FAQs for EV Charging with FLO

Will my electric vehicle be compatible?
Our chargers are universal and can charge all current vehicle makes and models, including Tesla, when using the adaptor Tesla provides. FLO Level 2 chargers use the SAE J1772 connector and DC fast chargers use CHAdeMO & CCS connectors. FLO's new stations, including the FLO Ultra fast charger will support the J3400 connector option beginning calendar year 2025. Moving forward, we will also have options for customers with existing stations seeking to transition to the J3400 connector as the industry and automakers transition towards the J3400 standard.

How much does it cost?
Charging session prices are set by the site host. It may also vary based on location and charger speed. Using the FLO App, you can filter and find stations that meet your charging needs. You might even find some free ones!

Do I need to be a member?
You don't need to be a FLO member to use the FLO App or activate a station. If you need to activate the station without being a member, you can activate a session as a guest user by providing an e-mail address and credit card number. Drivers can also activate a session by using a FLO RFID card.

Can I use charging stations from other network operators?
Yes, FLO has roaming agreements with BC Hydro, ChargePoint, Shell Recharge Solutions, Electric Circuit, & e-Charge Network. A FLO membership- which is free - allows you to access and activate these stations right from the FLO App.

How do I pay?
You have 2 options to pay/initiate a charging session at a station:
1. Using the FLO App, create an account, add credits via credit card payment or proceed as a guest.
2. Link your FLO RFID card to a FLO account. Then add credits to your account via the FLO App or Desktop portal.

What if I have a question about how to charge?
For immediate assistance at a station, please call us, 24 hours a day, 7 days a week at 1-855-543-8356