



FAQ- Milence Charging Hub Heudebouville

1. Where is Milence charging hub situated?

Conveniently situated in Heudebouville near Rouen, the Milence charging hub is easily accessible just off the A13 highway, between Paris and Le Havre. The location is a perfect pit stop to charge, while operating transport routes connecting the French capital with one of its largest seaports or within the broader Normandy region.

To drive directly to the charging hub, you can use the Milence app for seamless navigation. Alternatively, you can search for "Milence Charging Hub" on Google Maps or TomTom. The address of the charging hub is zac Ecoparc 2, 251 All de la Fosse Moret, 27600 Heudebouville.

2. What are the services available on site?

Milence charging hub in Rouen-Heudebouville offers direct broad access to all necessary services necessary for a convenient and comfortable charging and rest experience. These include:

- **Charging Bays:** There are four charging bays available, with the capability of fast charging up to 400kW. It's important to note that the maximum power output depends on factors such as the vehicle's ability to request it and the number of vehicles charging simultaneously.
- **Safe Parking:** Parking access is restricted for electric trucks and the site protected by a fence and gate. Trucks can be parked and charged overnight.
- **Comfortable rest area and waste bins:** Directly on the Milence parking, drivers can relax and enjoy own food in a comfortable green setting.
- **Restaurant and 24/7 Amenities:** A well-reviewed restaurant Hildeboldus located next door, offers a variety of food and beverage options and round-the-clock availability of essential facilities, including toilets and showers.
- **Free Wi-Fi:** Stay connected with complimentary Wi-Fi access available throughout the charging hub area.
- **Milence Support Line:** For any technical issues with the chargers, a dedicated Milence support line is available. Users can also utilize the intercom located at the back of the charger in bay 2 for assistance.

The amenities and showers at the Hildeboldus are free of charge for Milence customers. Extra costs may apply for other services.



3. How do I enter the site and approach the bay?

To ensure a smooth and safe charging experience, follow these steps when approaching the charging bay:

1. Arrive at the entry gates and press the green button. The gate will open automatically.
2. Keep left carefully navigating to the Milence charging bays.
3. Park your truck centrally in the bay, ensuring your cabin reaches the end line.
4. Take note of where the charger inlet is located on your vehicle and choose the closest connector. Mind that in Bay 4 you can only charge when your inlet is on the driver side.

If you plan to visit or park overnight frequently, you can contact Milence to ensure seamless access, confirm availability or reserve your place via support@milence.com.

4. How to start / track / finish your session?

a. If you use **eMSP charge card**:

1. Choose the closest connector and insert the plug into the charging socket on the vehicle until it clicks securely into place.
2. Hold your eMSP charge card up to the card reader to initiate the charging process.
3. Select the desired outlet on the charger screen.
4. Touch the display to start the charging session.
5. The charging process will commence, and important information such as battery charge level, remaining charging time, supplied kWh, and remaining charging time will be displayed on the charger screen.
6. To finish your charging session, hold your eMSP charge card on the card reader again.
7. Press the STOP button on the display to stop the charging process.
8. Safely disconnect the charging cable from the vehicle.

b. If you use **Milence App**

1. Check the reference number of the charging connector in the app and select it.
2. Insert the plug into the charging socket on the vehicle until it clicks securely into place.
3. Swipe to start a session in the Milence App.
4. The charging process will initiate, and pertinent information such as battery charge level, remaining charging time, supplied kWh, and remaining charging time will be displayed within the app.
5. To finish your charging session, navigate to your ongoing session within the app and swipe to stop.
6. Safely disconnect the charging cable from the vehicle and return it to the charger.



5. What are the QR codes on the charger sticker and on the charger display for?

The QR codes located on the charger sticker and the charger display serve different purposes to enhance your charging experience:

1. **Charger Sticker QR Code:** By scanning the code on the charger sticker with your Milence driver app, you'll be directed to the exact connector you need for charging. This streamlines the process of finding the appropriate charging point for your vehicle.
2. **Charger Display QR Codes:** The QR codes displayed on the charger itself provide access to essential information, including:
 - **Applicable Charging Prices & Milence App Download:** Learn about the charging prices applicable to the specific station and conveniently download the Milence app if you haven't already done so.
 - **FAQ and Help:** Access frequently asked questions and helpful resources to troubleshoot any issues or inquiries you may have during the charging process.
 - **Terms and Conditions:** Review the terms and conditions associated with using the charging station, ensuring compliance with relevant policies and regulations.

