Using PowerHub & Tesla for Business

2024

What are Tesla for Business & PowerHub?

As a commercial property owner, you need to have access to information regarding your Tesla Wall Connectors.

With Tesla for Business and PowerHub, you can access a variety of information about the Wall Connectors at your properties.

Here to access Tesla for Business.

What are the benefits of Tesla for Business & PowerHub?

Tesla for Business

- Monthly statements
- Add more users
- Enable pay per use and update pricing

PowerHub

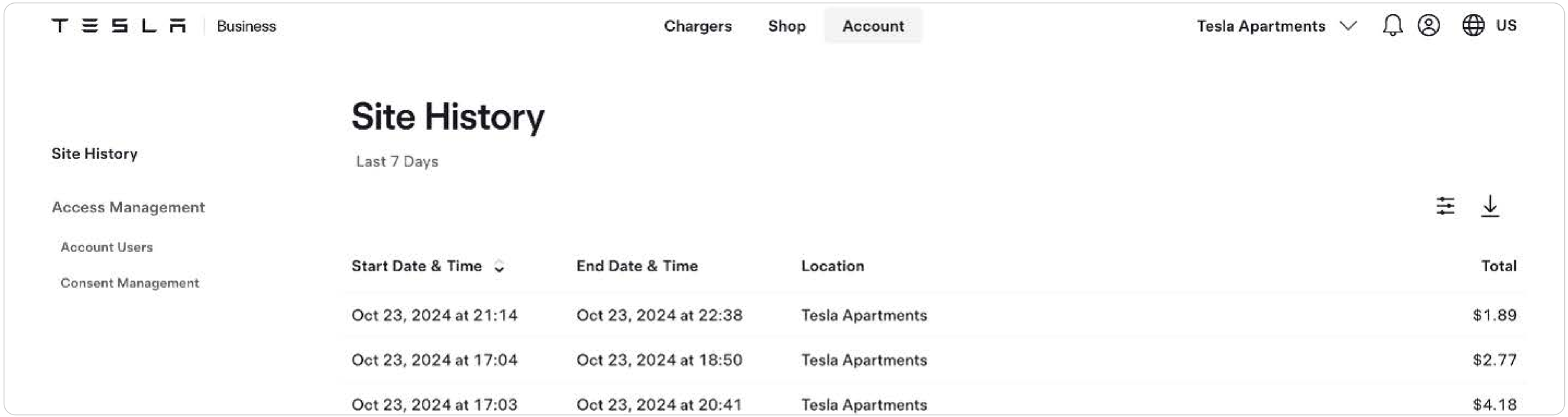
- Live session data
- Charger status
- Troubleshooting insights

Using Tesla for Business

What information can I access in Tesla for Business?

In Tesla for Business, you as the property owner can see the charging history and session information for all properties you own.

Think of Tesla for Business as an analytics platform to gain information about how users are plugging in to Wall Connectors at your sites.

