Chargesight
Product Data Sheet

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SIEMENS

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Chargesight Software is a cloud-based Charge Station Management System (CSMS) designed to provide comprehensive tools for monitoring, managing, and optimizing electric vehicle (EV) charging stations (Service). It offers monitoring, troubleshooting and advanced control functionalities to manage your EV charging infrastructure.

Chargesight is offered in several distinct product packages, each tailored to specific operational needs and offering features to enhance efficiency, reduce costs, and ensure reliable EV charging.

Chargesight packages
Chargesight Monitoring is the core package of Chargesight. Chargesight Load Management and Chargesight Dynamic Load Management and Chargesight Smart Charging are packages that can be added on to the Chargesight Monitoring subscription to cater for specific needs. This document details the technical scope and functions available with each package.

The **Chargesight Monitoring** package provides essential cloud-based tools for monitoring, troubleshooting, and control of OCPP 1.6j compliant EV chargers, offering fundamental insight into your charging infrastructure.

The **Chargesight Load Management** package intelligently manages power distribution using Static Load Management, ensuring total power drawn by chargers stays within a predefined static limit to prevent grid overloads and optimize energy use.

The **Chargesight Dynamic Load Management** package dynamically adjusts EV charger power based on real-time variations in other on-site electricity loads, ensuring the total site load remains within grid connection limits while maximizing utilization.

The **Chargesight Smart Charging - Imbalance Price Optimization** package helps reduce EV charging electricity costs by optimizing charging schedules based on real-time imbalance market price forecasts.

Certifications / Compliance with

Chargesight is certified according to the following certifications:
ISO27001

Prerequisites

Onboarding of chargers

To enable communication between the charging station and the Service an OCPPv1.6-JSON connection should be established. The main connection requirements are the following:

  a. The charging station should be able to connect to a Secure WebSocket (wss).
  b. The charging station should be able to use the HTTP Basic authentication scheme.
  c. The charging station must implement a proactive and randomized reconnection strategy.
  d. Non-Siemens chargers will need to undergo integration tests prior to onboarding to ensure that the functions of the software work accordingly. Non-Siemens chargers will also need to undergo integration tests before a new firmware version is rolled out to the fleet of chargers.
  e. A SIM Card provided by Siemens must be installed in the charger, to enable secure connection to Chargesight through 4G/5G connection.

You are responsible for ensuring that these chargers pass the integration test and for the associated costs related to the integration.

Charging Infrastructure	You will be solely responsible for the reliability, performance, or interoperability of the chargers (including software, hardware, platform, or system integrations), for uploading your data to the Service and other related infrastructure (e.g., power distribution systems, distributed energy systems, EVs).
Internet Connection	The charger must be in an area with sufficient 4G/5G connection. The quality of the connection will determine your experience of the Service and its performance.
Web Browser	An HTML5 capable internet browser is required (recommended: Google Chrome). The recommended screen resolution is 1024x768 or higher.
Notification Service	To receive notifications from the Service you will use a company email address you have access to. Usage of private email addresses is not allowed.
Software for viewing Reports offline	To view the Reports provided by the Service offline software to read .csv files (i.e., Microsoft Excel or similar) or .pdf files (i.e., Acrobat Reader or similar) is required.

CHARGESIGHT MONITORING

SIM and Data Plan	The Chargesight Monitoring subscription includes a Siemens SIM card and Data Plan, to establish a stable and secure mobile internet connection to the Chargesight back-office.
Access to your Services	You will be provided with a username and password which may be used to access the user interface (UI) of the Service via the URL https://customer.chargesight.io. The exact URL used may be different based on your tenant or location. Please refer to the onboarding email you received.

General	You are only authorized to use the Service in accordance with the package to which you hold a valid subscription.
	
	The functions in the package Chargesight Monitoring are:
	    a. Dashboard
	    b. Charger Status View
	    c. Charge Sessions View
	    d. Depot View
	    e. Reports
	    f. Notifications
	    g. Message Logs
	    h. Charger Errors
	    i. Energy Infrastructure View (excl. Load Management functionality)
	    j. Locations
	    k. Tokens (incl. Whitelisting)
	    l. Vehicles
	
	The dashboards and prepared reports contain a one-time evaluation. The data contained in the analysis are therefore only valid at the time of the evaluation. We point out that the assessment bases and any forecasts contained in this analysis may change at any time and depend on the input and/or configuration by the User. Your data input will determine the quality and performance of the Service.
	
	User access to functions depends on the user access rights assigned to the user.

Dashboard	A customizable, real-time overview of your entire charging network, including charger status and key performance indicators.

Remote Reset	Remotely restart unresponsive chargers to resolve minor issues, by resetting a charger via remote command.
	
