
Emergency and Safety Guide



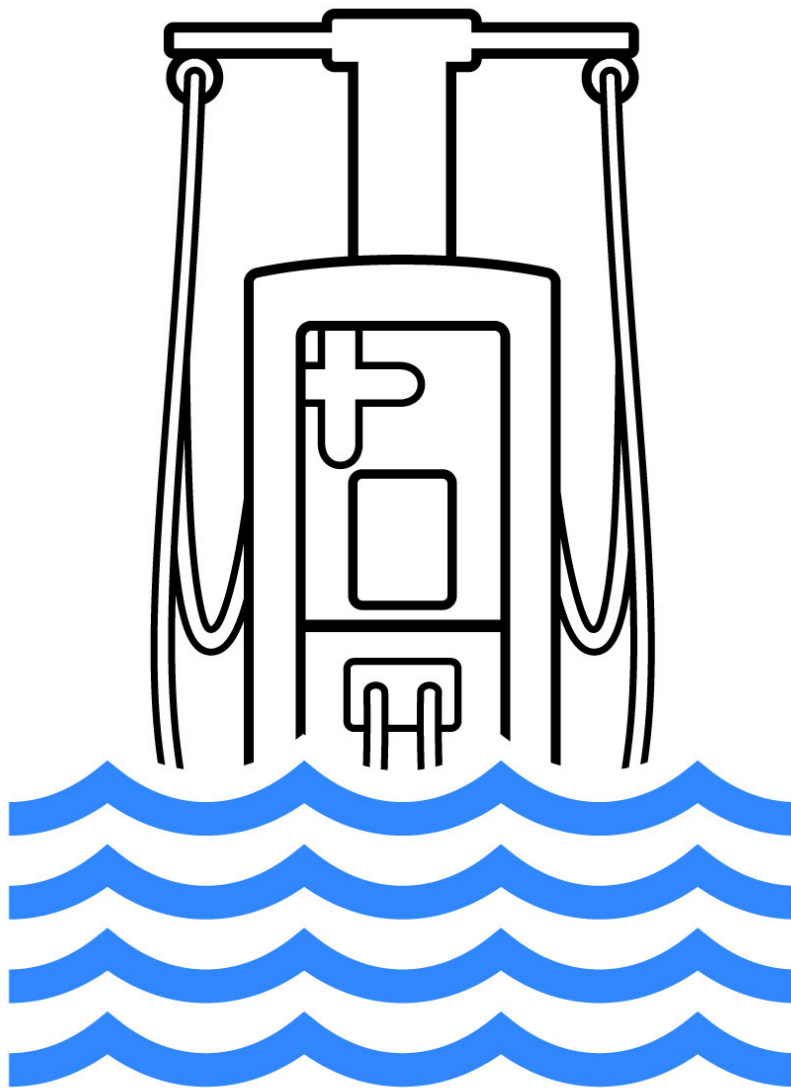
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Introduction

In the event of natural disasters, accidents, or other unexpected incidents, your ChargePoint Electric Vehicle Supply Equipment (EVSE) may be vulnerable to damage. Whether it's from flooding, fire, vandalism, or a vehicle collision, knowing how to respond quickly and effectively is essential to ensure safety, minimize downtime, and restore service as soon as possible. This guide outlines the steps you should take if your ChargePoint EVSE is impacted by calamities, helping you manage the situation with confidence and get your equipment back up and running faster.

Imminent Flood or Extreme Storm

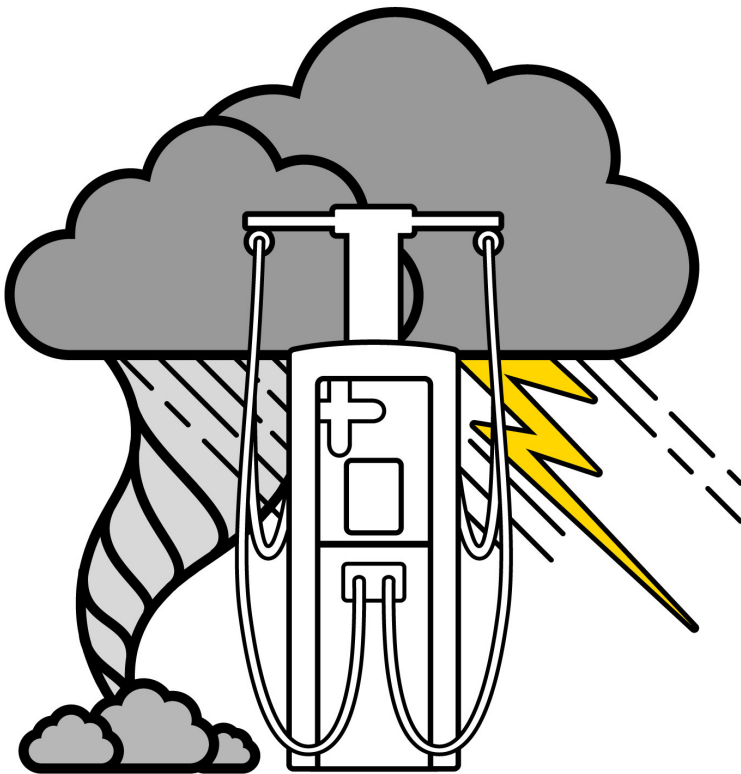


When a flood or extreme storm is imminent, it's crucial to prioritize safety and take proactive steps to minimize the risk of electrical hazards and damage to your EVSE. Here's what you should do:

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1. Locate the breakers supplying EVSE
 2. Turn off the breakers
 3. Move to a safe area

By taking these preventive steps, you can prevent damage to your EVSE and avoid potentially dangerous electrical situations in the event of flooding or a severe storm.

