

DOCKETED

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*Comment Received From: Samantha Ortega
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Docket Number: 22-EVI-05*

ChargerHelp! Comments on NEVI Pre-Solicitation

To whom this may concern,

Please accept ChargerHelp! comments on Californias NEVI Pre-Solicitation Workshops

Additional submitted attachment is included below.



ChargerHelp, Inc

September 28, 2022

California Energy Commission
715 P Street
Sacramento, CA 95814

California Department of Transportation
1120 N Street
Sacramento, CA 95814

RE: National Electric Vehicle Infrastructure Pre-Solicitation Docket: 22-NEVI-05

Thank you for the opportunity to comment on the California Energy Commission and California Department of Transportation pre-solicitation workshop for the deployment electric vehicle chargers along California highways.

ChargerHelp! is a technology company that enables the on-demand diagnostics, maintenance, and repair of Electric Vehicle Supply/Service Equipment (EVSE)/ EV charging stations. We are a women and minority-owned company that helps solve the industry-wide problem of downed and broken Level 2 and DC fast charging stations. ChargerHelp! oversees 20,000 EV charging stations throughout the US. Through the ongoing partnership with workforce development agencies, EV Network Providers and manufacturers, ChargerHelp! is able to stand up a workforce dedicated to operating and maintaining the different software and hardware technologies existing in the market today.

We understand that both agencies are working to provide more information to the public on the operations and maintenance plans for chargers that will be covered through California's NEVI Formula Program. We believe that maintenance plan requirements included in other EV charger deployment projects will have a long term and significant impact on the operability of the EV charging infrastructure.

With that consideration, we are requesting the operation and maintenance plans go beyond the proposed plans presented during the first California NEVI workshop. The commissioning of chargers is a crucial step to ensuring chargers are ready for use post initial installation and should be included as an eligible operations expense. We believe that validating that the chargers are working properly before they go live to the public is a proactive way to track chargers reliability. This includes ensuring the chargers are configured and communicating appropriately with the Network Provider and the means of connectivity (WI-FI, Cellular, and/or Ethernet) to successfully deliver a charge to an EV.

Thank you for your consideration.

Sincerely,

Samantha Ortega
Government Relations Manager