	The following commands are available:
	    a. Soft Reset resets the charger software.
	    b. Hard Reset restarts the charger.

Remote control of charging transactions	Initiate or stop charging sessions remotely.

Faulted Chargers	Faulted chargers will send a notification to the Service which will display this information in four areas:
	    a. In the Faulted pane on the Charger status overview widget in the Dashboard view.
	    b. The charger will show as Faulted in the Charger Status view.
	    c. An e-mail notification will be sent, if preconfigured by the User.

d. Errors and error details will be shown in the Charger Errors view.

Charger errors can be sorted, filtered and exported to .csv for further analysis.

Message Logs	Detailed logs of communication between chargers and the Chargesight platform (OCPP messages) for troubleshooting.
Charger Errors	Logging and tracking specific error codes and messages from chargers in one comprehensive overview. Charger Errors can be filtered, sorted and exported for further analysis.
Energy Infrastructure View	An overview of your charging locations, charger specifications and configurations and the energy infrastructure setup connected to your charging stations. To use Load Management functionalities in this view a subscription to the Chargesight Load Management package is required.
Locations	Manage and organize your charging stations by physical location.
Tokens	Management of authentication tokens (RFID, Mac Address, or other) for secure access. Whitelisting of tokens is supported.
Vehicles	Maintain a database of vehicles using your charging infrastructure and configure vehicle specific charging preferences.
Supported Languages	The UI language used in the Service may be configured. The supported languages are: English and Dutch.
Uploading Your Content	Data may be uploaded by you to the Service via a. Charger data via the OCPPv1.6-JSON connection. b. EV information (EV UID, State of Charge) via the charger OCPPv1.6-JSON connection. c. Energy System Data and Depot Operations Data via manual input via the configuration panels in the Chargesight User Interface. You are solely responsible for any data uploaded to the Service. The online storage is not intended for the processing of personal data on behalf of you as a data controller and as a data processor. Therefore, you must not upload any personal data.
Data Retention	Customer Content will be deleted after an agreed time period to save unnecessary digital storage space dependent upon data volume and data ingestion rates. The types of data and corresponding time periods for deletion are as follows: a. Charge Session data is held for the duration of the subscription. b. Charger and Connector data (except time series) is held for the duration of the subscription. c. EV data is held for the duration of the subscription. d. Load Management data is deleted after 6 months. e. Charge Session Details and Charger time series data are deleted after 6 months. f. Notification data is deleted after 6 months. g.
Customer Data Requests	In compliance with data regulations, Chargesight ensures customers have the right to request a raw data export of all their available relevant data saved within the Chargesight platform. Such requests should be directed to the service desk. The Chargesight team will make every effort to provide the requested data within a reasonable timeframe.

CHARGESIGHT LOAD MANAGEMENT

Prerequisites	This package is an add-on to Chargesight Monitoring and requires a valid Chargesight Monitoring license, unless an exemption to this is explicitly stated in the Order. Chargers must support OCPP 1.6 JSON TxProfile and TxDefaultProfile to use Chargesight Load Management.
General	Static Load Management is the ability to remotely limit the power of the chargers to a preconfigured power limit. This service limits the average power being used per quarter-hour to the contracted grid capacity.
Load Management Configuration	Configuration of power limit groups and limits can be performed by the customer through the Chargesight user interface, using the Energy Infrastructure view. . Defining the power groups and their power limits is the sole responsibility of Customer. Siemens explicitly disclaims any liability for damages resulting from incorrect power limits set by the Customer, whether due to error or misunderstanding.