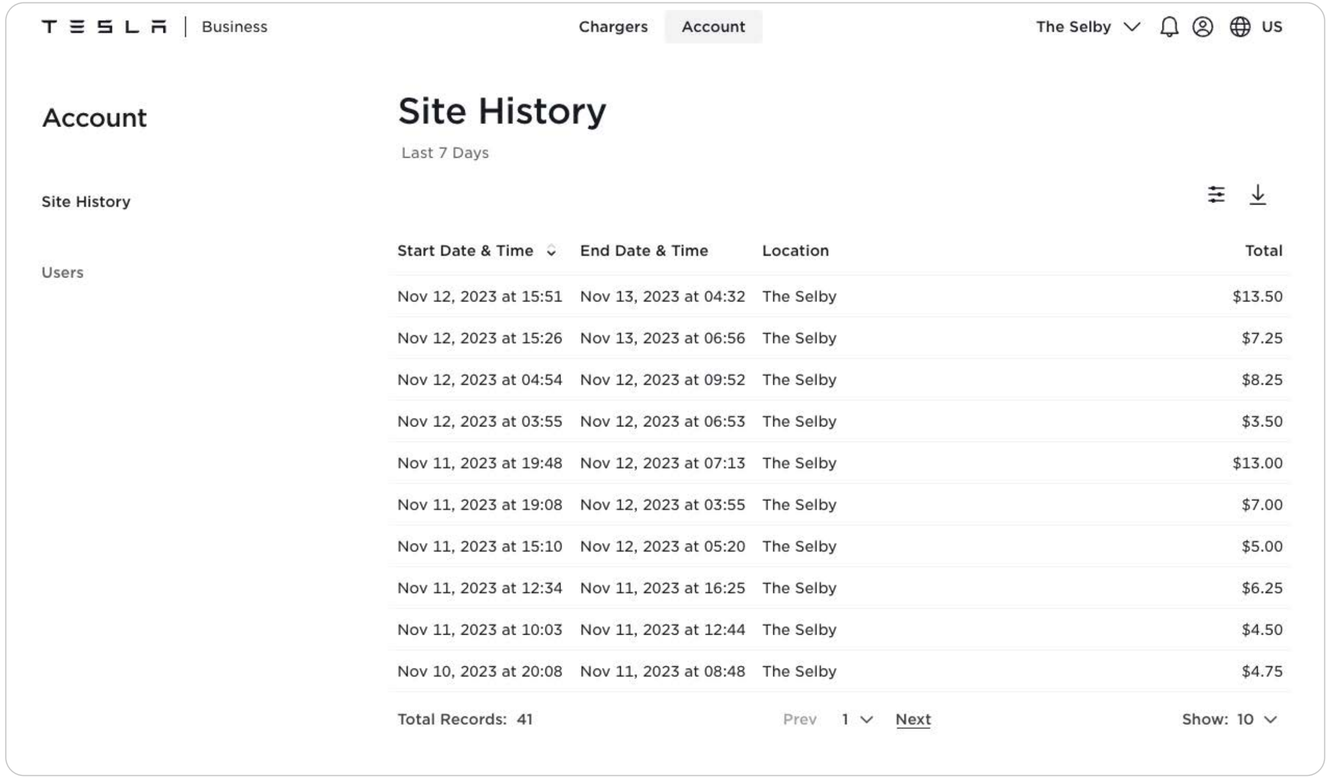


Downloading Charging History

You can use Tesla for Business to download charging history.

Follow these instructions:

1. Login to Tesla for Business.
2. Click on the “Account” tab.
3. Click on the download icon.
4. Select the range that you would like to view in the report (7 days, 31 days, custom).
5. Click Export.
6. The file is downloaded to your computer where it can be opened.



Interpreting the Charging History Report

The Charging History Report gives you information on:

- Session start and stop date/time
- Location name
- Charge duration
- Total energy consumed
- Total amount earned

