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**ChargerHelp Comments on ZEV Workforce Training Strategy and Workshop**

*Additional submitted attachment is included below.*



ChargerHelp, Inc

July 12, 2024

California Energy Commission  
715 P Street  
Sacramento, California 95814

**RE: ChargerHelp Comments on Clean Transportation Workforce and Equity, Zero-Emission Vehicle Workforce Training and Development Strategy: A Roadmap for Clean Transportation Program Funding Program and Webinar, Docket No. 20-ALT-01**

Dear Commissioners and Staff,

ChargerHelp appreciates the opportunity to submit feedback on the California Energy Commission's Zero-Emission Vehicle Workforce Training and Development Strategy workshop held on June 25, 2024. The Governor has taken a strong position to support the growth of electric vehicle transportation, developing a reliable supporting infrastructure, and expanding job opportunities. We commend the Commission for its continued commitment to engaging stakeholders as more opportunities arise to expand workforce pathways for all Californians that are equitable and sustainable, and that will support the EV charging infrastructure's minimum 97% uptime requirements.

ChargerHelp is a technology company committed to ensuring electric vehicle (EV) charging station reliability. Our technology and field service workforce enable the on-demand inspection, diagnostics, maintenance, and repair of EV charging stations, including both software and hardware. We are a woman and minority-founded company that helps solve the industry-wide problem of downed and broken Level 2 and DC fast charging stations. Through the ongoing partnership with workforce development organizations, 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 technological complexities existing in the market today.

ChargerHelp has touched more than 30,000 data points nationwide and understands the complexity in the development of new models of electric vehicle charging station equipment including charging stations utilized for light-, medium-, and heavy-duty vehicles. ChargerHelp found that on average 30% of the infrastructure may be inoperable at any time, and 98% of issues account for technical issues, non-electrical. Thus, we leverage our proprietary curriculum

to maintain the infrastructure but also capture data that will help owners and operators of charging stations improve on the technical issues impacting the uptime of the chargers.

ChargerHelp, remains committed to providing training opportunities along with community partners such as the Los Angeles Cleantech Incubator (LACI) to ensure owners and operators reach a minimum of 97% uptime. We are thrilled to announce that our latest training cohort will begin in a couple of weeks in our new South Los Angeles EVSE Training Hub. ChargerHelp and LACI will host multiple manufacturers, and train individuals to repair a multitude and diverse charging stations.

ChargerHelp supports the Commission's investments to expand EVSE Field Service Technicians to operate and maintain California's EV charging infrastructure. We commend the Commission for allotting \$5 million for these very much needed training programs that will secure the reliability of existing and future charging infrastructure. Beyond the maintenance training, allocating this investment will allow for a growing number of adults good paying jobs; adults that will transition from other industries, adults entering the job market, and others exploring adjacent occupations such as manufacturing, assembling, EV Technicians, dispatching, customer service support, project managers, among other occupations.

We additionally look forward to adults becoming Certified by the Society of Automotive Engineers (SAE) industry-backed EVSE Field Service Technician Certification. The SAE Body of Knowledge covers Electrical Codes, Safety/Fire Standards and Awareness, Electrical Energy Fundamentals, Foundational Knowledge of EVs, EV charging, Operations & Maintenance, among other subject areas. Curriculum also includes safety training certifications required to service charging stations such as Lock Out/ Tag Out, OSHA, and NFPA. Combined, these certifications may also allow for technicians to advance in obtaining the RSA Certification to conduct meter reading of the charging stations.

ChargerHelp has dedicated years to the training of a diverse labor force that includes women and folks from disadvantaged and underrepresented communities. ChargerHelp congratulates the California Energy Commission on taking the lead in the advancement of a diverse and innovative green and clean tech workforce, and investing in the next generation of maintenance technicians in the State. ChargerHelp would be thrilled to continue to support this growth and looks forward to seeing investments in such programs.

Please feel free to reach me at [samantha@chargerhelp.com](mailto:samantha@chargerhelp.com) with any questions.

Respectfully,

*Samantha Ortega*

Samantha Ortega  
Government Relations Manager