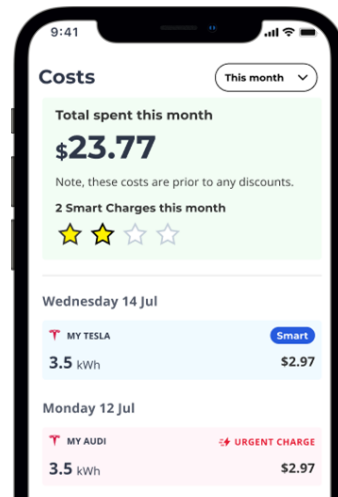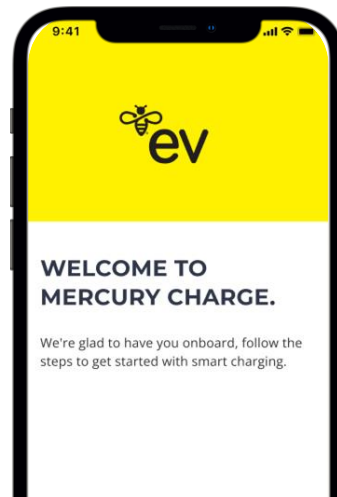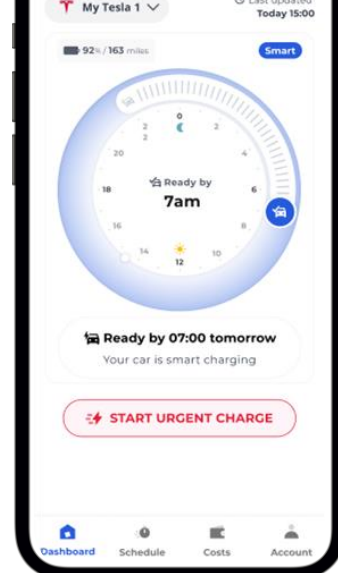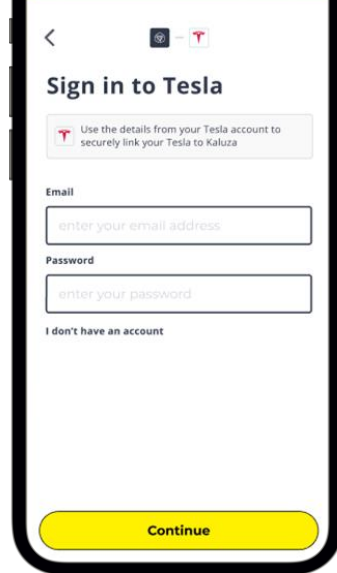# MERCURY CHARGE.

The new smart charging app from Mercury.

Whenever you charge your EV at home, the app will automatically schedule your charging to ensure it's ready when you need it.

We'll also reward you with $50 account credit per month, as long as you complete at least 4 smart charges each month*.

*Terms and eligibility criteria apply.

BEFORE YOU GET STARTED.

You'll receive an email with a link to download the apps required:

- If you are using an iPhone, you'll be prompted to first download TestFlight and then the Mercury Charge app. Note, there is no "redeem" code so just click cancel.

- If you are using an Android phone, you'll just need to download the Mercury app.

BEFORE YOU GET STARTED.

Before downloading the Mercury Charge app, please remove any charging schedules or limits set within your EV or home charger.

Set aside approximately 20 minutes; you'll need to be home and have the following with you:

