



Payment services



Payment transaction overview

Station owners on the FLO® network can turn their electric vehicle EV charging stations into an ongoing revenue stream. FLO's payment management services are designed to facilitate the secure transfer of revenue generated by EV drivers to station owners¹. You can choose from different billing options, making it easy to charge EV drivers a fee based on your specific situation.

Overview of the payment process

Account creation

EV drivers register for a free account through the FLO mobile app or the FLO website.

Adding funds

EV drivers deposit funds into their account by using an authorized credit card.

Secure payment

All transactions are processed securely by an industry-leading payment processor using the latest payment and security requirements including PCI-DSS compliance.

Activate session and pay

An EV driver can activate a charging session using multiple methods such as RFID card, mobile app, or direct credit card tap. The driver is then charged based on the billing mode selected by the station owner. When the charging session is completed, the driver's account or credit card is debited for the cost of the session plus applicable taxes.

Electronic receipt

After each charging session, an email receipt is sent to the EV driver providing a summary of the transaction, including charging time, energy transferred, fee, and applicable taxes.

Segregated account

All deposits made by FLO users are held in a trust account, which is then used to distribute revenue to charging station owners.

Revenue remittance

FLO charges a transaction fee which covers all costs of the billing process and remits the remainder revenue to station owners on a quarterly basis via electronic transfer.

Revenue reporting

FLO provides station owners with a remittance report detailing revenue and taxes for the previous reporting period.

Station owners web portal

Station owners can track revenue and transactions through FLO's station owners web portal. You can get reports to manage your stations and make decisions on your investment.

¹ Station owners must have a subscription to the Global Management Service (GMS) plan to access the FLO network and payment management services.

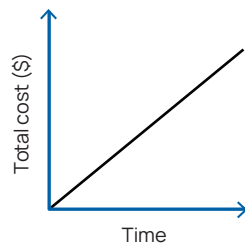
Billing modes for station owners

Choosing the right billing mode for your charging stations helps cover your infrastructure and energy costs. It can also serve to encourage good charging habits among EV drivers and prevent them from staying after their vehicle batteries are fully charged. With FLO's smart charging stations, it's easy to set up the right billing mode to best suit your site's needs.

FLO currently offers the following billing² options for charging stations:

Per hour

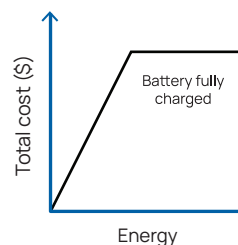
Rate per hour during the entire session, billed by the second



Ex: \$2 per hour

Per kWh³

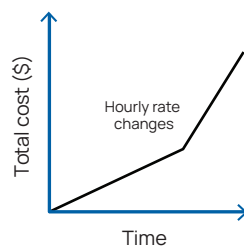
Rate per kWh transferred



Ex: \$0.50 per kWh

Graduated

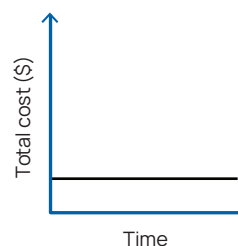
Rate per hour during the entire session.
At a pre-determined session length, the rate is raised (or reduced), billed by the second



Ex. \$2 per hour for the first 5 hours,
\$4 per hour after

Per session

One unique fee for the entire session



Ex: \$10 per session

² "Session duration" is calculated based on the total period the EV is connected to the charging station, even if energy is no longer being transferred.

³ Restrictions may apply. In Canada, Level 3 charging station owners must confirm that their station model and jurisdiction allow for per-kilowatt-hour billing.

Which billing mode should I use for my Level 2 charging stations?



Employers

Per hour or per session

As an employer, if you want your staff to move their car once their EV is charged, we recommend to use per-hour configuration. On the other hand, if as an employer you don't want your staff to have to move their car in the middle of the working day and agree for their EV to remain parked once fully charged, we recommend the per session billing.



Hotels

Session or per kWh billing

Hotels can have different ways to offer charging services. You might have public chargers for anyone to use and/or reserve overnight chargers for your guests. How you set up the billing will depend on how each charger is used.

For overnight charging, we recommend using per session billing. It is similar to paying a parking fee and it will avoid having people use the parking spot if their battery is already almost full. In the case of overnight guests, you don't want them to have to move their car in the middle of the night to lower their fees.

For public charging in hotels, we recommend billing by the hour for level 2 charging stations. For owners of Level 3 fast charging stations, we recommend billing per kilowatt-hour, so that EV drivers only pay for the energy transferred to their vehicle.



Cities

Tier billing; per hour and per session

Similar to hotels, the best billing mode to use depends on how the charger is being used.

For example, some cities have curbside chargers which have a day rate and an overnight rate. The day rate may be a per hour rate. The overnight rate may be lower to support local residents who don't have access to a charger at home. As such, overnight billing may be a per session fee.

Which billing mode should I use for my direct current (DC) fast charging stations?

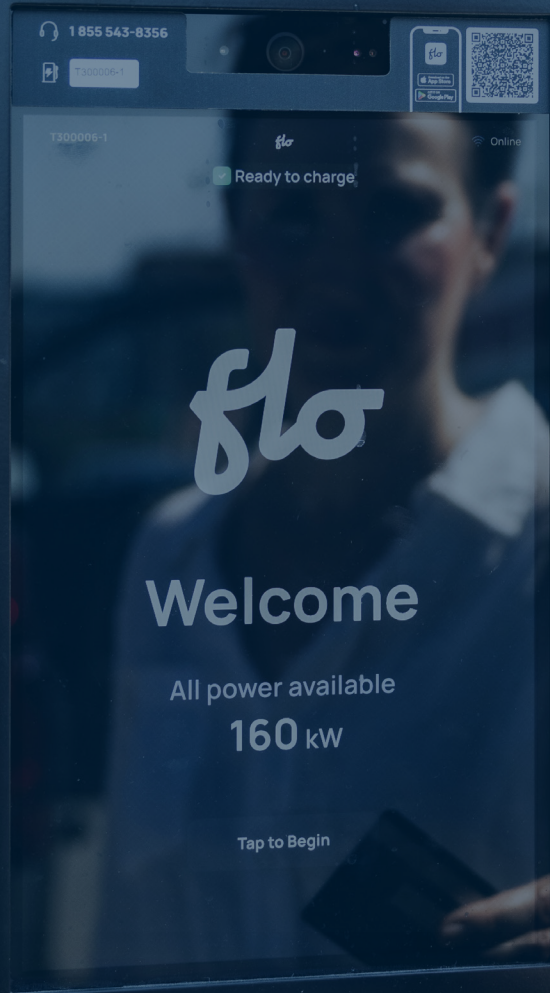
Energy-based billing

Energy-based billing, also known as kWh billing, is a fair way to bill EV drivers regardless of the age, make, or model of their EV. The kWh billing mode allows a driver with a high-performance EV and a driver with an older EV model to pay the same amount for the quantity of energy transferred regardless of how long it takes to charge each car.

For example, a high-performance EV capable of charging at up to 300 kW, will enable drivers using a 300kW-capable charger to get 50 kWh of energy or about 250 km of range in 10 minutes – depending on the starting state of the battery. A smaller or older EV model may only charge at around 30 kW. To get the same 50 kWh, that car will need to charge for about an hour and 40 minutes.

If a charger is set to bill by time, the driver of the high-performance EV will only pay for 10 min of use to get 50 kWh. While the driver with the older EV will have to pay for an hour and 40 minutes. So, the owner of the older EV could end up paying 10 times more than the driver with the high performance EV.





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