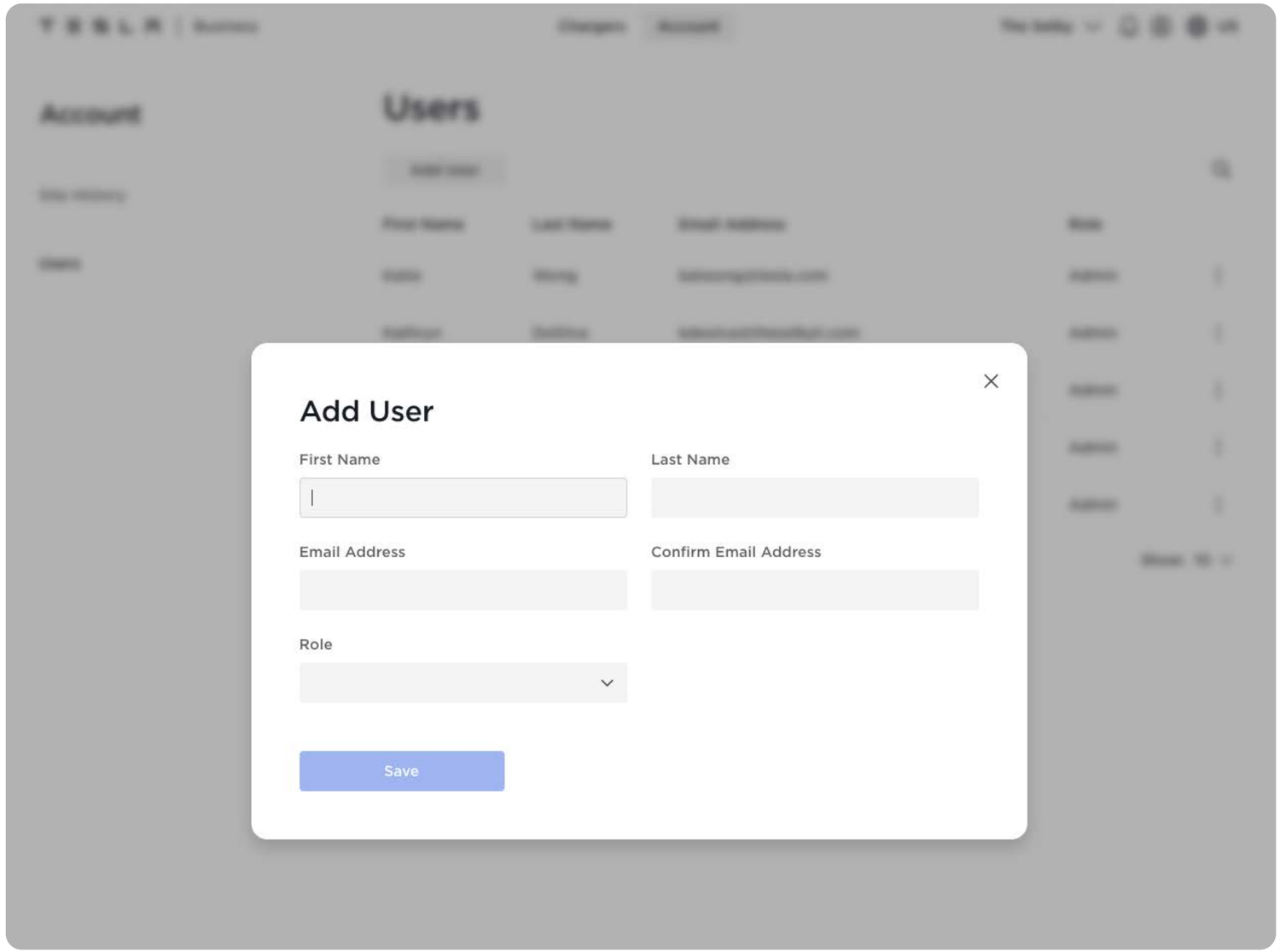
You can use this information to review and analyze details of charging sessions at your site.

