DOCKETED	
Docket Number:	22-EVI-04
Project Title:	Electric Vehicle Charging Infrastructure Reliability
TN #:	253634
Document Title:	ChargerHelp Comments on Draft EV Charger Field Testing Protocol
Description:	N/A
Filer:	System
Organization:	ChargerHelp/Samantha Ortega
Submitter Role:	Public
Submission Date:	12/14/2023 5:02:10 PM
Docketed Date:	12/14/2023

Comment Received From: Samantha Ortega
Submitted On: 12/14/2023
Docket Number: 22-EVI-04

ChargerHelp Comments on Draft EV Charger Field Testing Protocol

Additional submitted attachment is included below.

ChargerHelp Inc.

December 14, 2023

California Energy Commission
Docket Unit, MS-4
Docket No. 22-EVI-04
715 P Street
Sacramento, CA 95814

Re: Docket 22-EVI-04 EV Charger Field Testing Protocol

ChargerHelp appreciates the opportunity to provide comments to UC Davis Draft Electric Vehicle (EV) Charger Field Testing Protocol plans. The customer experience is a critical area to evaluate to determine if there is equitable access to a reliable charging infrastructure in local communities.

ChargerHelp is a technology company committed to ensuring EV charger reliability. Our technology and boots-on-the-ground programs enable the on-demand diagnostics, maintenance, and repair of the EV charging equipment of down and broken Level 2 and DC fast chargers. ChargerHelp oversees 20,000 EV charging stations throughout the US. Through the ongoing partnership with workforce development agencies, safety centers, EV network providers, and EV charging hardware manufacturers, ChargerHelp is able to stand up a local workforce dedicated to operating and maintaining the different software and hardware complexities existing in the market today.

We understand that this program is focused more on the customer experience rather than a more technical one. Though, we should recognize there is a diversity in charging stations and vehicles that are within California. Therefore, we recommend that charging stations are visited several times throughout the program to determine if there are recurring issues that drivers experience in their communities. This could also help inform on issues that drivers could experience with charging stations that have multiple connectors per one port. Testers should visit the charging

stations with the same vehicle, in addition utilizing a different vehicle to address other potential issues with connectors at that same location/charger.

We understand that UC Davis is still working on finalizing the testing protocol. Though, we ask that UC Davis' final draft of the protocols and methodology is shared with the public for additional feedback. We commend the Energy Commission and UC Davis on the progress of the planned protocol testing to inform on the customer experience. We look forward to additional proposed material. Thank you for considering our feedback.

Sincerely,

Samantha Ortega
Manager, Government Relations
ChargerHelp, Inc