

**DOCKETED**

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*Comment Received From: ChargerHelp!*  
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*Docket Number: 20-ALT-01*

**CTP Workforce Workshop Docket 20-ALT-01 - ChargerHelp!**

*Additional submitted attachment is included below.*



ChargerHelp!

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

**Re: ChargerHelp! Comments on the Clean Transportation Program Workforce Workshop Docket # 20-ALT-01**

To whom this may concern,

We appreciate the opportunity to provide feedback on the Clean Transportation Program Workforce Workshop for ZEV and ZEV Infrastructure funding ideas and concepts as the Commission expands on existing programs. We commend the Commission for the commitment to conducting outreach to diverse businesses, such as ChargerHelp!.

ChargerHelp! is a technology company that enables the on-demand diagnostics, data collection, maintenance, and repair of Electric Vehicle Supply Equipment (EVSE). We are a women and minority-owned company that helps solve the industry-wide problem of downed and broken Level 2 and DC fast chargers' both software and hardware. ChargerHelp! has conducted a series of workforce development training throughout the US to help support the reliability of the EV charging infrastructure. During this time, we have identified best practices to address the workforce challenges in preparing individuals for success within the EV charging operations and maintenance industry.

We offer the following to address the workshop presentation's guiding questions in Concept 1 - National Electric Vehicle Infrastructure (NEVI) Training and Concept 3 - IDEAL Community Workforce Development to Support Reliable Infrastructure:

We believe that training and workforce development activities should be prioritized in low income and disadvantaged communities that provide short term programs in adult learning environments. We have found that when community based organizations and other green/technical companies are equipped to provide different training programs within the same industry, they could best position community members to explore different career options. Individuals should have the opportunity to explore different foundational courses so that they could determine if the industry of interest is an appropriate long term viable career.

In the case of trainees who have participated in our foundation training programs gain the knowledge necessary to master the technological structure of EV Supply Equipment. They receive safety training, and learn about the skill set required to operate and maintain the EV charging infrastructure. Based on our training, the average program to certify an EVSE Maintenance Technician conducting software, firmware, and hardware resolutions can average three (3) to six (6) weeks. This training also aims to further prepare them for other tasks directly related to their success within the industry such as project management, dispatch, and other positions that allows them to seek supervisory positions.

A different pathway that should be prioritized to support the growth of EVSE Maintenance Technicians are technical colleges. ChargerHelp! additionally partners with technical and community colleges in the training and certification process for individuals entering the workplace. Historically, technical colleges have demonstrated partnerships with employers to train, test and certify individuals in those areas a success. Technical colleges have the infrastructure to provide non-accredited and a structured capstone program necessary for the completion of short term courses.

*Additional resources should be provided for the agencies receiving funding.* The role of an EVSE Maintenance Technician is a new occupational classification, therefore it is imperative that the agencies receiving funding are aware of the responsibility that it entails. This means ensuring that they are versed in the many placement opportunities and can identify potential candidates to participate in those programs. Emerging industries could be intimidating for both the trainee and the recruiter and this is why it is important that they receive the necessary support.

California has invested millions of dollars in the deployment of electric vehicle charging stations and plans to allocate over \$3 billion in the next five years. It is imperative that funding is available for training of the next generation of EVSE Maintenance Technicians; training resources are allocated in a streamlined manner, and programs are best positioned to serve low-income, disadvantaged, and underrepresented communities. Please feel free to

refer to a recently published white paper by ChargerHelp! and SAE International SMS on workforce development and career pathing opportunities.<sup>1</sup>

Thank you for your consideration.

Sincerely,

Samantha Ortega  
Manager, Government Relations  
ChargerHelp!

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[https://www.sae.org/binaries/content/assets/cm/content/sms/wp-the-electric-vehicle-infrastructure.pdf?\\_ga=2.113788548.2066571128.1669822908-1071728581.1669822908](https://www.sae.org/binaries/content/assets/cm/content/sms/wp-the-electric-vehicle-infrastructure.pdf?_ga=2.113788548.2066571128.1669822908-1071728581.1669822908)