

# On-Site EV Charging at Rider University

## Quick Start Guide and Charging Policy



Effective September 1, 2026, Rider University is decreasing energy prices for all users of on-campus Liberty Plugins charging infrastructure.

### New Price and Fee Structure

- Charging will now be available at \$0.15 per kWh, a 25% reduction from \$0.20 per kWh.
- A monthly wallet fee of \$5.00 per user will remain in place to help maintain and improve a robust EV charging system. This fee will only apply to active users: those who use the system in a given month.
- We will send you alerts to kindly remind you to move your vehicle after four hours at the charger, or less if charging is complete, encouraging fair access for everyone.

### How to Get Started

To use the charging stations, a Liberty Plugins account is required. This will allow you to fund a virtual wallet to initiate charging sessions for your vehicle.

#### 1. Request your Liberty Plugins account:

- Fill out the form at: <https://www.libertyplugins.com/register/rider/>
- Your account request should be approved within one business day.
- Once approved, your credentials and instructions on how to access your PIN will be sent to the email address you provided. Keep this PIN handy.

*Note: Account requests made with personal email addresses will be denied. You must use your @rider.edu email. You must fund your wallet using a credit card before you will be able to start a charging session.*

#### 2. Fund your wallet:

- Visit [access.libertyplugins.com](https://access.libertyplugins.com) on your computer or mobile device and log in with the details from your approval email.
- Once logged in: Navigate to the 'My Preferences' menu at the top and select 'Edit Account Info'.
- Add your billing information and choose your funding amount. You can select default amounts of \$20.00, \$30.00, or \$40.00, or specify an amount of your choice. Add more funds at any time.

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### How to Start a Charging Session

**Once your wallet is funded and ready, starting a charging session is easy:**

1. Plug in your vehicle and make a note of your charger number.
2. In the app, confirm that you have the correct location and charger selected. If it's different, just select the charger number you're plugged into.
3. Press the "Start Charging" button.
4. Please be patient as it might take a moment to confirm that charging has begun, depending on network conditions. You'll know it's working when you see the charging indicator light on the EV-Charger illuminate.

### FAQs

#### How Do I Find My Charger's Location?

The 'Select Location' button on your home screen will show you a list of available chargers based on your current location. Just make sure to match the charger number on the physical charger to the selection in your app.

#### Charger Location Overview:

- **General Services Building:** Chargers A-1 through A-5
- **Bierenbaum Fisher Hall (BFH):** B-1 through B-5
- **Bart Luedeke Center (BLC) Admissions Lot:** Chargers C-1 & C-2

#### How Do I View My Transaction History?

Under 'My Preferences', you can click the 'Transaction History' link to view a searchable list of all transactions made on your account within a specific date range.

#### How Do I Get in Touch with Support?

For any other concerns or questions about EV charging with Liberty Plugins EVSE, our friendly support team is here to help! You can reach us by visiting our customer support portal at:

<https://www.libertyplugins.com/contact/customersupport/> or by calling 855-387-3783.

#### How to Cancel or Refund Wallet Funds?

Please visit <https://libertyplugins.com/contact/customersupport> to suspend your account and receive a full refund for your unused account balance if you decide to end your service for any reason.