

GENTARI IDLE FEES FREQUENTLY ASKED QUESTIONS

Starting 30 March 2026, idle fees are applied at all Gentari chargers, implemented in phases, excluding hotel and resort locations, to ensure fair access to shared infrastructure for all EV drivers. Overstay fees will no longer apply.

An idle fee is charged when a vehicle remains plugged in more than 15 minutes after the charging session has ended. This measure promotes considerate charging behaviour, enhances charger availability, and improves the overall charging experience for all EV drivers.

We appreciate your cooperation.

No	Questions	Answers
1	What are idle fees?	<p>Idle fees are charges applied when a vehicle remains plugged in more than 15 minutes after the charging session has ended at Gentari chargers, implemented in phases.</p> <p>Idle fees do not apply at <i>the following hotel and resort locations</i>:</p> <ol style="list-style-type: none"> 1. Perdana Hotel Kota Bharu, Kelantan 2. Espira Kinrara, Selangor 3. Villea Rompin, Pahang 4. Perdana Hotel Kuala Lumpur 5. MK Land Bukit Merah, Perak 6. Villea Port Dickson, Negeri Sembilan 7. Luma Hotel Kota Kinabalu 8. Villea Morib, Selangor
2	When do idle fees apply?	Idle fees apply 24 hours a day, seven days a week. Starting 30 March 2026, idle fees will apply at all Gentari chargers, implemented in phases, excluding hotel and resort locations.
3	Why are idle fees introduced?	Idle fees help ensure fair access to shared charging infrastructure for all EV drivers. As EV adoption continues to grow in Malaysia, this measure encourages drivers to move their vehicles once charging has ended, helping improve charger availability and the overall charging experience.
4	What is the idle fee rate?	The idle fee is RM0.40 per minute for both AC and DC chargers. The fee begins after a 15-minute grace period once the charging session has ended, at all Gentari chargers, implemented in phases, excluding hotel and resort locations.
5	Is there a grace period before the idle fee is imposed?	<p>Yes. A 15-minute grace period begins immediately after your charging session has ended. Idle fees are applied only if the vehicle remains plugged in beyond this grace period at Gentari chargers, implemented in phases, and excluding selected hotel and resort locations.</p> <p>Example: <i>Charging session ends at 2:00 PM</i></p>

		<p><i>Grace period ends at 2:15 PM</i></p> <p><i>Idle fees start from 2:15 PM onwards</i></p>
6	What is considered the end of a charging session?	A charging session is considered ended when the vehicle stops drawing power from the charger. This may occur when (i) the user ends the charging session, (ii) the vehicle stops charging, or (iii) the charger reaches its preset limit (e.g. Gentari BESS chargers automatically stop charging at 80% State of Charge (SOC)). You will receive a notification from the Gentari Go app when your charging session has ended.
7	How will I be billed for the idle fee?	Idle fees will be billed through the same payment method used for the charging session. The Gentari Go app transaction screen will display the full details of your charging session, including (i) charging costs and (ii) idle fees (if applicable).
8	Is there a maximum cap on the idle fees?	No, there is no maximum cap on idle fees. We recommend moving your vehicle promptly after charging has ended to avoid idle fees and allow other drivers to use the chargers.
9	How do I know when I've incurred an idle fee?	When your charging session has ended, the Gentari Go app will send a push notification prompting you to unplug your vehicle to avoid idle fees. You can also check your charging session bill in the Gentari Go app, where any idle fees applied will be displayed. Before starting a charging session, we recommend reviewing the 'Pricing Info' in the app for full pricing details, including idle fees.
10	What if I do not have push notifications activated?	Idle fees will still apply. To avoid missing notifications, please enable push notifications in the Gentari Go app so you can be alerted when (i) your charging session has ended and (ii) the 15-minute grace period begins.
11	Do idle fees apply if other EV charging lots are available?	Yes. Idle fees apply regardless of whether other charging bays are available. This ensures fair usage and helps maintain charger availability across the network.
12	What should I do if I face any problems with idle fees?	Contact our customer support hotline at 6012-818 1121, available 8:00 AM to 12:00 AM daily, or email us at support@gentarigo.com with your query.