- Your Google or Apple ID login details.
- Your Mercury Account number.
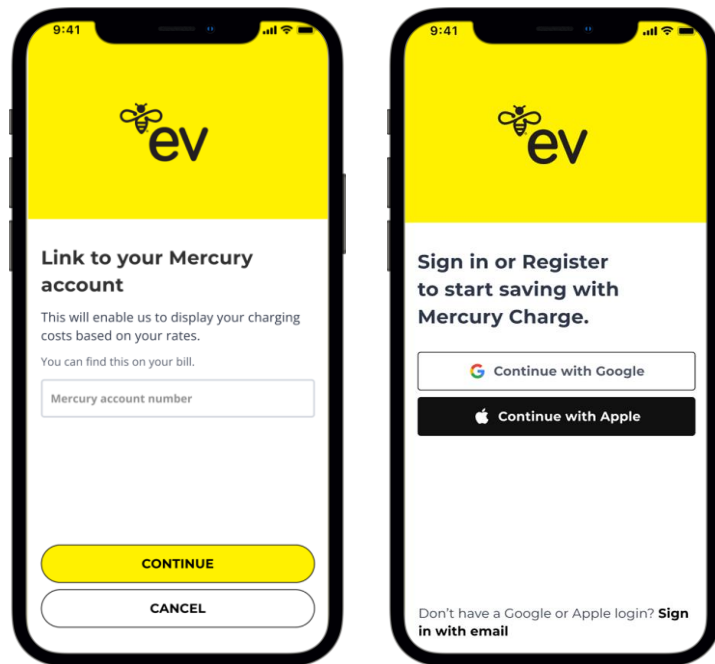- Your Tesla key card.
- Your Tesla login details.

SIGNING INTO THE MERCURY CHARGE APP.

Once you've downloaded and opened the Mercury Charge app, you'll need to sign in using either your Apple ID or Google account.

If using a Google account, please use the same one that you provided us with. Note, the option to use another email won't work.

This process is simple and secure, eliminating the need to set up a new username and password.

CONNECTING YOUR EV.

Once you've signed into the Mercury Charge app and accepted the End User License Agreement, please enter your vehicle details and follow the instructions to connect your EV.

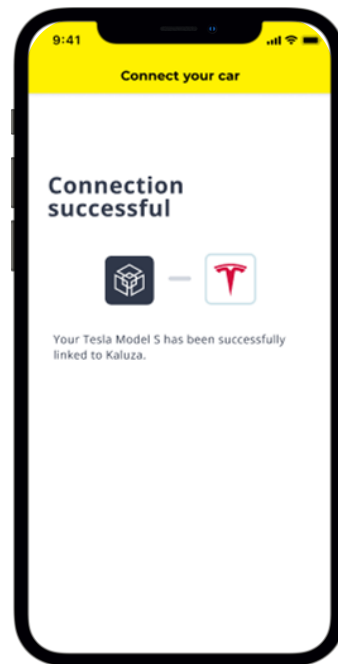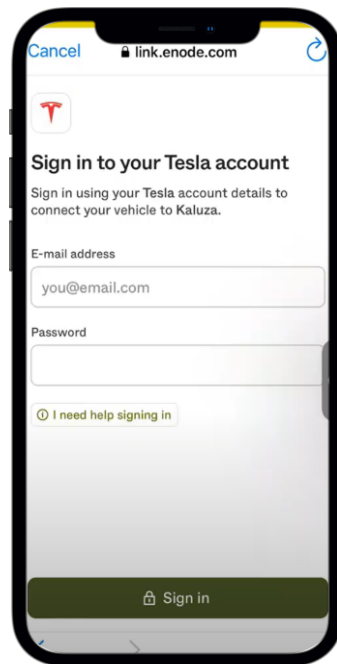The Mercury Charge app can only send charging schedules to your EV, it cannot influence any other aspect of your vehicle.

PAIRING YOUR EV.

If you're connecting a Tesla Model S, X, or pre 2022 Model Y skip to "Completing the app setup".

If you're connecting a Tesla Model Y or 3 (post 2021), you'll be required to securely pair your vehicle.

