

EV charging best practices for hosts

Here's an overview of everything you need to offer guests the best EV charging experience, including best practices for your listing, a guest charging manual and more.

We're excited to help you offer fast, flexible and smart charging to your guests. There are several best practices to ensure your guests have the best charging experience at your property.

Best practices for your listing

What to include in your listing details

Attract EV drivers to your listing with these three simple steps:

1. Include a photo of your station in your photo tour showing its location (inside the garage or outside?). EVs have their charging ports in different areas of the car, so some drivers might need to back into their spot to reach the station.
2. Be sure to add "EV Charger" to your amenities list. Don't forget to add that your station is Level 2.
3. Remember to include information about your charger and its location on your property in your listing description. EV drivers like to plan ahead and know they'll be able to charge when they arrive. Let them know you have a ChargePoint Home Flex with a J1772 cable, which charges all EVs, including Tesla. Including your charger's location ensures they can park in the right place to charge.

Welcoming guests

What a guest needs to know before they arrive and during their stay

Provide a seamless experience from start to finish of their stay:

- Don't forget to add information about EV charging to your check-in instructions before your guests arrive.
 - It may have been a while since a guest booked with you, so remind them that there is a ChargePoint Home Flex with a J1772 cable, which charges all EVs, including Tesla. Including your charger's location ensures they can park in the right place to charge.
- Print out the [Guest manual for ChargePoint Home Flex](#) to include in your property's guest manual. This includes easy steps for your guest to get charging quickly.
- Remind your guests to contact you if they encounter an issues while charging.

FAQs

Can I use the Schedule Charging feature for my ChargePoint Home Flex with guests?

To ensure your guests have a seamless charging experience, remember to turn off scheduled charging when you are not using your space personally. If this feature is on when guests arrive, they won't receive any power to their car and will likely reach out, thinking the charger is not working.

Should I charge my guests for charging?

We recommend you adjust your nightly rate to include any increase in your electricity bill. Hosts can also download and submit statements from the driver portal and charge guests directly. However, this process is not as seamless for hosts or guests as directly increasing your nightly rate to reflect the feature's value and cost upfront.