

# Revive

## Quick reference guide

07 November 2022

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### What is the Revive Vehicle charging Network?

Revive is a publicly owned regional network of electric vehicle charge points located in the West of England (including Bristol, South Gloucestershire, Bath and North East Somerset, and North Somerset). Revive is operated on behalf of local authorities in the area by ChargePoint Services, who operate the GeniePoint national network.

Once registered, you can access charge points using the website on your mobile phone, or order an RFID card or fob. There is also the option to register your own RFID card or fob if you do not wish to purchase one.

### What is the cost to use a Revive EV charging point?

Registration is free and there are no subscription costs - you just pay for the electricity you use.

For the Marshfield 22kW fast charger the current tariff is £0.45 per kWh.

[Follow Revive on Twitter @ReviveCharging](#) to stay up to date with announcements, any service issues, and any future changes to tariffs.

To keep up to date with EV and charge point related news, including future tariff changes, you can [sign up to the Travelwest EV mailing list here](#).

### Is there an overstay fee at Marshfield Community Centre?

Sometimes, we charge an overstay fee to ensure that the charge points are available for the next customer to use once you have finished charging.

At this stage, we have not introduced an overstay fee at Marshfield as we are confident that the community will be respectful and support the new facility.

## How do I access the charge points?

Please note that there is no downloadable app available from a store.

New customers will need to create a Revive account and register a credit / debit card on the Revive user website. Once registered, you can access charge points using your smartphone, or by using an RFID card or fob.

Smartphone access uses the Revive user website accessible through your internet browser. Locate your charger either on the map or by going to 'Start a Charge' and follow the instructions.

## How do I register to use the Revive Network?

To register, please visit the below webpage and complete the registration details.

<https://revive.geniecpms.com/Register>

## What is an RFID Card?

An RFID card or fob is a device that you can present at the charge point to start a charge. It works like a supermarket loyalty card, and is linked to your Revive account.

To use an RFID card or fob you can either purchase a Revive card to be posted to you, or you can easily register and activate your own RFID card or fob at a charge point, ready for your next use.

## How do you start a charge?

Once registered you can start a charge by following these easy steps...

1. Log in to your account
2. Tap on Start a Charge (ensure location settings are enabled)
3. Tap on the charge point you require
4. Ensure your vehicle is connected to the charge point first
5. Tap the green Charge button, followed by the large green Confirmation button
6. Charging will commence
7. Check the charge indicator on your vehicle before leaving, to ensure it is charging.

## Who do I contact for help or to report a problem?

Telephone: 03003003838 or Email us at [revivesupport@equans.com](mailto:revivesupport@equans.com)