Tesla will send you a verification code to complete this step. This will be sent by text, email, or within your authenticator app if you've set that up.
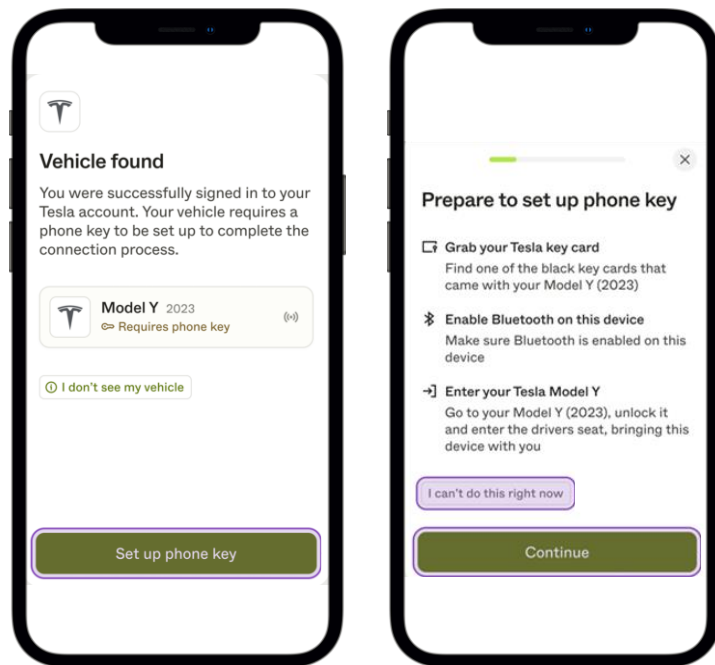
PAIRING YOUR EV.

After your EV has been detected, click "Set up phone key".

Press "Continue" to enable us to smart charge your EV.

Pairing may take up to 1 minute to complete.

Please note, clicking 'continue' is necessary, as selecting 'I can't do this right now' would prevent us from smart charging your EV.
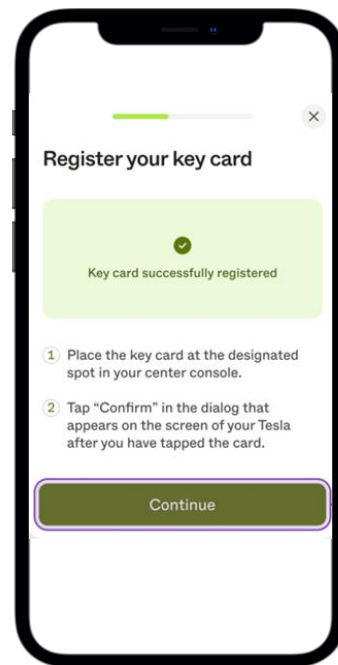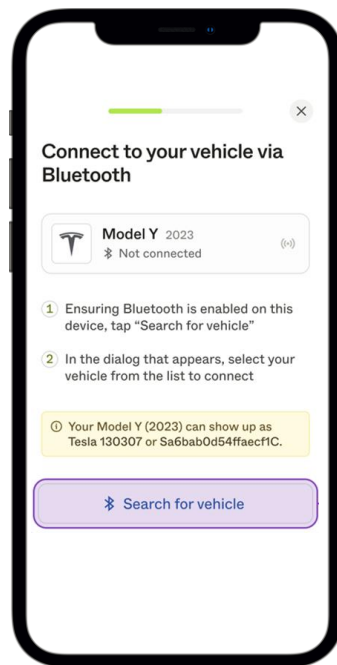
PAIRING YOUR EV.

While in your car, activate Bluetooth connectivity in your phone's settings.

Pair your phone with Tesla or make sure you have your Tesla key card handy, as it may need to be placed in the center console of your EV.

Note, if pairing isn't successful, try changing the placement of the key card.

