



CAR SHARE QUICK GUIDE



**PROJECT
VILLAGE**

QUICK GUIDE CONTENTS

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USEFUL TIPS FOR CAR SHARING

USEFUL TIPS FOR CAR SHARING

- Members **must** charge the car during ride-booking time (before returning the unit).
- When booking your trip, add an extra 30 – 45 minutes for the charging time of the electric car.
- Always conduct a car inspection before and after your trip (use the vehicle inspection form stored inside the car).
- Check in advance the locations of charging stations near your route to know where you can stop and charge the car as necessary.

USEFUL TIPS FOR CAR SHARING

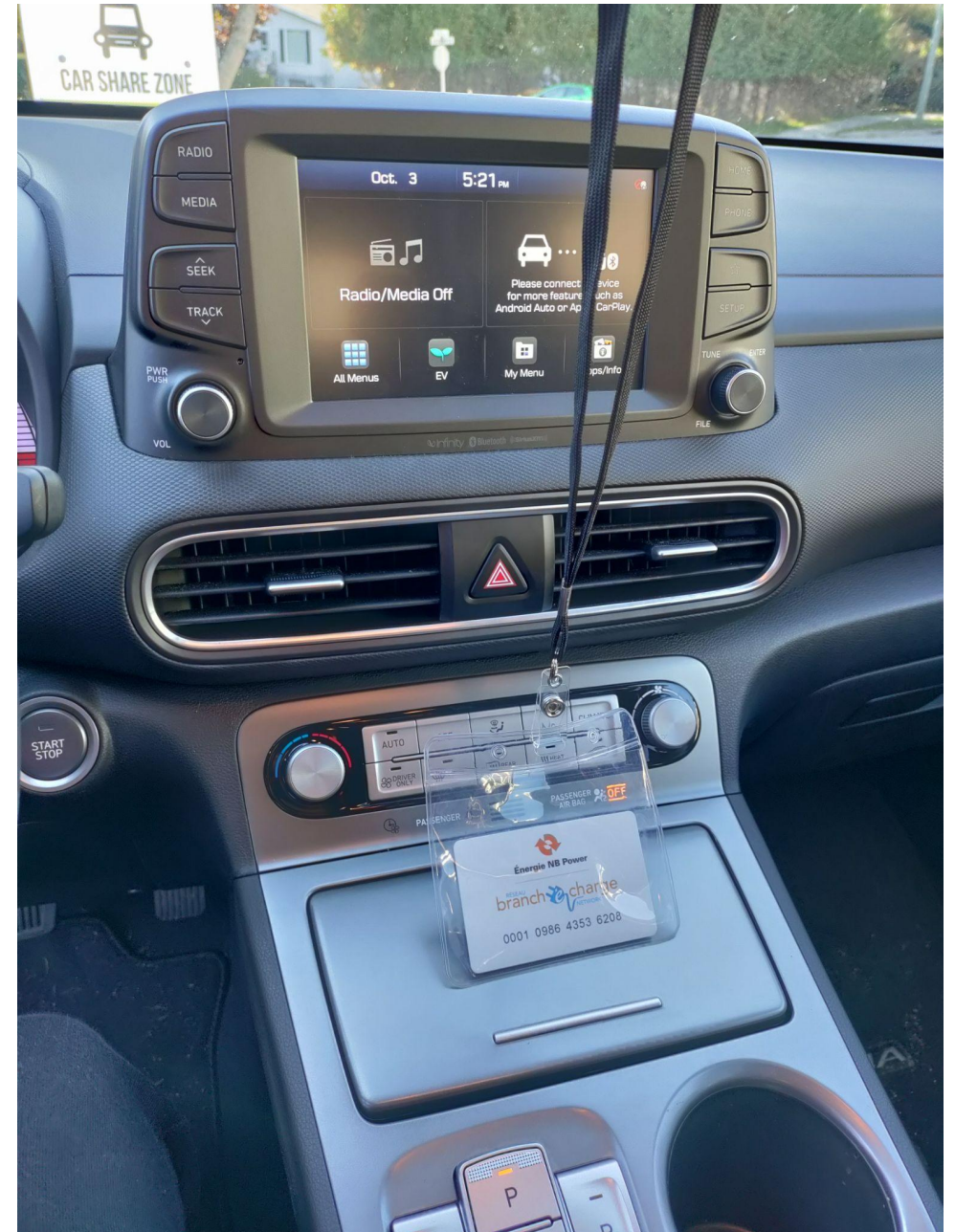
- Be courteous to the next vehicle user by returning the car on time and maintaining cleanliness.
- Return the vehicle to its ***designated car share zone** and parking space.