Power Limit Group Configuration	Individual chargers may be grouped into groups which are assigned a maximum group power limit. Charger outlets of the same charger automatically belong to the same group. The charger power limit group configuration (chargers in a group, max group power, prioritization strategy to be used) are entered in the Energy Infrastructure view.
Power Limit Enforcement	Ensures the total power consumption by a single charger or a group of chargers does not exceed a predefined limit, such as the customer's contracted grid capacity, the maximum current rating of a circuit breaker, or the maximum output of a transformer.
Power Limit Hierarchy Configuration	Define a hierarchy for power limits, by creating multiple Power Limit Groups and Subgroups. Chargesight Load Management is designed to adhere to the most stringent Power Limit at any point in time.
Prioritization Strategies	Each Power Limit Group is assigned a prioritization strategy, such as Equal Distribution (default), FIFO (First-In First-Out), FILO (First-In Last-Out), Round-Robin, Prioritize Highest State of Charge or Prioritize Lowest State of Charge. The chargers within a group are controlled according to this strategy, to ensure that the maximum power is respected.
Charger Prioritization	Allows users to assign priority to specific charger outlets in the Load Management configurations, ensuring they receive charging power first.
Charge Curves	Define and apply specific charging profiles or curves to optimize power delivery based on the specifications of vehicle. Charge Curves can be assigned to a specific vehicle or charger outlet. A Charge Curve assigned to a vehicle overrules a charge curve assigned to a charger outlet.
Scheduled Power Limits	Allow users to define time-specific power limits, creating schedules that adapt to site operating hours, dynamic grid capacity contracts, or time-of-use tariffs. Extensive options for configuration of recurrency patterns are provided, including daily, weekly, monthly and day of the week.
Flex Charger support	Enhances load management capabilities by integrating support for Flex 180 and Flex 360 chargers, accounting for their unique power distribution characteristics and power step sizes.
Charger Offline Behavior	Defines how load management behaves when chargers are in an "offline" status for a prolonged period, utilizing layered charging profiles to ensure continued power distribution.
Meter Value-based Power Adjustments	Actively monitors charger meter values and compares active charging power to offered power, redistributing unutilized power to other outlets and incrementally increasing offered power if demand rises.
Real-time Power Usage Monitoring	Continuous monitoring of actual power consumption across your charging infrastructure in a real-time visualization.
Power Usage Reports	Track and analyze power usage across your charging infrastructure, and export in printable PDF format.
Communication Failure Fallback	In the event of communication failures between the Chargesight Platform and chargers, or the onsite gateway for electricity meter readings, chargers automatically switch to a predefined safety power limit. This precaution prevents total power usage from exceeding predefined limits, though it may result in slower charging times and potentially incomplete charging sessions. Siemens explicitly disclaims any liability for consequential damages, including but not limited to scenarios where vehicles are unable to complete their designated routes due to insufficient charge, which may result from this necessary safety measure.

CHARGESIGHT DYNAMIC LOAD MANAGEMENT

Prerequisites	This package is an add-on to Chargesight Monitoring and requires a valid Chargesight Monitoring license. This package contains everything that is in the Chargesight Load Management package, with the addition of the features described in this section. Chargers must support OCPP 1.6 JSON TxProfile and TxDefaultProfile to use Chargesight Dynamic Load Management. To enable Chargesight Dynamic Load Management at a charging location, a support energy meter and data gateway must be installed at the location. A list of supported data gateways and energy meters can be provided upon request. The customer is responsible for:

- Providing a secure internet connection to the gateway with enough bandwidth to avoid unnecessary data communication delays.
- Enabling remote access to the data gateway from outside of the company network (VPN).
- Organizing sufficiently accurate and reliable electricity meters for real-time data sharing with Chargesight Software.
- Ensuring the correctness of the energy meter data being transmitted to Chargesight Software.
- Ensuring the timely, stable and consistent real-time delivery of energy meter data to Chargesight Software, at a frequency and through an interface to be agreed upon.

The reliable operation of Dynamic Load Management is critically dependent on a stable connection to the energy meter and the provision of accurate, consistent, and timely energy meter data. Siemens cannot be held responsible for performance issues or damages arising from unstable connections, loss of connection, incorrect, inconsistent, or incomplete meter data, or delays in the data stream.

General	Dynamic Load Management automatically adapts EV charging power based on real-time variations in other on-site electricity loads to maintain the total site load within grid connection limits. This service limits the average power being used per quarter-hour to the contracted grid capacity.
Continuously Varying Power Limit	Ensures the total power used by chargers does not exceed a continuously varying power limit, which corresponds to the unused portion of the contracted grid capacity available at a specific grid connection or of a defined power group.
High-Frequency Data Integration	Utilizes high-frequency measurement data (shared at least every minute) from the grid connection and/or power groups to determine the unused portion of contracted grid capacity that can be allocated to active chargers, limiting the average power used per quarter-hour to the contracted grid capacity.
Energy Meter Configuration	Ability to set up and configure energy meters to transmit real-time power and energy meter data to Chargesight.
Emulated Energy Meter	Ability to emulate a virtual energy meter, by combining the real-time data from multiple energy meters at the same location.
Real-time Dynamic Power Limit Monitoring	Continuous monitoring of dynamically adjusted power limits to ensure compliance with grid constraints.

CHARGESIGHT SMART CHARGING - IMBALANCE MARKET OPTIMIZATION

Prerequisites	Chargers must support OCPP 1.6 JSON TxProfile and TxDefaultProfile to use Chargesight Smart Charging.
General	Enables real-time optimization of charging schedules, shifting charging to moments that imbalance prices forecasted to be favorable, aiming to lower overall energy costs. Integrates with (dynamic) load management.
Smart Charging Configuration	Ability to enable Smart Charging for specific vehicles and chargers / charger groups.
Imbalance Market Price Forecasting	Utilizes sophisticated algorithms to forecast imbalance market prices, enabling proactive charging schedule adjustments.

Export Control Regulations

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