to manage energy usage more efficiently.

Canadian station owners who operate Core+, Core+ MAX, SmartTWO, SmartTWO-BSR, SmartDC and FLO Ultra chargers on the FLO network can now offer kWh billing, subject to registering with Measurement Canada and [meeting specific terms and conditions](#).

If your eligible charging stations are currently in operation, you may follow the steps below. Charging stations that have not been commissioned yet will be put in service in time-based billing mode first and converted later when the owner has completed the steps below.



Getting started is simple

STEP 1. For Core+, Core+ MAX, SmartTWO, and SmartTWO-BSR stations only If your request concerns Level 3 chargers (SmartDC and FLO Ultra) only, proceed directly to STEP 2.

The station owner must request FLO to validate the firmware version by writing to service@flo.com.

Email subject: *Firmware validation request for kWh activation*

They must include the identifiers of the Level 2 stations in question.

The FLO Customer Service team will carry out the validation and follow up with the owner to confirm which stations can be included in the temporary dispensation request to [Measurement Canada](#).

STEP 2. Station owner seeks approval from Measurement Canada

The station owner must register with Measurement Canada by filling out this [form](#) and submitting it directly to mcdispensation-dispensemc@ised-isde.gc.ca.

To complete the ISED (Innovation, Science and Economic Development) Form:

1. Click the [link](#) to open the form.
2. Click the floppy disk or download icon (top-right corner) to download it.
3. Save the file to your computer.
4. Open the saved document using Adobe Reader or similar software.
5. If you encounter any issues, contact Measurement Canada for assistance.

There are no fees to register, and Measurement Canada offers a response time of 30 business days for requests of under 50 stations and 60 business days for requests of over 50 stations.

STEP 3. Complete FLO Billing Activation Form

Once you have received approval from Measurement Canada, [complete the FLO Billing Activation Form](#).

STEP 4. Submit all required documents to service@flo.com

Email Subject Line: *"kWh Billing Activation Request"*

Please include the following required documents within the email:

FLO Billing Activation Request which includes:

- Asset IDs for the stations to be activated
- The rate for the simple tariff (ex: 0.45\$/kWh)
Note: complex tariffs such as variable rates by time of use, combination of kWh and time or idle fees, combination of kWh+flat fee, and graduated kWh billing is not currently supported.
- Desired date for activation

Temporary Dispensation letter from Measurement Canada:

This letter indicates that the charging station owner (FLO's customer) meets all the requirements of the Temporary Dispensation for Level 1&2 and Level 3+ Electric Vehicle Supply Equipment (EVSE).

It also provides a comprehensive list of all relevant devices (IDs of the FLO chargers) that have been granted such a dispensation.

Contractor Registration Certificate from Measurement Canada:

This document certifies that the contractor has been registered in accordance with the requirements of the Electricity and Gas Inspection Act.

Please allow 10 business days for your request to be processed.

NOTE: If any required fields in the FLO form are incomplete or if the two documents from Measurement Canada are not attached, the form will be returned to the customer for revision.

Additional information:

To ensure optimal utilization of the charging station, it is essential that the owner sets a competitive rate aligned with the prevailing rates in the province, sector, and local competition. The owner is encouraged to contact [FLO service@flo.com](mailto:service@flo.com) for assistance in determining an appropriate rate for their charging station.

FLO will ensure that stations operating under this billing mode show the following message to drivers on the display screen or in the app, as required by [Measurement Canada](#):

"This device is temporarily authorized to be used for the purpose of obtaining the basis of a charge for electricity, under terms and conditions established by Measurement Canada."

FLO's station displays and driver app make it easy for drivers to see the cost of a charge. When the charging session is done, a charging summary receipt is provided on the station screen and in the app.

Where to find station (asset) ID:

- After you have purchased your FLO EV charging stations, you will receive a list of the asset (station) IDs.
- Please include the desired asset IDs in the FLO Billing Activation request form.
- For Core+, Core+ MAX, SmartTWO, SmartTWO-BSR and SmartDC, the charging station ID follows this format: **ABC-12345**. Example: **AAL-00817**
- For FLO Ultra, the charging station ID follows this format: **T123456-1#A1**. Example: **T400004-2#A2**
- Please note, FLO Ultra will have two IDs for each station (one per port).



Customer Support:

If you have any questions about energy billing or the process to activate it, [please contact FLO's customer support team \(www.flo.com/en-ca/support\)](http://www.flo.com/en-ca/support) or by calling 1-855-543-8356 who will gladly support you.

If you have any questions about the Dispensation letter or the Contractor registration certificate, please contact [Measurement Canada](#) or refer to [Frequently Asked Questions: Temporary dispensation program for electric vehicle supply equipment](#).





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