**A designated car share zone is the reserved parking space where the Project:Village car share signage is located.*



USEFUL TIPS FOR CAR SHARING

- **Do not forget** to return the NB Power eCharge card after charging the car.



REMINDERS BEFORE STARTING YOUR TRIP

BEFORE YOU START YOUR TRIP...

- You **must** have your SAUVeR card to access the car.
- Check for the overall car condition and complete the car inspection form stored in the front compartment (use the pre-travel column).
- Check for the eCharge card, car registration, and insurance.
- Check for the remaining charge of the car to estimate the best time to recharge before returning the unit.



**In the dashboard image above, the remaining drivable distance is found at the top right most corner - 319 km.*

REMINDERS BEFORE ENDING YOUR TRIP

BEFORE YOU END YOUR TRIP...

- Make sure to recharge the cars before returning to avoid ***low-charge penalties**.
- Check for the overall car condition and complete the vehicle inspection form (the same form you used earlier but fill out the post-travel inspection column).
- Check for the eCharge card, vehicle registration, and insurance.
- Park the car in its original car share zone and lock all doors.

**Low charge penalty is \$23.00*



CHARGING AN ELECTRIC VEHICLE

NB POWER CHARGING STATION



An NB Power eCharge station is usually orange in colour with two types of charging units available.

DC fast charger is the larger station on the left side with two (2) electric cords. The right side cord is used for Tesla models only and the left side is for other EVs such as Hyundai Kona.

Level 2 charger is a smaller unit with only one (1) charging cord available for regular EVs like Hyundai Kona.

WHICH CHARGING UNIT SHOULD I USE?

CHARGER UNIT	BATTERY CHARGING TIME	WHICH SHOULD I USE?
DC FAST CHARGING (480 VOLT) Source: Charge your EV (nbpower.com)	80% Battery recovery in 20 – 30 minutes of charging time (charging time may vary depending on the vehicle's remaining charge). <i>*For Hyundai Kona, 80% is approx. 320 - 332 km drivable distance added to the battery.</i>	Use DC Fast Charger when you are stopping at a location for less than an hour to charge the vehicle. Note: DC Fast Charger will automatically stop charging when your vehicle reached 80% of its battery. This is a normal charger unit behaviour.
LEVEL 2 CHARGING (240 VOLT) Source: Charge your EV (nbpower.com)	Recovers 30 – 80 KM per hour of charging. Full battery recovery takes 6 – 8 hours of charging time.	For long and whole day trips, Level 2 charger can be used to charge the vehicle. Note: Level 2 charger may not be suitable to use for short trips.

WHICH CHARGING UNIT SHOULD I USE?

CHARGER UNIT	CHARGING RATE	CHARGING TIME	COST OF CHARGE
DC FAST CHARGING (480 VOLT) Source: <u>Charge your EV (nbpower.com)</u>	\$15.00 / hour	30 minutes to 1 hour	\$7.50 - \$15.00
LEVEL 2 CHARGING (240 VOLT) Source: <u>Charge your EV (nbpower.com)</u>	\$1.50 / hour	6 - 8 hours	\$9.00 - 12.00

**Tax percentage is not included in the calculation of the cost of charge.*

**Cost of charge is already included in the car share membership fees.*

**Members must use the NB Power eCharge cards (stored inside the car) to pay for their charging fees, unless the member is using a different charging station other than the NB Power ones.*

CHARGING STATIONS IN CHARLOTTE COUNTY

- **GARCELON CIVIC CENTER**

22 Budd Ave, St. Stephen
NB E3L 1E9



- **W.C. O'NEILL ARENA**

24 Reed Ave, Saint Andrews
NB E5B 1A1



TO CHARGE AN EV USING A DC FAST CHARGER

IMPORTANT: After connecting the charging cord to the car, **lock ALL the doors** of the EV to secure the connection of the cord to the EV outlet. This will prevent people from disconnecting the car from the station.