Charge start date time	Charge stop date time	Charge location name	Charge duration	Total energy consumed	Total amount
5/31/2021 19:01	5/31/2021 20:54	ANONYMIZED APARTMENT	1h53m31s	17.00 kwh	4.25 USD
5/31/2021 17:49	5/31/2021 20:01	ANONYMIZED APARTMENT	2h11m43s	13.00 kwh	3.25 USD
5/31/2021 15:18	5/31/2021 17:32	ANONYMIZED APARTMENT	2h14m19s	13.00 kwh	3.25 USD
5/30/2021 0:03	5/30/2021 2:59	ANONYMIZED APARTMENT	2h56m16s	9.00 kwh	2.25 USD
5/29/2021 18:34	5/29/2021 20:48	ANONYMIZED APARTMENT	2h13m21s	12.00 kwh	3.00 USD
5/28/2021 18:01	5/28/2021 18:03	ANONYMIZED APARTMENT	2m0.002s	7.00 kwh	1.75 USD
5/28/2021 18:01	5/28/2021 18:03	ANONYMIZED APARTMENT	2m0.002s	5.00 kwh	1.25 USD
5/27/2021 20:26	5/28/2021 2:42	ANONYMIZED APARTMENT	6h15m31s	39.00 kwh	9.75 USD
5/27/2021 19:37	5/28/2021 4:37	ANONYMIZED APARTMENT	8h59m36s	28.00 kwh	7.00 USD
5/27/2021 17:45	5/27/2021 18:27	ANONYMIZED APARTMENT	42m28s	4.00 kwh	1.00 USD
5/27/2021 10:19	5/27/2021 17:10	ANONYMIZED APARTMENT	6h50m26s	43.00 kwh	10.75 USD
5/26/2021 20:56	5/27/2021 8:37	ANONYMIZED APARTMENT	11h40m58s	37.00 kwh	9.25 USD
5/26/2021 13:33	5/26/2021 19:56	ANONYMIZED APARTMENT	6h23m15s	39.00 kwh	9.75 USD
5/24/2021 19:52	5/25/2021 2:21	ANONYMIZED APARTMENT	6h28m19s	22.00 kwh	5.50 USD
5/24/2021 8:27	5/24/2021 12:34	ANONYMIZED APARTMENT	4h7m16s	26.00 kwh	6.50 USD
5/23/2021 0:48	5/23/2021 2:52	ANONYMIZED APARTMENT	2h4m10s	14.00 kwh	3.50 USD
5/22/2021 20:00	5/23/2021 6:26	ANONYMIZED APARTMENT	10h25m47s	52.00 kwh	13.00 USD
5/22/2021 19:20	5/23/2021 0:21	ANONYMIZED APARTMENT	5h0m43s	30.00 kwh	7.50 USD
5/22/2021 16:10	5/22/2021 17:43	ANONYMIZED APARTMENT	1h33m46s	9.00 kwh	2.25 USD
5/22/2021 14:16	5/22/2021 18:36	ANONYMIZED APARTMENT	4h19m45s	27.00 kwh	6.75 USD
5/21/2021 20:40	5/22/2021 3:01	ANONYMIZED APARTMENT	6h20m44s	39.00 kwh	9.75 USD
5/21/2021 20:02	5/22/2021 0:09	ANONYMIZED APARTMENT	4h7m27s	22.00 kwh	5.50 USD
5/21/2021 16:54	5/21/2021 17:28	ANONYMIZED APARTMENT	34m16s	3.00 kwh	0.75 USD
5/19/2021 18:34	5/19/2021 21:01	ANONYMIZED APARTMENT	2h26m25s	15.00 kwh	3.75 USD
5/19/2021 18:07	5/19/2021 20:05	ANONYMIZED APARTMENT	1h58m13s	12.00 kwh	3.00 USD
5/19/2021 14:19	5/19/2021 15:11	ANONYMIZED APARTMENT	52m26s	5.00 kwh	1.25 USD
5/19/2021 8:55	5/19/2021 17:35	ANONYMIZED APARTMENT	8h39m51s	55.00 kwh	13.75 USD
5/18/2021 9:56	5/18/2021 11:21	ANONYMIZED APARTMENT	1h24m44s	11.00 kwh	2.75 USD
5/17/2021 23:29	5/17/2021 23:48	ANONYMIZED APARTMENT	18m53s	1.00 kwh	0.25 USD
5/17/2021 10:28	5/17/2021 10:54	ANONYMIZED APARTMENT	26m4s	2.00 kwh	0.50 USD
5/17/2021 8:22	5/17/2021 8:32	ANONYMIZED APARTMENT	9m46s	48.00 kwh	12.00 USD
5/16/2021 21:19	5/17/2021 2:49	ANONYMIZED APARTMENT	5h30m28s	36.00 kwh	9.00 USD
5/16/2021 15:04	5/16/2021 15:49	ANONYMIZED APARTMENT	44m55s	4.00 kwh	1.00 USD
5/16/2021 14:12	5/16/2021 15:25	ANONYMIZED APARTMENT	1h33m15s	8.00 kwh	2.00 USD

Adding Users

You can add users to your Tesla for Business account. Follow these instructions:

1. Login to Tesla for Business.
2. Click on the “Account” tab.
3. Click on “Users”.
4. Click “Add User”.
5. Enter User Details and their role.
6. Click "Save".
7. Direct the user to their email to activate their account.

