

New Software Vendor for JuiceBox Chargers

VoltiE Assumes Enel X (JuiceBox) Customer Accounts

For those who have had a “bricked” charger sitting in their garage (or parking lot), or who have been living dangerously using the units as a dumb charger, this news is just out.

A Florida-based company called VoltiE has been notifying JuiceBox EVSE owners that they will now be offering their software solution for use with this hardware. Below is the text of the email they sent. It addresses both commercial and residential customers. We have not been in touch with VoltiE.

Judging by this read, it looks like the JuiceBox units will regain functionality. There is nothing in there that addresses the security flaw (potential exposure of user’s WiFi credentials) that was reported by Consumer Reports in a letter sent to the Federal Trade Commission, which we wrote about [here](#).

Managed Charging Not Included

This announcement does not make any reference to managed charging. Eversource confirmed that their managed charging partner is not integrated with VoltiE. Our speculation is that re-enrollment in managed charging will not be a simple or quick process. It may require recertification. Since the security flaw came to light, it may give Eversource and UI pause about moving forward altogether. We will report further when we have more information.

As our readers learn more specifics, we encourage them to reach out to us to facilitate information sharing.

From VoltiE

We are thrilled to introduce you to VoltiE, your new partner in electric vehicle (EV) charging solutions. With decades of collective expertise in the EV industry, VoltiE's team specializes in delivering innovative and reliable charging solutions tailored to meet the evolving needs of EV drivers and businesses.

Our capabilities include:

- **Comprehensive Charging Network Solutions:** We operate a robust and scalable EV charging network that provides seamless access and connectivity for users.
- **Cutting-Edge Technology:** From advanced analytics to enhanced charging capabilities, we design and deliver the tools you need for an optimal charging experience.
- **Dedicated Support:** Our team is committed to providing responsive, personalized assistance to ensure your satisfaction.
- **Commitment to Growth:** We're continually expanding our offerings, including new apps and network tools, to keep you ahead of the curve in EV technology.

Now, as part of the VoltiE family, we are here to ensure your JuiceBox charger continues to perform at its best while introducing you to a range of new features and enhancements.

Customer Designation

To better serve you, we kindly ask that you let us know whether you are a commercial or residential customer. This information helps us tailor our services to your specific needs.

- If you are a commercial customer, you may be eligible for advanced analytics, fleet management tools, and multi-charger network support.
- If you are a residential customer, we offer features designed to optimize your at-home charging experience. Please select your customer type when you register your JuiceBox charger online.

To get started, we kindly ask you to take the following steps:

1. Visit support.voltie.us.
2. Create a customer account, or log in if you already have one.
3. Register Your JuiceBox Charger: After logging in, click on "Register New VoltiE Products" and follow the instructions, including your customer designation.
Completing this process will allow us to activate your support and network access seamlessly.

What to Expect During the Transition:

We understand that transitioning to a new network may raise questions, and we are here to make the process as smooth as possible for you. Once you register your JuiceBox charger:

- Minimal Service Disruption: Your existing charger will remain functional during the migration.
- Gradual Rollout of Enhanced Features: Registered users will be prioritized for access to new features as they are introduced. These include expanded charging capabilities, advanced analytics, and improved network tools, which will become available incrementally over the coming weeks and months.
- Personalized Assistance: Our dedicated support team is available to guide you through every step of the transition if needed.

Exciting News!

We are also developing new mobile apps and a web app to enhance your experience. These tools will offer better performance monitoring, scheduling, and reporting features, giving you greater control over your EV charging needs. By registering your charger, you'll be among the first to gain access to these tools as they roll out!

We appreciate your prompt action and look forward to providing you with the best possible experience. If you encounter any issues, don't hesitate to reach out to us.