To unplug the charging cord from the vehicle, make sure that **ALL doors are unlocked**.

Source: [Stations and Rates - eCharge Network](#)



1. Plug the connector into the vehicle. Note: the cord to the right of the charger unit is used for Hyundai Kona.



2. Activate the station by placing your card to the reader.



3. Wait until the START button starts flashing, and then press it.



4. Once charging is complete, press the STOP button, unplug the charging cord, and return it in its socket.

TO CHARGE AN EV USING A LEVEL 2 CHARGER

IMPORTANT: After connecting the charging cord to the car, **lock ALL the doors** of the EV to secure the connection of the cord to the EV outlet. This will prevent people from disconnecting the car from the station.

To unplug the charging cord from the vehicle, make sure that **ALL doors are unlocked**.

Source: [Stations and Rates - eCharge Network](#)



1. Tap your eCharge network card on the reader. Instructions will be displayed on the screen. Once authentication is complete, the door will unlock.



2. Lift the door and unplug the connector from the charging station.



3. Plug the connector into your vehicle's outlet.



4. When charging is finished, unplug the connector from your vehicle. Roll the cable around the support, put the connector back into the station and close the door to complete the transaction.

CUSTOMER SERVICE CONTACTS

ECW HEAD OFFICE	
Address	881 Main street, Blacks Harbour, NB E5H 1E5 (Office hours: 8:30 am – 4:00 pm, Weekdays)
Local Line	(506) 456-6001
Email	carshare@projectvillage.ca
Website	projectvillage.ca
NB POWER / ECHARGE STATIONS	
Local Line	1 800 663-6272
Website	https://www.nbpower.com
eCharge Network	https://echargenetwork.com/

HELPFUL RESOURCES

Project : Village Car Share

<https://www.projectvillage.ca/pvcarshare>

SAUVer Login page

<https://sauver-system.com/login>

NB Power eCharge Stations

<https://echargenetwork.com/find-a-station>

FREQUENTLY ASKED QUESTIONS

Q: SHOULD I ALWAYS COMPLETE THE VEHICLE INSPECTION FORM EVERY TIME I USE THE ELECTRIC VEHICLES?

Yes. We **strongly recommend** members to conduct a spot check of the cars every use to record any changes in the physical condition of the units.

Pre-travel and post-travel inspections are necessary to protect you from any liability in case a car damage is brought to our attention. **In your decision to skip the inspection, you are accepting risks and liabilities in case the car unit incurs any damages.**

Q: WHERE CAN I FIND THE REMAINING KILOMETERS OF THE EV?

The remaining drivable kilometers of the electric vehicle are shown on the dashboard on the top right-most side of the display. This will only appear when the vehicle engine is on.



Q: WHERE IS THE CHARGING PORT OF THE VEHICLE?

Hyundai Kona's charging port is located just below the hood of the car to the right side. Press the door to open and close the port door.



Q: I CANNOT UNPLUG THE CHARGING CORD FROM THE VEHICLE. WHAT SHOULD I DO?

To safely unplug the charging cord from the vehicle, make sure that **ALL car doors are unlocked**.

Tapping your access card to the reader will not suffice as that action only unlocks the driver's door. **You have to press the unlock button from the driver's side panel to fully unlock the vehicle.** Once it's done, you may try again to unplug the charging cord.

Q: I LEFT THE CAR DOOR UNLOCKED BUT THE ENGINE IS OFF. I RETURNED TO THE CAR AND I CANNOT TURN ON THE ENGINE. WHAT SHOULD I DO?

This is a normal safety feature that prevents non-members from operating the vehicle without SAUVeR Access cards. **If this happens, get out of the vehicle and close the car doors. Lock the vehicle by tapping your access card to the reader and tap it again to unlock the vehicle.**

This will signal the system that a car share member is still using the vehicle. The engine will start after the system reads your card.

Q: WHAT SHOULD I DO IF I LOCKED MY SAUVER CARD INSIDE THE VEHICLE?