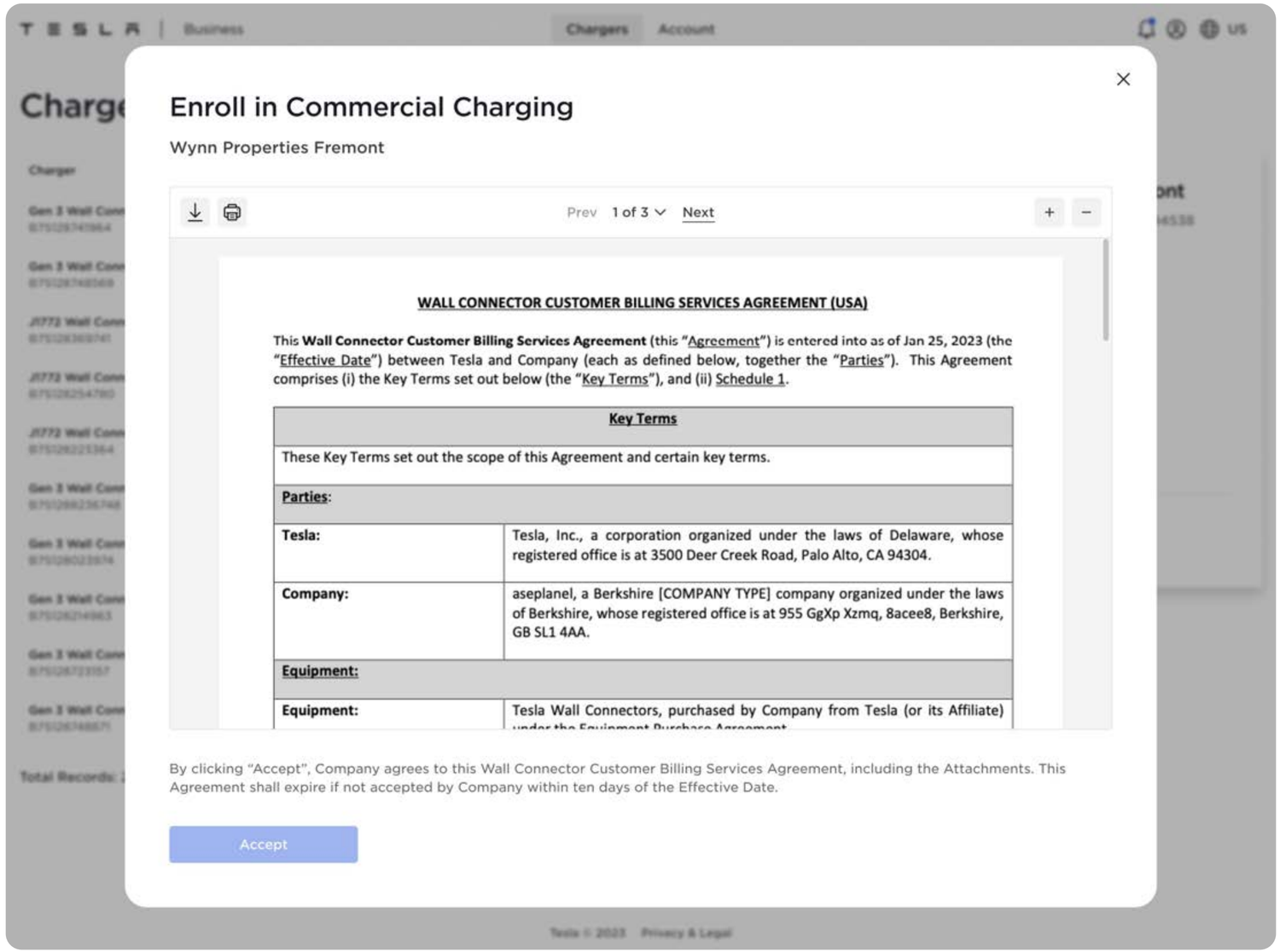


Agreement Signature & Site Opening

To finalize setting the price, you'll need to sign the Billing Services Agreement.

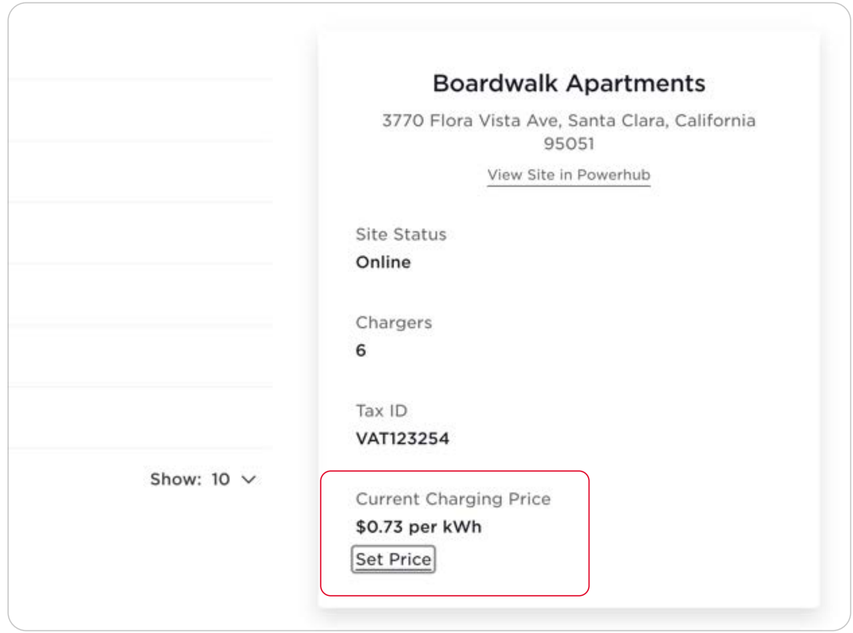
You'll be prompted to sign this in the enrollment process.

