

FAQ's

EV Charging at Island Palm Communities with TRO Energy Solutions

SCAN, INSTALL, & CHARGE!

The Most Frequently Asked Questions!

- Does the housing partner make money each month from my TRO subscription?
The privatized military housing partner for your community does not profit from this program and is only reimbursed for EV kWhs used.
- How much does it cost to install the charger?
There are no costs to install the chargers. The only cost is the monthly subscription fee.
- How do I know which package suits my family best?
The best package is what suits your family's driving habits & can be calculated with your EV Specialist. The packages are fluid and can be upgraded/downgraded when needed.
- Is the pricing for the same across the US?
The amount of miles per package is the same program-wide but pricing is location based and dependent on local utility rates. kWh pricing is subject to change based on the local utility rate.
- How do I cancel my subscription?
There are two ways to cancel - call your dedicated EV Specialist or cancel within your ChargeTime app. There is no cost to cancel.
- What happens if I don't use all of the kWh or go over the package this month?
The unused kWhs roll over to the next month. If you go over the kWh's in the package, there is an overage charge based on the local electric rates.
- Can I pause my subscription and what happens to the account?
The subscription can be paused at any time. If paused, the kWhs remain in your account & the charger is accessible until you run out of kWh. The charger does not turn off on "Paused" Accounts & one can access the account's balance at any time until the subscriptions is "Unpaused".
- If I am deployed for a couple of months, can I turn the charger off?
The charger can be turned off via your app. You also have the ability to pause your account to not incur fees or charges.
- Can I take the TRO charger with me when I PCS?
The charger stays in the home as a permanent fixture and will be checked as part of your move-out inspection.
- What happens when I PCS?
Your subscription is "paused" until you are able to use a charger in the new home, if applicable. Please treat the charger as you would any other household item belonging to the leasing company. Do the check in AND out due diligence for the charger and report any damage, dings, or scratches to negate any undue replacement fees.
- Once I register, how long does it take before the charger is installed?
Ideally, within 30 business days. However, the charger will be installed as quickly as possible dependent upon schedule availability/historic home approvals/move in date and a few other approval circumstances. The EV Specialist will confirm timing.
- How long does the electrician need to be at the house for the installation?
Depending on the type of home you live in, the average install is about 4 hours.
- Do I need to be home when the electrician comes to the house?
An adult, someone over the age of 18, needs to be there to allow the electrician access to the home. You do not have to be present the entirety of the install if you feel comfortable leaving.
- If I have 2 EVs, will I be charged more?
The number of vehicles does not impact the charges, only the amount of kW hours that are used. The kWhs are for you to use however you wish, you can even share with a friend!



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- Why is my EV charging restricted daily at IPC between 6 – 8 pm?
Due to the stress on the electrical grid during the peak demand time of 6 – 8 pm, EV charging is limited to support grid stability and minimize potential power outages.
- Is it cheaper to charge with TRO than using a public charger?
The kWh price per mile is cheaper in your home than other commercial options. Just as you pay the fees to use a cable box or a subscription to a movie platform, the monthly subscription fee is to pay for the use, convenience, and maintenance of the EV charger.
- How fast will the TRO Level 2 charger fully charge my car?
The speed of charge is dependent on the make & model of your EV. The standard 48A/Level II charging time is on average 4-6 hours for a full electric vehicle.
- Does the charger port work for all model cars and trucks?
The charger is equipped with a North American Charging System handle (SAE J3400) or the J1772 handle, both handles can be used with your EV's adapter.
- How long is the charging cord?
The charger comes equipped with a 24 foot cable.
- Can the charger be installed in a carport if I have no garage?
Yes, the charger will be installed as close as possible to parking locations within reason and safety regulations. Placement has been or will need to be approved by the leasing company.
- Can the charger be used in the driveway when it's raining?
Yes, the chargers are rugged, watertight NEMA Type 4 enclosed devices. During & after inclement weather, please remove water inside the charging handle BEFORE plugging it into the car.
- If the charger isn't working, who do I contact?
There are three ways - please call your EV Specialist directly, reach out via the app chat, or call the national number.
- Can I program the charger with my ChargeTime app to charge during specific times?
Programming charging times will need to be set up via your vehicle manufacturer's app. Consult your vehicle's manual for additional information.
- If the charger needs maintenance, do I have to pay for it?
Unless malicious damage is done to the EV charger, you are not responsible for the costs to repair/replace the charger. If accidentally damaged, please contact your EV Specialist directly and disconnect the charger from power until notified it's safe to resume charging.
- Why can't I continue using an extension cord with a standard wall outlet 120/220-volt plug?
According to the terms of military policy, leasing agreements, and/or the Community Guidelines, alternate methods of EV charging, including use of 110v or 220v outlets, in military housing communities are prohibited. The DOD is instituting policies to prevent the unauthorized, unsafe, &/or non-sanctioned use of energy for purposes that are not in the spectrum of "fair electrical usage" and/or are unsafe practices.
- Can my child play with the cord and get hurt?
The EV charger is a highly sophisticated device and is not a toy. Children of any age should not tamper with or play with the EV charging system. The NACS/J1772 cable uses the CCS protocol & residual current device (RCD) protection. The handle only delivers a charge when "asked" by the vehicle upon the establishment of a connection.

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TRO is proud to be a Defense Community partner offering a unique solution in the transition to electrification and we look forward to electrifying your home!