If this happens, **call us immediately at (506) 456-6001**. We will be asking for your name and the first five digits of your SAUVER card to confirm your membership before we remotely unlock the vehicle.

Q: WILL ICE-CLEARING TOOLS BE AVAILABLE INSIDE THE CAR DURING THE WINTER SEASON?

Yes, a snow clearing tool will be available at the trunk.

Q: DO I HAVE TO END MY TRIP THROUGH MY SAUVER ACCOUNT ONCE I RETURNED THE VEHICLE?

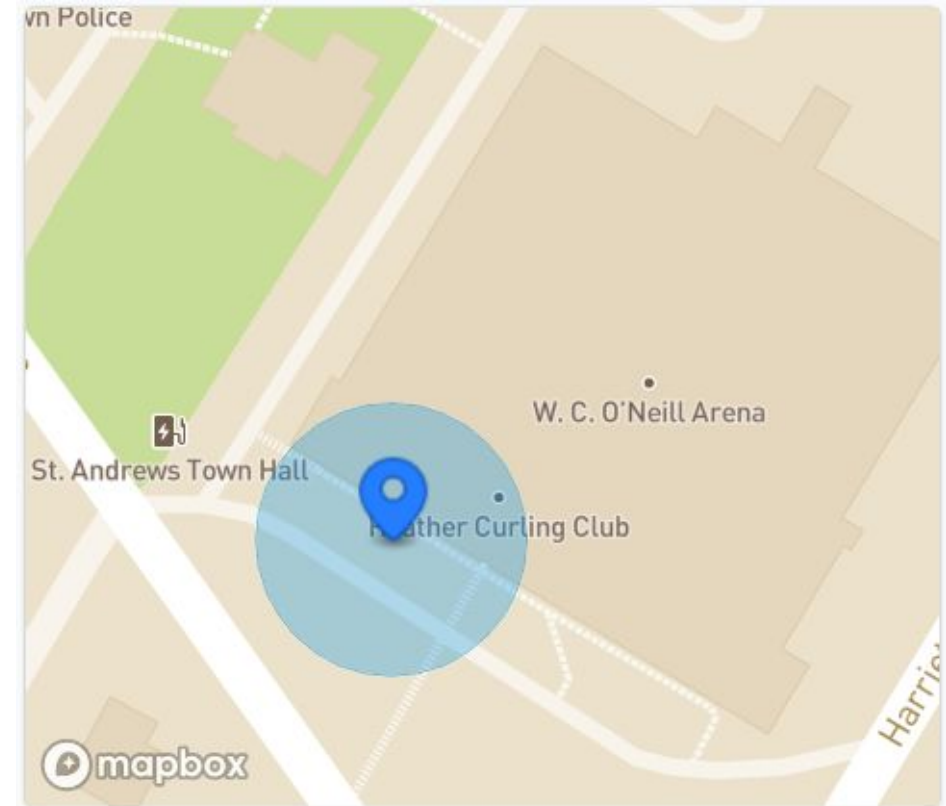
If you returned the vehicle on time, the system will automatically end your trip once you return the vehicle to its original parking space.

However, if you returned the vehicle earlier than expected (e.g. 15-minutes earlier), you will need to manually end your trip in your SAUVER account to stop the ongoing time rate charge for your ride booking.

Q: I NOTICED THAT THE NB POWER CHARGING STATIONS ARE NEAR THE CAR SHARE ZONE PARKING SPACE. WILL THE SAUVER SYSTEM END MY TRIP AUTOMATICALLY IF I PASS BY THE ZONE TO ACCESS THE CHARGING STATION?

If you are running late but you still need to charge the vehicle, passing by the zone will automatically end your ride booking. However, you can avoid passing by the zone and still charge the EV.

