

FAQ

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WHAT IS E-MOBI?

E-mobi is a national network of electric vehicle charging stations, which ensures the movement of electric vehicles throughout the territory of Latvia.

The charging station network is owned and maintained by the State Road Traffic Safety Directorate (CSDD).

Information on the installed charging stations and their status (free, not working, busy) available on emobi.lv portal.

Currently, 72 stations in the whole territory of Latvia operate on the e-mobi network.

HOW TO FIND E-MOBI CHARGING STATIONS?

Information about installed charging stations available:

- on emobi.lv portal.
 - In the mobile application *e-mobi*, (can be downloaded at the App Store or Google Play for free).
 - In other mobile applications - e.g. Interchange, Plugsurfing, be.ENERGISED, etc.
- Stations are marked with an e-mobi logo.

IS THE E-MOBI A PAY SERVICE?

Yes. The fee for charging services at e-mobi stations is € 0.15 / min *.

* Registered users using an e-mobi authentication card or using direct payment (VISA or MasterCard payment card, PayPal account) from an *e-mobi* mobile application.

The payment step is 1 minute.

HOW TO PAY FOR A SERVICE?

E-mobi Authentication Card - We would recommend you to sign up for an agreement and purchase an e-mobi authentication card if you plan to charge in e-mobi network on a regular basis. The contract allows you to receive the service with a post-payment. The conclusion of contracts with Customers and the acceptance of fees for e-mobi services are performed by AS "Fitek" on behalf of CSDD. Once you have concluded the contract, you will receive a post-paid invoice for the services received the previous month once a month. You can sign up for an agreement and receive an e-mobi authentication card using emobi.lv portal.

Direct payment from the e-mobi application - the charge can be applied to the *e-mobi* application by adding a payment card - VISA, MasterCard or PayPal account.

Payment by SMS - available to post-paid LMT, Tele2 and Bite clients. A mobile operator fee can be added to the payment. Details on charging with SMS available at each charging station. In case of uncertainty, please contact us by phone. +371 22001859 or 1859.

Charging with authentication cards or applications issued by other operators - possible if provider supports roaming services in the e-mobi network. It should be noted that in this case the costs of charge may differ from those shown on the emobi.lv website.

HOW TO CONCLUDE THE AGREEMENT AND RECEIVE E-MOBI AUTHORIZATION CARD?

The conclusion of contracts with Customers and the collection of fees for e-mobi services are performed by JSC "Fitek" on behalf of CSDD.

1. The client must go to emobi.lv and fill out the registration form. After successful registration, the customer will receive a confirmation email.
2. An agreement form for individuals and legal entities will be included in the e-mail. The appropriate agreement form must be completed and delivered to JSC "Fitek" in one of the following ways:
 - a) 2 completed and signed copies of the contract must be sent by post to: Fitek AS, Dēļu iela 4, Rīga, LV-1004;
 - b) 2 completed and signed copies can be delivered in person to: JSC "Fitek", Dēļu iela 4, entrance 4C, 2nd floor, Rīga;
 - c) Sign with a secure electronic signature and send to office_lv@fitek.com.
3. AS Fitek will sign a contract and, if necessary, within two business days, will provide a copy of the client contract and an e-mobi card to the client with a courier and hand in hand. For questions related to the conclusion of the contract, please contact us by phone. +371 67066500.

PRICE AND DELIVERY OF E-MOBI CARD?

The card costs EUR 3.53, in case receiving in person at the AS "Fitek" office immediately upon conclusion of the contract.

If you need a card and / or a signed contract delivery by courier, then the additional price must be paid:

- EUR 3.01 for delivery in zone I;
- EUR 3.62 for delivery in zone II;
- EUR 6.20 for delivery in zone III *.

* See the list of zones <https://www.expresspasts.lv/en/services/latvia/x1-delivery-courier/>;

If the client needs a card and / or contract delivery abroad, then it is necessary to contact JSC "Fitek" by phone +371 67066500.

Card production and card and / or contract delivery costs will be included in a separate invoice.

WHAT CAN YOU USE E-MOBI MOBILE APP FOR?

The *e-mobi* App can be downloaded free of charge from the App Store or Google Play.

With the application it is possible:

1. To have an access to the charging station map.
2. View the status of a particular charging station - free / busy / inactive.
3. Find the nearest charging point which fit your needs.
4. Get directions to the station (Waze, Google Maps, Apple Maps, etc.).
5. Add payment cards - VISA, MasterCard or PayPal account to the e-mobi application as a payment instrument.
6. Start / stop charging.
7. Review the history of the charging sessions.

The *e-mobi* application user manual is available [here](#).

HOW TO START AND STOP CHARGING USING THE E-MOBI CARD?

Start:

1. Place your e-mobi card to the charging station sensor.
2. Select the plug on the station touchscreen.
3. Connect the selected plug to the car.
4. Charging starts after the station has made the connection to the electric vehicle.

Stop:

1. Place your e-mobi card at the charging station sensor, charging will stop.
2. Disconnect the plug from the electric vehicle and place it in the intended place.

WHAT CAR MODELS CAN BE CHARGED AT E-MOBI STATIONS?

Stations are equipped with 3 types of standard plugs - CCS, CHAdeMO and Type2. The most popular electric cars are listed below:

1. **CCS:** Hyundai Ioniq, VW e-Up, VW e-Golf, BMW i3.
2. **CHAdeMO:** Nissan Leaf, Nissan e-NV200, Kia Soul, Tesla (adapter required), Mitsubishi i-MiEV.
3. **Type2:** Renault Zoe, Tesla.

CAN 2 ELECTRIC VEHICLES BE CHARGED SIMULTANEOUSLY AT THE SAME STATION?

Nope

WHERE TO REPORT, IF THE STATION DOESN'T WORK OR IF IT IS DAMAGED?

Customers can receive support, as well as use the charging station by calling on the phone +371 22001859, or send info by e-mail: info@e-mobi.lv