

## GENTARI OFF-PEAK CHARGING FREQUENTLY ASKED QUESTIONS

Off-Peak Charging is available on a trial basis at selected Gentari DC charging sites from 01 May to 30 May 2026. Lower rates apply when you charge during off-peak hours, from 12:00 midnight to 6:59 AM.

Find answers below to common questions on pricing, timings, eligibility, and what to expect when charging during quieter hours with Gentari.

No	Questions	Answers
1	<b>What is Off-Peak Charging?</b>	Off-Peak Charging offers lower rates during selected quieter hours at Gentari chargers. This is a trial initiative running until 30 May 2026. After this period, standard published flat rates will apply, subject to any updates based on usage and feedback.
2	<b>When does the off-peak rate apply?</b>	The off-peak rate applies daily from 12:00 midnight to 6:59 AM.
3	<b>What are the charging rates?</b>	The standard charging rate is RM1.60/kWh (7:00 AM – 11:59 PM). The off-peak rate is RM1.36/kWh (11:59 PM – 6:59 AM).
4	<b>Where is Off-Peak Charging available?</b>	<p>Off-Peak Charging is available at <b>selected Gentari DC chargers across Klang Valley and Penang</b>, giving you more flexibility to charge at better value during quieter hours. You can view the full list of participating chargers via the Gentari Go app.</p> <p><b>Klang Valley</b></p> <ol style="list-style-type: none"> <li>1. PETRONAS Jalan Kolan Ayer Lama (JKAL)</li> <li>2. Menara KPJ</li> <li>3. PETRONAS TTDI</li> <li>4. Sime Darby Auto Selection CSL</li> <li>5. PETRONAS Subang Airport</li> <li>6. Zebra Square</li> <li>7. Gamuda Gardens</li> <li>8. Wisma Amfirst PJ</li> <li>9. Gamuda Cove</li> </ol> <p><b>Pulau Pinang</b></p> <ol style="list-style-type: none"> <li>1. Persiaran Karpal Singh 1 (MBPP)</li> <li>2. Happy Mart, Jalan Sungai Dua (MBPP)</li> <li>3. Dewan Sri Pinang, Jalan Tun Syed Barakbah (MBPP)</li> <li>4. Big Pharmacy, Jalan Perak (MBPP)</li> <li>5. Lebuhraya Thean Tek (MBPP)</li> <li>6. Jalan Sepoy Lines (MBPP)</li> <li>7. Ambank Jalan Kelawai</li> <li>8. CIMB Bank Menara BHL, Jalan Sultan Ahmad Shah</li> <li>9. Clinic V-Care, Jalan Perak (MBPP)</li> </ol>
5	<b>Do I need to activate Off-Peak Charging?</b>	No activation is required. The applicable rate will be automatically displayed in the Gentari Go app before you start your charging session, based on the time of day.

6	<b>Why is Off-Peak Charging introduced?</b>	Off-Peak Charging helps improve charger availability by encouraging usage during quieter hours. This provides a smoother charging experience while offering better value to users. It is currently offered on a trial basis and is scheduled to end on 30 May 2026. We may review and update the programme based on usage and feedback.
7	<b>Will charging speed or performance be affected during off-peak hours?</b>	No. Charging speed and performance remain the same. Off-Peak Charging only affects the pricing based on the time of day.
8	<b>Can I combine Off-Peak Charging with Gentari Pass?</b>	Yes. Additional savings may apply if you are subscribed to a Gentari Pass e.g. Power Pass, GO Starter, GO Plus etc.
9	<b>How will I know which rate I am being charged?</b>	The applicable charging rate will be clearly shown in the Gentari Go app before you start charging, under the 'Pricing Info' section.
10	<b>What happens if my charging session spans across peak and off-peak hours?</b>	The charging rate will be applied based on the time your charging session takes place and may be calculated accordingly. Please refer to the pricing details shown in the app before starting your session.
11	<b>Do idle fees still apply during off-peak hours?</b>	Yes. Idle fees will still apply if your vehicle remains plugged in more than 15 minutes after the charging session has ended at Gentari chargers.
12	<b>What should I do if I face any issues with Off-Peak Charging?</b>	Please contact our customer support hotline at 6012-818 1121 (7:00 AM – 12:00 midnight daily) or email <a href="mailto:support@gentarigo.com">support@gentarigo.com</a> with your query.

[Terms and conditions apply.](#)