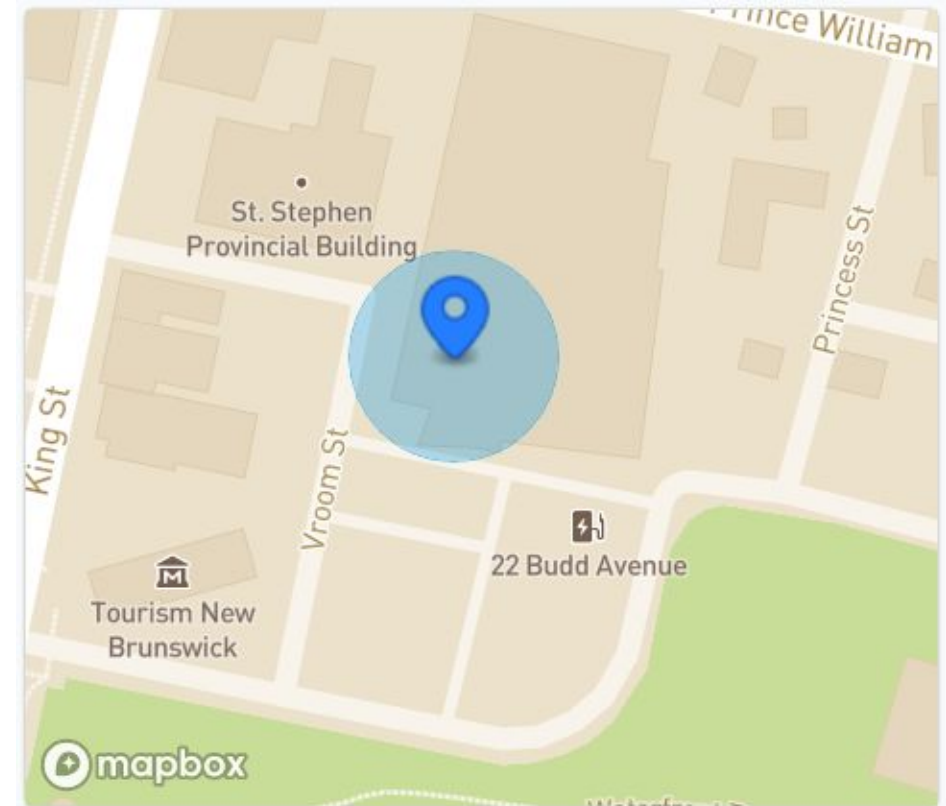
The car share zone in Saint Andrews is located in front of the arena. **You will not hit the zone if you pass by the side of the building to get to the back parking where the NB Power charging station is located.**



Q: I NOTICED THAT THE NB POWER CHARGING STATIONS ARE NEAR THE CAR SHARE ZONE PARKING SPACE. WILL THE SAUVER SYSTEM END MY TRIP AUTOMATICALLY IF I PASS BY THE ZONE TO ACCESS THE CHARGING STATION?

The car share zone in St. Stephen is located at the side of the Garcelon Civic building and the charging station is located parallel to the zone.

You will not hit the zone if you pass by the street on the side of the building closer to the left side lane as you can until you reach the NB Power charging station.



**Q: I AM RUNNING LATE AND I AM STILL NOT IN THE CAR SHARE ZONE.
WILL THE SYSTEM END MY TRIP BECAUSE OF TARDINESS?**

No, the system **will not** end your trip unless you return the vehicle to its car share zone. This means that the vehicle **will not stop automatically** and your SAUVeR access card **will not deactivate** while you are still using the vehicle.

The car will still work as normal, however, **you will be subjected to a *penalty cost for returning the car late.**

**Late Fee is \$8.00 for every 30 minutes of late return.*

Q: I USED A VEHICLE WITH A LOW CHARGE, WILL I GET PENALIZED BECAUSE OF THE CAR'S LOW CHARGE LEVEL WHEN I STARTED MY TRIP?

No. You might encounter a vehicle with a remaining drivable distance of lower than 280 KM (lower than 70% battery level). You will not be penalized for using a vehicle with a low charge, however, ending your trip and returning the vehicle to the zone with a remaining drivable distance of lower than 280 KM will be detected by the system and will add a ***low charge penalty** to your service fees.

**Low charge penalty is \$23.00*

Q: CAN I EXTEND MY RIDE BOOKING TRIP?

Technically, the system does not have an option for extending the book trips, however, if you wish to use the car-share service for the next hour you must:

- Check that the vehicle is available for the next hour(s) through the SAUVer system.
- Book the electric vehicle for its next available hour(s).
- Return the vehicle to its original zone location to end your current trip.
- Start your trip again with your recently booked ride.