Your EV will display a pop-up saying "Phone Key pairing requested", press 'Confirm'.
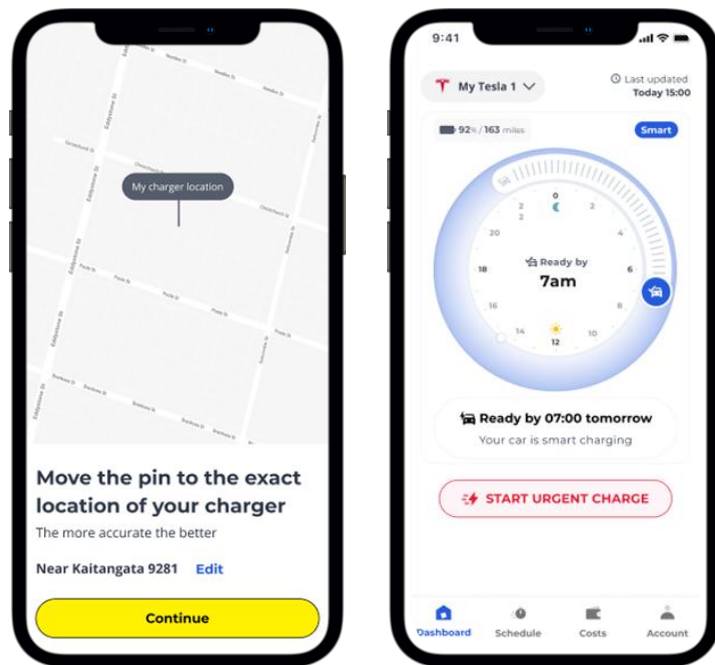
COMPLETING THE APP SETUP.

The Mercury Charge app will prompt you to confirm that your EV is plugged in at your home location.
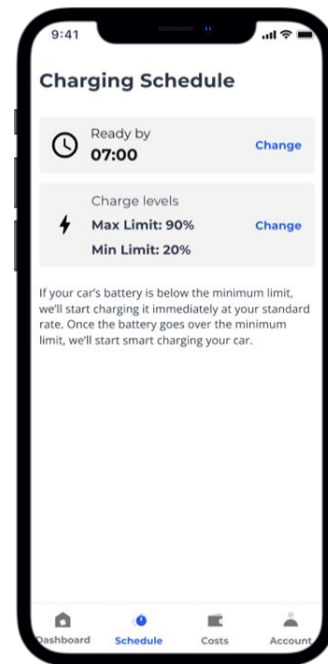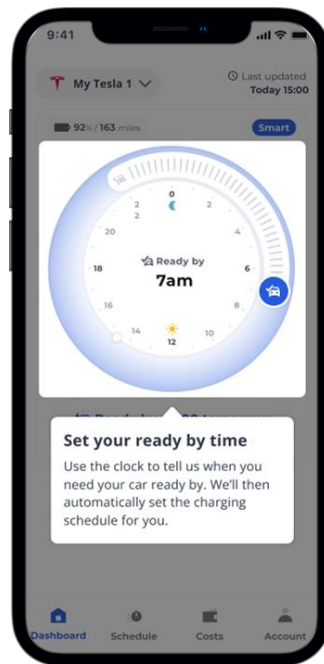
Once this step is complete, your EV is ready to smart charge, with a default of 90% ready by 7:00 am each morning. See the next page on how to change your charge schedule and preferences.

We'll also let you know when your charging will start. If you have the Mercury Charge app open, the charging time will be visible on the dashboard; alternatively, if the Mercury Charge app is closed, you'll receive a notification.

CHANGING YOUR CHARGING SCHEDULE.