Pay per use pricing is subject to availability, local laws and limitations in your area.



Setting Price

- Have access to Tesla for Business?
- Log in to accept the terms and submit your desired rate.
- Once logged in, on the right side of the screen click "Enroll" if it is your first time setting a price or "Set a price" to update pricing.
- Pay per use will not work if there is no connectivity or your point of contact at Tesla hasn't confirmed the site is open. You can track connectivity in PowerHub.



Tesla for Business FAQs

How many users can be added to a Tesla for Business account?
As many users as you'd like. There are no limits on number of users.

What is the difference between a Fleet Manager and Admin?
Fleet Managers can see the Charger's view but won't be able to provide access to additional users. Admins can provide access to additional users.

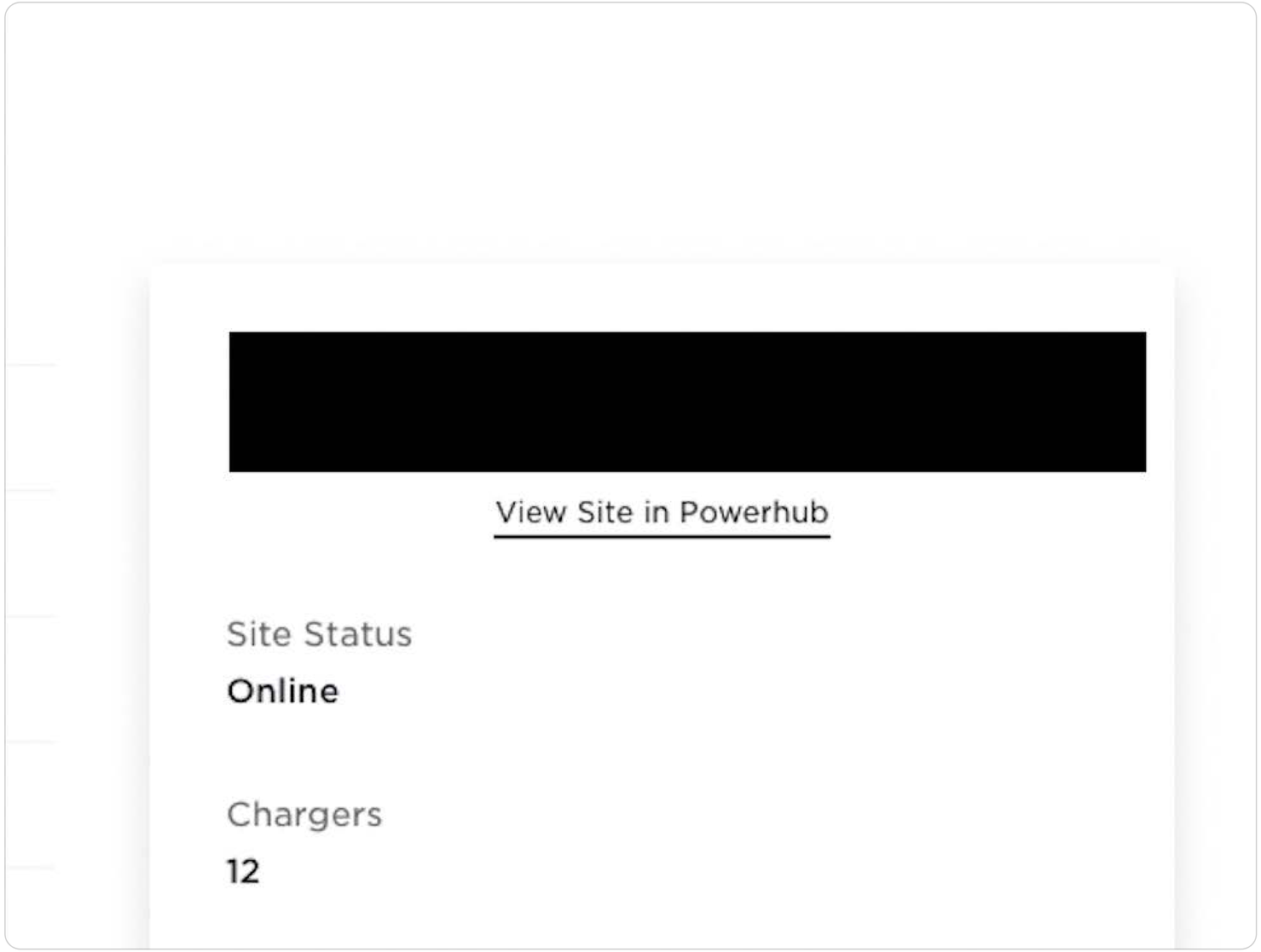
What login credentials will new users use?
The new user will get an email to finish creating their Tesla account if they don't have one already.

