



FAQ – Milence Charging Hub Port of Antwerp - Ketenis

1. Where is Milence charging hub situated?

Located just minutes from Port of Antwerp-Bruges, the second largest port in Europe, the Milence charging hub is strategically positioned to serve electric freight traffic in and out of one of world's major logistics centres. Proximity of the Milence charging hub to the port and major highways ensures seamless access for trucks, facilitating efficient transportation operations and minimizing travel distances for charging, thereby enhancing overall logistics efficiency and supporting sustainable transport initiatives.

The Milence charging hub is located within the “Truck Parking Antwerp” (Ketenislaan, 9130 Beveren, Belgium). Navigate there using Google Maps or utilize Milence app to build your route.

2. What are the services available on site?

The Milence charging hub offers a range of amenities and services to ensure a convenient and comfortable experience for electric truck operators.

These include:

- **Charging Bays:** There are 20 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.
- **Monitored Parking:** A total of 260 monitored parking places are available for safe overnight stays.
- **24/7 Amenities:** Amenities ensure round-the-clock availability of free toilets and showers.
- **Vending Machines:** Vending machines offer additional snacks and refreshments for purchase.
- **Milence Support Line:** For any technical issues with the chargers, a dedicated Milence support line is available. You can find the support line number on the charger.

With these comprehensive amenities and services, the Milence charging hub aims to provide a seamless and comfortable charging experience for electric truck operators, ensuring they have everything they need for a successful journey.

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 barrier.
 - a. If the barrier is open, proceed forward to the entry gates.



- b. If the barrier is closed, it means that parking is full, but electric trucks are allowed to charge at all times. Press the button at the intercom kiosk and tell that you are a Milence customer. The parking operator will let you in to charge.
2. Proceed forward and arrive at the entry gate. Collect a parking ticket. The ticket is needed for access control only, you will not need to pay for parking.
3. Drive along the entry road to reach the parking area. Turn left following Milence signs to arrive at the charging bays. They feature high wooden canopies and are situated on both sides of the amenities building.
4. Park your truck centrally in the bay, ensuring your cabin reaches the end line. If you have a bay number assigned to you, please park there.
5. Mind the charger inlet location on your vehicle (left/right) and choose a bay where the relevant charging connector is available.

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.

** once access control is operational.*

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

a. If you use eMSP charge card:

1. 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, supplied kWh, and 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, supplied kWh, and 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.

a. If you use payment terminal:

1. Ensure the charging cable is properly connected to the truck.
2. Choose one of the payment terminals that is located on an arch directly near the charger.
3. Check the reference number of your charging connector you will find on the sticker on the charger and choose it from the payment terminal screen.
4. Read and accept the information about pricing.
5. Tap your card to start the session. Wait for the confirmation on screen, that charging has started.
6. Important information such as battery charge level, supplied kWh, and charging time will be displayed on the terminal. By clicking "follow your session" you will see a QR code, leading to session information and updates.
7. To finish your charging session, go back to the payment terminal.
8. Find your connector on the terminal and select "Stop charging session".
9. If you need a digital invoice, select "Receipt" on the terminal display once your session has stopped. This will generate a QR code, which you can scan with your phone camera.

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 while 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 else can I do at the site?
- Use the restroom and shower facilities to freshen up. They are free of charge.
 - Visit the nearby restaurant, which is 10 minutes' walk from the site, to grab a bite to eat or enjoy a hot cup of coffee.
 - Take advantage of the free Wi-Fi available across the entire site to stay connected or for entertainment.
- c. How can I exit the site on foot?*
- The turnstile for pedestrians is located next to the exit gates. Exit the site through the turnstile freely. Please remember to always have your parking ticket with you. On your way back scan your parking ticket to enter the site.
If you encounter any problems at the exit gates press the button at the intercom kiosk to connect with the parking operator.

** once access control is operational.*

7. How do I leave the site?*

To exit, drive through the bay following the exit signs. Mind that depending on the zone where your charging bay is situated, you may need to take a loop through parking area to navigate towards the exit gates. Always drive forward and avoid backward maneuvering for safety and efficiency.

When you approach the exit gates they will open automatically.

If you encounter any problems at the exit gates press the button at the intercom kiosk to connect with the parking operator.

** once access control is operational.*

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 is 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 the site 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 is 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, at least 30 minutes should be allocated 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 is 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 #4 to ensure you have 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.