By default, Mercury Charge will ensure that your EV is charged to 90% by 7:00 am each morning. You can adjust this according to your preferences on the schedule page.
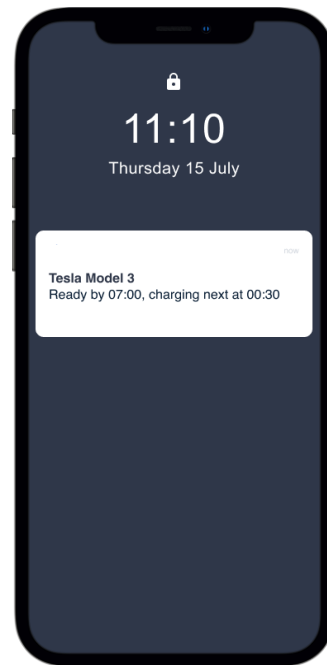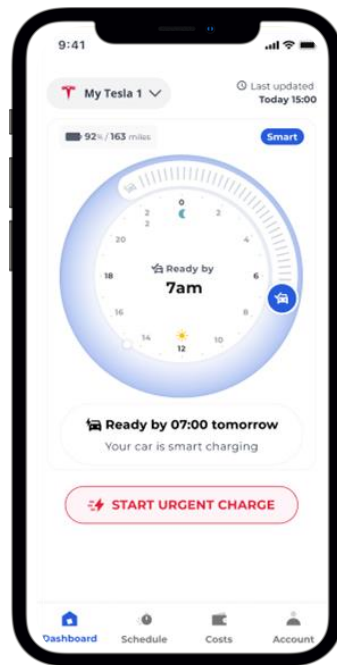
SMART CHARGING.

Every time you plug in at home, the Mercury Charge app will look at the current charge level of your car and calculate how much energy is needed to meet your preferred charge level and ready-by-time.

It will then create a charging schedule for your EV based on a variety of market conditions. This will test smart charging, which in the future could synchronise charging with the grid demand.
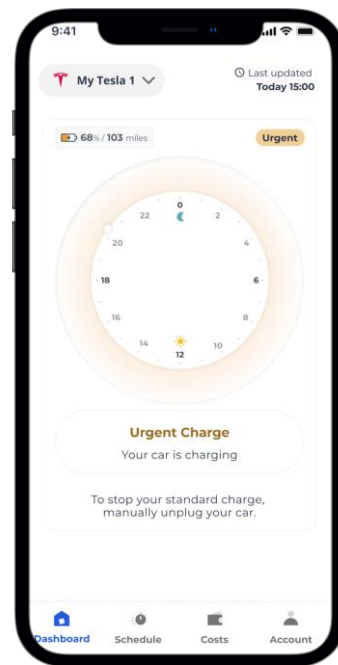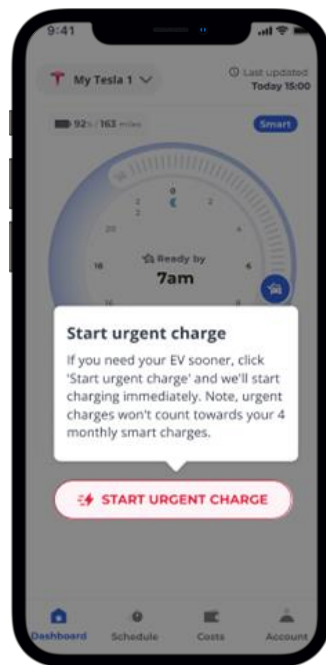
This schedule is then automatically sent to your vehicle. You don't have to do a thing; simply plug in and the Mercury Charge app will take care of the rest.

URGENT CHARGING.

You can also override your schedule whenever necessary by pressing the "start urgent charge" button. This will start charging your EV immediately.

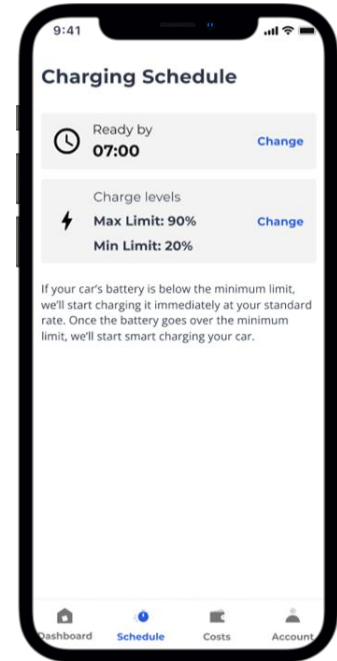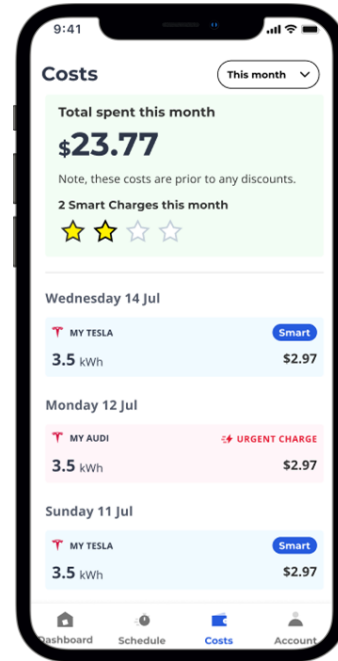To stop urgent charging, manually unplug your EV.

