

Instructions for use of contactless payments

Starting to charge an electric car using a contactless payment terminal

The contactless payment terminal is located on one of the charging devices. In the terminal, select the plug you need to pay for charges at other charging devices as well.

To start charging an electric car:

1. In the payment terminal, select the command 1 START.
2. Select the number of the charging plug.
3. Attach a payment card or other contactless payment instrument to the payment terminal.
4. When the message "Plug in and start charging" appears, connect the plug to the electric vehicle.
5. Charging will start automatically.

Stop charging

To stop charging:

1. Press STOP.
2. Reattach the same payment card or contactless instrument to the payment terminal.
3. Unplug the plug.
4. Place the plug in the designated place.

Payment authorization and reservation

As collateral for the payment of the service, 50 EUR (MasterCard, VISA or VISA Electron debit or credit card) is reserved in your current account. Upon completion of the Service, the actual amount of the service is deducted from the account and the operator immediately unlocks the difference. The return period of the unblocked amount depends on the issuing bank of your payment card and may take several business days.

Receipt of a payment document at a contactless payment terminal

To receive the payment document of the contactless payment terminal, press the button 3 "Payment document" and re-attach the payment card or other contactless payment instrument to the payment terminal. Within 15 minutes after the completion of the service, a QR code is available at the terminal for retrieving the payment receipt.

Receipt of an invoice or supporting document

To receive a check without properties or an invoice with properties:

1. Send the application to elektrumdrive@latvenergo.lv.
2. Attach a bank statement and a payment document.
3. If an invoice is required, specify the details.