6. What can I do during charging?

a. Can I stay in the vehicle?

- Yes, you can stay in the vehicle while it's charging. However, for specific advice on which vehicle components can be used safely during charging, it's recommended to consult your operations manager or refer to the vehicle manual for guidance.

b. What can I do at the location?

- Use the rest area to relax, eat own food or socialize with other drivers present on the site.
- Visit the restaurant next door to eat, enjoy a hot cup of coffee or utilize the restroom and shower facilities to freshen up.
- Take advantage of the free Wi-Fi available across the entire site to stay connected or for entertainment.

7. How do I leave the site?

To exit, simply drive through towards the exit gate which will open automatically.

8. How much energy do I need?

How can I determine how much energy I need to charge my electric truck?

Determining the energy needed to charge your electric truck depends on various factors such as the current state of charge, battery capacity, energy consumption per kilometer, distance to your destination, and weather conditions.

In many cases, your planning system already calculates charging stops for you, communicated via the onboard computer. However, if you're a freelance driver or your employer doesn't provide this information, here's what you can do:

- **Check SOC and Range Estimators:** Use the vehicle dashboard or a telematics driver app to check the current state of charge and range estimations. This helps you understand how many kilometers you can still travel with your truck.
- **Contrast Range with Planned Route:** Compare your range estimation with the planned route. If the distance to your destination exceeds the remaining range, plan charging stops along the route. You can locate Milence charging hubs through the Milence app or by searching "Truckstop Venlo" in Google Maps.
- **Include Safety Buffer:** Account for detours, traffic, and inaccuracies in range estimations by adding a safety buffer to your planning.
- **Plan Charging Stops Around Breaks:** Consider your tachograph breaks when planning charging stops. Charging times vary based on factors like power availability and the number of vehicles charging simultaneously. Allocate at least 30 minutes at each charging location.
- **Charge to 80%:** If it's difficult to anticipate your energy needs accurately, aim to charge your batteries to around 80% capacity. This helps maintain battery health.

By following these steps and utilizing integrated vehicle systems or external apps, you can effectively plan your charging stops and ensure a smooth journey.

9. Should I align my charging stop with my tachograph break?

Aligning your charging stop with your tachograph break can be a practical approach to ensure you have enough time to charge your vehicle effectively. Here's why:

1. **Variable Charging Times:** Charging time can vary based on factors like power demand, the number of vehicles charging simultaneously, and grid and battery storage capacity. To account for these variables, it's recommended to allocate a minimum of 30 minutes at the charging location.
2. **Planning Around Tachograph Breaks:** Planning your charging stops around your tachograph breaks allows you to utilize the break time to charge your vehicle. This ensures you have sufficient time to replenish the battery to the desired state of charge.
3. **Setting Up Tachograph:** It's advisable to set your tachograph to working times until the charging session starts properly. Once the charging session begins, you can then switch the tachograph to resting times. During resting times, your vehicle should remain stationary. Ensuring that the charging session has commenced before setting the tachograph to resting time helps avoid discrepancies.

By aligning your charging stop with your tachograph break and following these recommendations, you can optimize your charging routine and effectively manage your driving and resting times while ensuring your vehicle's battery is adequately charged for the journey ahead.



10. What do I do if I encounter any issues during the charging session?

Encountering issues during a charging session can happen, but there are steps you can take to address them effectively:

- **Review FAQ:** Firstly, refer to FAQ #5 to ensure you've followed all the required steps for planning and executing your charging session. This may help identify any overlooked aspects or potential solutions.
- **Contact Support:** If you encounter any difficulties, reach out to the support team for assistance. You can find the support phone number on stickers placed on the chargers. The support team is there to help troubleshoot issues and ensure your charging session proceeds as smoothly as possible.

By following these steps and seeking assistance from the support team when needed, you can address any issues that arise during the charging session and continue with your journey with minimal disruption.