

**DOCKETED**

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*Comment Received From: Michael Daft  
Submitted On: 9/24/2025  
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## **Electrify America Comments on Proposed EV Charging Reliability Standards**

Please find our comments attached. Thank you.

*Additional submitted attachment is included below.*



September 24, 2025

California Energy Commission  
Fuels and Transportation Division  
715 P Street  
Sacramento, California 95814

**RE: Electrify America comments on the Rulemaking to Establish Regulations for Improved EV Charger Recordkeeping and Reporting, Reliability, and Data Sharing (Docket No. 22-EVI-04)**

Dear Commissioner Skinner and Staff:

Electrify America appreciates the opportunity to comment on the California Energy Commission's (CEC) proposed amendments to the June 27, 2025 version on *Tracking and Improving Reliability of California's Electric Vehicle Chargers* released September 8, 2025.

**About Electrify America**

Electrify America is the nation's largest open Hyper-Fast network of DC fast chargers (DCFC) for electric vehicles (EVs), with over 1,300 chargers across more than 275 locations open to the public in California. In 2024, Electrify America saw significant growth, with over 16 million charging sessions and roughly 600 gigawatt hours (GWh) dispensed on our network nationally. In Q1 of 2025, we saw an increase in charging sessions of nearly 30% compared to Q1 of 2024 in California – and the energy delivered increased nearly 40% year-over-year.

As part of our drive to build the charging network of the future, Electrify America continues to implement strategies that include deploying next generation technology at existing and new stations, increasing the number of chargers at existing stations, and building bigger stations to better accommodate growing demand. Our next generation technology, which can reach charging speeds of up to 350 kW, has demonstrated a higher level of reliability compared to legacy chargers, resulting in 80% fewer maintenance dispatches than older hardware. Additionally, we are investing in people, processes, and systems to provide wrap-around support for our charging network through investments in our Network Operations Center, Customer Contact Center, Center of Excellence test laboratory, internal Field Service Engineer Program, and domestic parts inventory. Electrify America remains focused on the reliability of its charging network in order to provide a seamless customer experience.

## **Regulations should Include Additional Modifications to Downtime Exclusions**

As noted in our previous comments,<sup>1</sup> we appreciate the direction the proposed regulations have taken compared to previous proposals, and we appreciate the additional proposed changes and opportunity to comment. Still, we feel that the proposed language around excluded downtime in Section 3124 (d) is overly restrictive in some instances and will add complexity and potentially cost. We encourage minor additional changes to address this issue, as expanded on below.

***Vandalism.*** Electrify America appreciates the proposed amendment to increase the excluded downtime from the five-day window to a ten-day window, but we believe the section should still align with the prevailing NEVI guidelines, which do not put a timeframe on vandalism as excluded downtime. As such, stations that must report uptime under NEVI awards – as well as under this proposed regulation – might report different uptimes under each, resulting in confusion. The CEC has followed NEVI with respect to other aspects of this draft regulation and should continue to do so in this respect by not limiting downtime for vandalism.

Electrify America stations have been subject to vandalism in different jurisdictions. In some cases, repeated acts of vandalism at specific chargers in a limited geographical area has led to significant financial impact in terms of the cost of replacement parts, additional security measures, and deployment of staff for incident response, not to mention forgone revenue. Local law enforcement and other security measures such as cameras have been unable to significantly curb charger vandalism, which has challenged the viability of stations that are subject to serial, unabated vandalism.

Providing a limited window for counting vandalism toward excluded downtime could also impact investment decisions where crime rate, opportunity for crime (e.g., proximity to a copper recycling operation), and/or law enforcement response could factor into a charging provider's calculus regarding where to invest. This would disadvantage some communities over others, in terms of EV charging investments, in a way that is often beyond the community's control.

***Preventative Maintenance and Upgrades.*** There are a number of factors that contribute to the timeline for preventative maintenance and upgrade work. For site upgrades where new equipment is swapped in, the duration that a site is offline can easily exceed 72 hours, as completion of the upgrade depends not only on the charging provider completing work, but also on completion of any utility work, including reenergization of the site, as well as any other testing or sealing that may be required. Additionally, while preventative maintenance is typically scheduled in advance, the two-week scheduling window leaves little flexibility to adjust the schedule of maintenance work based on real world changes. It is unclear how the two-week advanced scheduling requirement improves

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<sup>1</sup> <https://efiling.energy.ca.gov/GetDocument.aspx?tn=265572&DocumentContentId=102423>



reliability or customer experience. It can, however, add unnecessary complexity for charging providers. This language should similarly align with NEVI minimum standards.

### **Data Sharing Should Protect Confidential Business Information**

Electrify America remains concerned about Section 3130 and the possibility that this language could lead to antitrust liabilities and data scraping – both of which would undermine the business case for deploying public charging. The mandated disclosure of data to third parties in Section 3130 should be reconsidered to include the same protections included in Section 2505, and should clarify the ability to limit access to some data in order to avoid misuse of data that in some cases is immaterial to the availability of the station.

Also, the new technical documents included in these proposed amendments – *Semiannual Charging Data Reporting Specification of the Data Dictionary (2025)* and *Hourly Charging Data Reporting Specification of the Data Dictionary (2025)* – get deeply granular and could include company IP or sensitive data that is unnecessary for the CEC to determine reliability or uptime metrics. It could also include sensitive data for our suppliers that they would not want made available. Without specific data protections, similar to those included in Section 2505, and appropriate limitations on what data is needed to be transmitted through items such as “NotifyEventRequest,” we feel this would place an unnecessary cost burden without appropriate protections that ultimately does not provide the CEC with any more valuable data.

Thank you again for the opportunity to comment on the proposed amendments and the thorough public process that has gone into developing these proposed regulations. Electrify America is aligned with the state in our shared goals to enhance the driver experience with a growing, reliable charging network. We appreciate the changes reflected in these proposed regulations and the stakeholder engagement that led to those outcomes. We continue to encourage additional modifications regarding vandalism, preventative maintenance and data sharing/protection, and we look forward to working with you during implementation to ensure the regulations are implemented in an effective manner that supports the growth of the industry and EV deployment in California. Thank you for your consideration of our comments, and please do not hesitate to reach out with any questions.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Michael Daft', with a stylized flourish at the end.

**Michael Daft**

Gov't Affairs & Public Policy Lead – State Government  
Electrify America, LLC