VIEWING YOUR CHARGING COSTS AND BONUS.

The 'charging' page will display the cost of each of your charges and the total amount you've spent on charging your vehicle at home. Note, the costs displayed are GST inclusive and prior to any discounts that your plan may include.

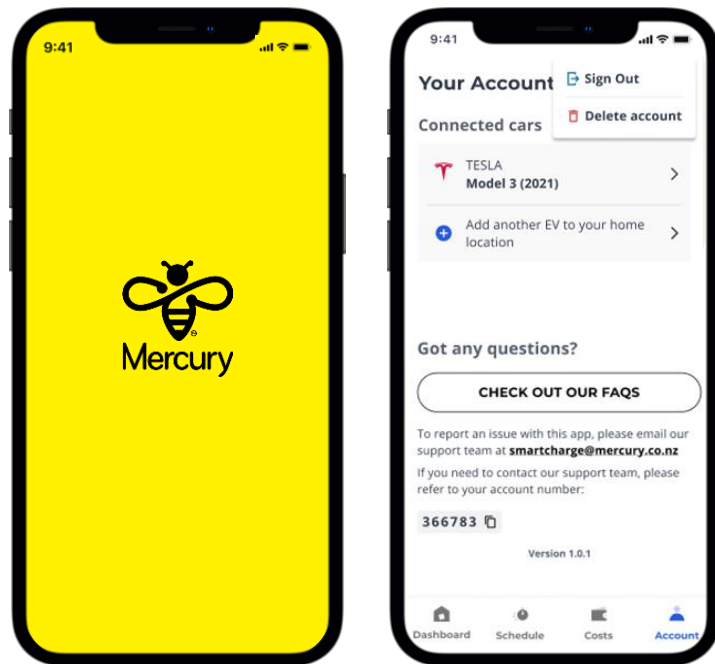You'll also receive monthly account credit, provided you complete at least 4 smart charges within the month.

*Terms and eligibility criteria apply.
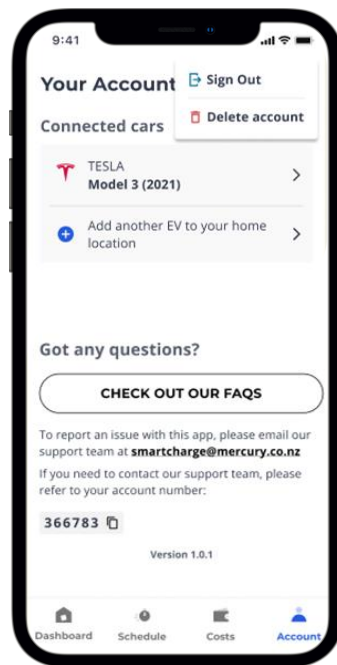
DISCONNECTING FROM THE APP.

If you want to disconnect from the Mercury Charge app, please let us know by contacting smartcharge@mercury.co.nz as this would mean you'd be leaving the trial.

You can then disconnect from the app by heading to the account page and selecting 'delete account' on the top right hand corner of the screen. You'll be asked to provide feedback before you disconnect.

GETTING HELP.

If you need help, head over to the account page of the Mercury Charge app. Here you'll find links to our FAQs and info on how to get in touch with our team.

HAVE A QUESTION?

Check out our most commonly asked questions on the EV Smart Charge Trial [here](#).