Afterwards, log in to Tesla for Business here.

Using PowerHub

How do I navigate to PowerHub?

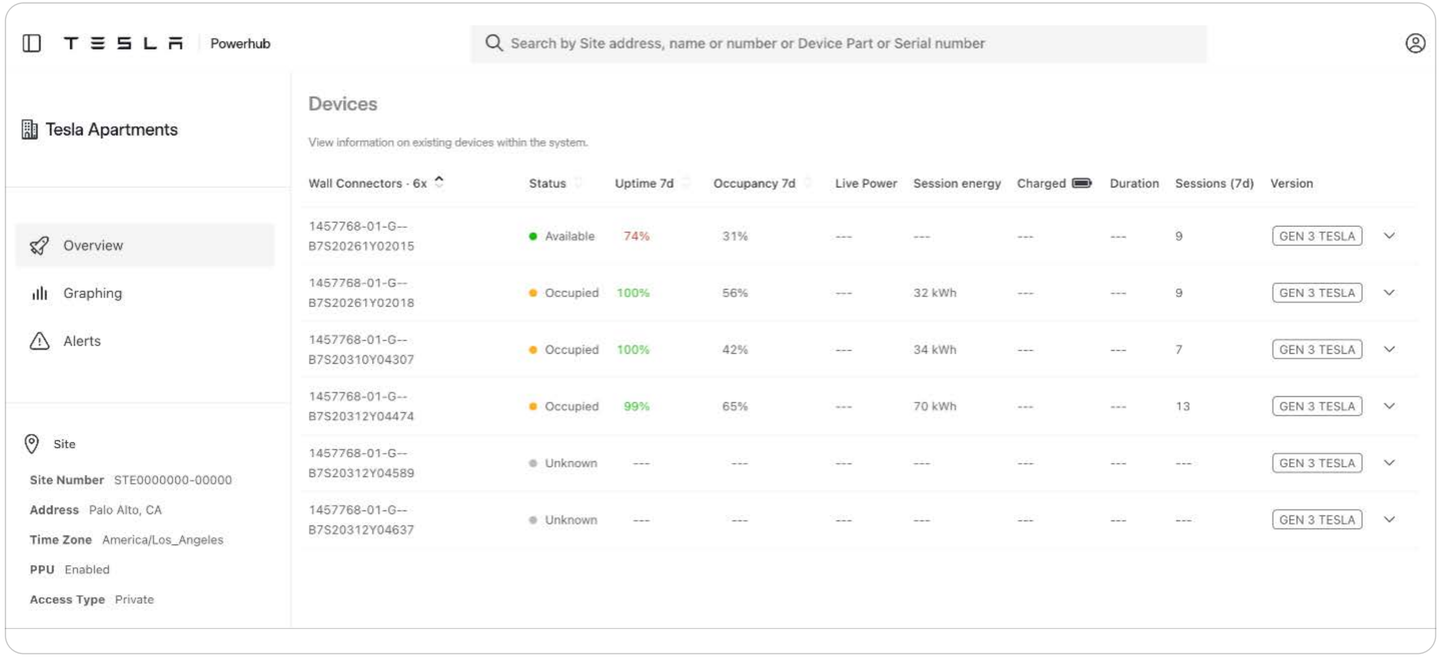
You can access PowerHub through Tesla for Business



What information can I access in PowerHub?