During Flood or Extreme Storm



When a flood or extreme storm is actively occurring, the situation can become hazardous very quickly. In these critical moments, it's essential to prioritize safety and take immediate action to protect both yourself and your EVSE. Here are the key steps to follow:

1. **Assess the Situation:** If you are inside and conditions are worsening (e.g., flooding, high winds, or heavy rain), your safety is the top priority. If there is no immediate danger to you or your family and you can access your electrical panel safely, turning off the power to your EVSE is an important step.
2. **Turn Off Circuit Breakers:** Immediately disconnect power to affected equipment to prevent further damage and ensure safety.

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3. **Avoid Contact with Water:** If flooding is occurring or water is rising near your electrical panel, do not attempt to turn off the breaker if you are standing in water or near wet conditions. Electricity and water are an extremely dangerous combination. In this case, prioritize moving to a safer and dry area.
 4. **Move to a Safe Area:** Prioritize your safety first. During an active storm or flooding event, your immediate safety should be the number one priority. If the storm conditions are severe, relocate to a safer area.

By following these steps, you can ensure that both you and your EVSE are protected during a flood or extreme storm. While it's crucial to take action to safeguard your EVSE from potential damage, your personal safety must always come first.

After Flood or Extreme Storm has Receded

1. **Physically Inspect All Stations:** Begin by conducting a thorough visual inspection of all affected stations.
Check for visible damage caused by floodwater or storm debris.
2. **Assess Water Levels and Damage:** If the water level was below 18 inches during the flood or storm, there is a reduced likelihood of significant damage, but it is still important to check for any minor effects that could disrupt operations.
For water levels above 18 inches, greater caution should be exercised, as floodwaters could have affected electrical systems, mechanical components, or structural integrity.
3. **Repair stations as needed following inspection:** Based on the findings from the physical inspection, proceed with any necessary repairs.
4. **Electrically test infrastructure and each station:** Test for electrical integrity of the infrastructure and test the EVSE for insulation resistance and ensure there has been no damage to wiring or components before restoring power.
5. **Re-energize stations:** After confirming the integrity of both the electrical and mechanical systems, carefully re-energize the stations.
6. **Resume Operation:** Once the electrical systems are stable and the mechanical components are functioning properly, resume normal operations.

By following these steps, you can ensure that stations and infrastructure are safely restored to full functionality after a flood or extreme storm event.

Fire or Smoke at Station or Vehicle



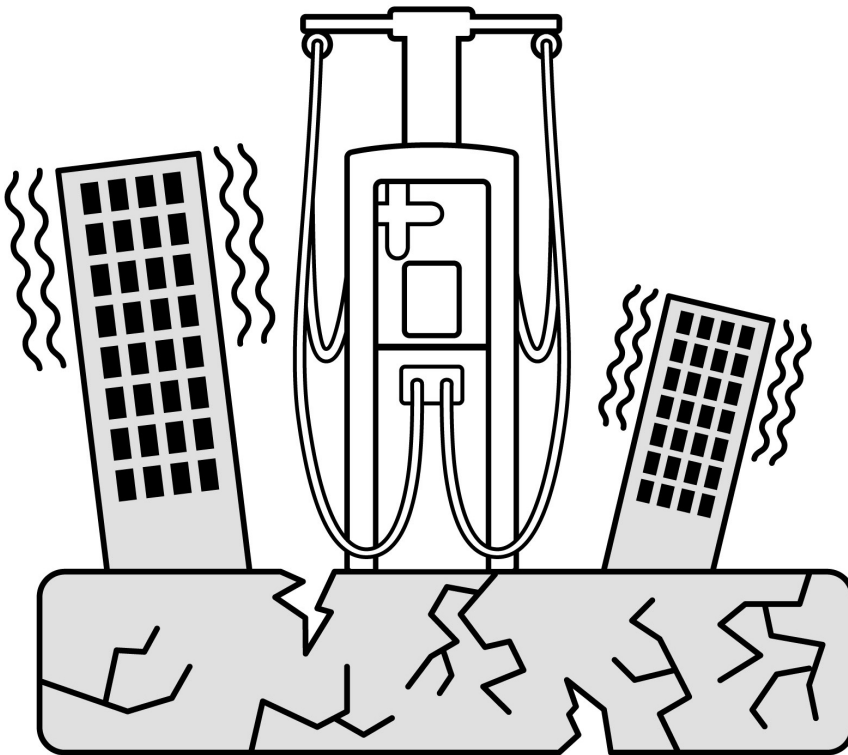
In the event of a fire or smoke at a EVSE or vehicle, it's critical to follow a clear and organized response protocol to minimize the risk of injury, property damage, and further complications. Here's a breakdown of actions to take:

