

Minimum balance CHF 50

Information about the minimum balance of CHF 50

You can view your current balance in your account under Settings > Finances. For e-mobility charging processes - i.e. when you want to charge your vehicle using your credit, whether at a charging station where you are invited to charge or at an Eponet charging station with the "Public Charging" function via QR code - the charging process will only start if your balance is CHF 50 or higher.

grafik.png

Background

Eponet AG acts as a CSP (cloud service provider) and does not charge any fees for the transaction. The costs of our platform are defined as £2 per charging point and £0.01 per kWh. The prepaid solution is not billed separately and is offered as a service. However, as Eponet AG is responsible for the cash flow and must also guarantee this, we have set the minimum credit balance at £50. We do not want to have to deal with debt collection, as this would have an impact on pricing and would mean that the prices for the platform would have to be increased. We offer this service free of charge, but we must ensure that the money can be transferred to the accounts.

Note: For vehicles such as a Tesla Model S or Mercedes EQS, this would mean the following if the battery were empty: 100 kWh times £0.35 equals £35 (however, we already have locations in Switzerland where £0.55 or more per kWh is charged).

Minimum balance reminder: To prevent your balance from falling too low, you can enter an amount in your profile settings under "lower limit" at which you will be notified of your low balance:

As soon as your balance falls below CHF 50 - for example, CHF 49.80 - you will no longer be able to start a charging process. So make sure you top up your balance in good time.

Please note: We offer top-ups using QR code payment slips via online banking as a **free** service.

Payment received by Eponet on weekdays by 11 a.m. = credited to your account on the same day at approx. 12:00 p.m. to 1:00 p.m.

Payment received by Eponet on weekdays by 11:00 p.m. = credited to your account the following day between approx. 12:30 a.m. and 1:30 a.m.

It is not the time at which the amount was debited from your account that counts, but the time at which the amount was received in our account.

If you have missed the deadline and need to top up urgently, you can do so immediately by credit card or TWINT. Please note that Eponet charges will apply.

Early top-ups using the "free QR code payment slip" make Eponet the most affordable billing solution and are easy on your wallet!

Eponet fees - information

For the credit card process, we have outsourced the processing, including fraud detection and security checks, CVV and the secure storage of financial transaction data, to a third-party company. This process is covered by the Eponet fees. You can avoid these by using the free deposit with QR code EZ slip.

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