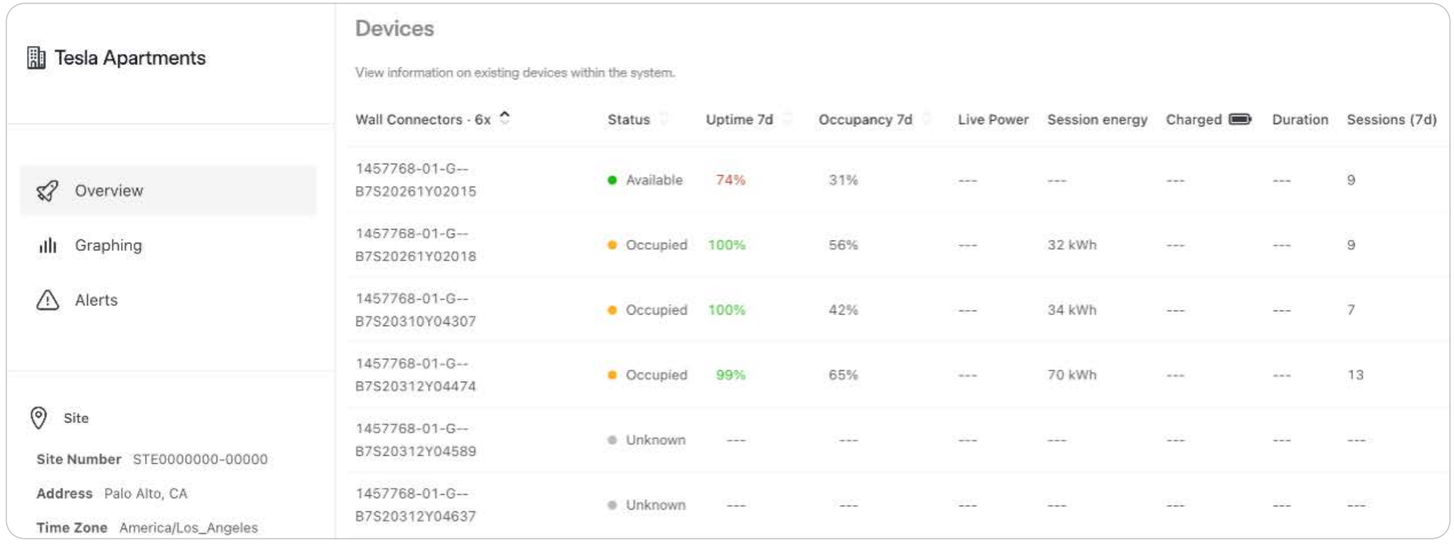
In PowerHub, you can see site reliability information such as if the device is working as expected or not.

Think of PowerHub as a “system status” platform, helping you to identify Wall Connectors with status issues and what to do or who to contact to resolve them.



PowerHub States

PowerHub shows the status of individual Wall Connectors. Each Wall Connector is assigned a “state” that changes in real time. If you see an error, refresh the page. If refreshing does not work, proceed with troubleshooting.



Status
Indicates the status of the charger

A charger can be Occupied (charging a vehicle), Available (not charging a vehicle), Down (charger is connected to the internet but broken) or Unknown (Tesla servers have not been getting signals for this device in the last 60 minutes)

Live Power
Power currently being dispensed to a vehicle if a vehicle is plugged in

Session Energy
Energy in kWh being dispensed in the current session

Charged
Percentage of charge of vehicle being charged

Duration
Duration of the session

Session (7d)
Number of sessions reported in the last 7 days

PowerHub Troubleshooting

To troubleshoot Wall Connector issues,
follow these steps in order:

1. Follow the troubleshooting steps in Troubleshooting a Wall Connector
2. Watch our Installer Academy Wall Connector videos
3. Contact your installation team directly
4. Contact Tesla based on a below escalation paths

Wall Connector technical support:
877-961-7652

Account/administrative inquiries:
ChargingHost@tesla.com