1. **Immediately move a safe distance away:** The recommended minimum distance is 100 feet from the source of the fire or smoke. This distance helps to protect yourself from potential hazards like smoke inhalation, heat, toxic fumes, or the possibility of an explosion.
2. **Call Emergency Services (911):** As soon as you are at a safe distance, call 911 to report the fire or smoke. Provide critical information like the location, any specific hazards, status of evacuation, etc. Do not hang up until the dispatcher tells you it is safe to do so. They may ask for additional details or updates.

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3. **Turn Off Circuit Breakers:** Immediately disconnect power to affected equipment to prevent further damage and ensure safety.

By following these steps, you ensure the appropriate response to a fire or smoke situation, protecting both people and EVSE while allowing emergency responders to take control of the situation quickly and efficiently.

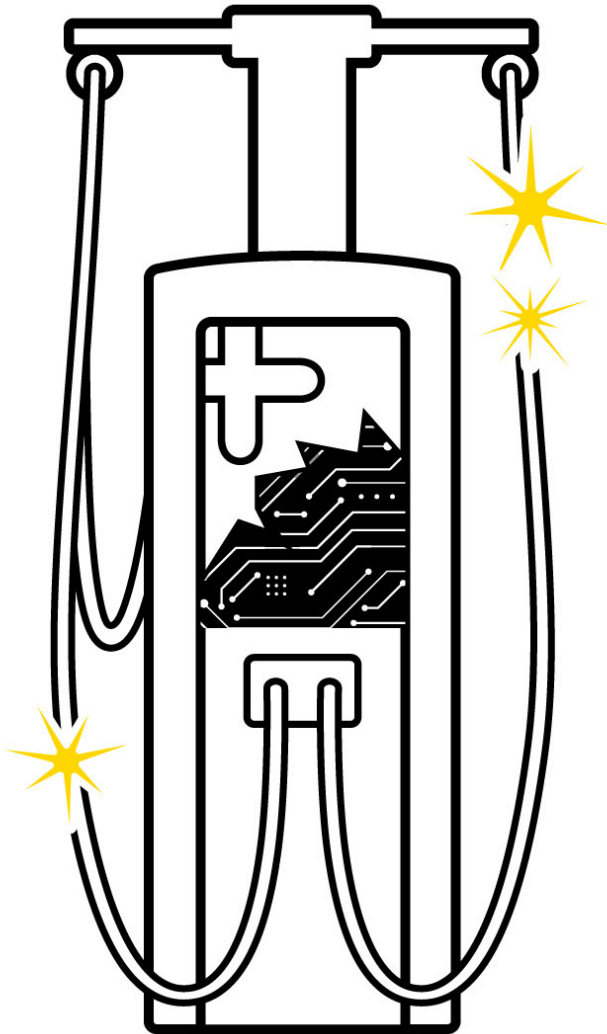
Following an Earthquake



1. **Turn Off Circuit Breakers:** Immediately disconnect power to affected equipment to prevent further damage and ensure safety.
2. **Physically Inspect Stations:** Check EVSE, equipment, and electrical infrastructure for physical damage, misalignments, or hazards (e.g., debris or displaced equipment).
3. **Electrically Test Systems:** Test for electrical integrity of the infrastructure and test the EVSE for insulation resistance and ensure there has been no damage to wiring or components before restoring power.
4. **Repair as Needed:** Make repairs to damaged EVSE, such as tightening connections, replacing parts, or securing loose components.
5. **Re-Energize and Resume Operation:** One by one re-energize circuits and monitor EVSE performance. Test key systems under load to confirm proper operation.

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6. **Final Verification:** Confirm that the EVSE is functioning properly, both mechanically and electrically, before resuming full operation.

Station Damaged by Vandalism, Vehicle Collision, or Other Incident



1. **Turn Off Breakers:** Immediately disconnect power to affected equipment to prevent further damage or hazards.

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2. **Physically Inspect the Station:** Assess the damage to physical infrastructure (e.g., fencing, walls) and electrical equipment (e.g., transformers, control panels).
Check for any safety hazards such as broken glass, debris, or exposed wiring.
 3. **Make Repairs:** Repair or replace damaged equipment, electrical connections, and physical structures. Reinforce security measures, such as repairing locks or damaged access points.
 4. **Electrically Test Systems:** Test for electrical integrity of the infrastructure and test the EVSE for insulation resistance and ensure there has been no damage to wiring or components before restoring power.
 5. **Re-Energize and Resume Operation:** One by one restore power to circuits and monitor the station for irregularities. Test critical systems and ensure they are functioning properly.
 6. **Final Verification:** Confirm all systems are operational and fully secure before resuming normal operations.
 7. **Document and Report:** Document the damage, repairs made, and any improvements. Report the incident and recovery status to relevant authorities or stakeholders.



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