

DOCKETED

Docket Number:	22-EVI-04
Project Title:	Electric Vehicle Charging Infrastructure Reliability
TN #:	246707
Document Title:	Presentation - ABB E-mobility
Description:	N/A
Filer:	Spencer Kelley
Organization:	ABB
Submitter Role:	Public
Submission Date:	10/20/2022 2:35:17 PM
Docketed Date:	10/20/2022



ABB E-mobility

October 2022



ABB E-mobility – Global Footprint

Smart, reliable EV charging technology, backed by deep experience and service excellence.

840,000

EV CHARGERS

Sold worldwide, including 40,000 DC fast chargers across more than 85 countries.

7 to 600 kW

WIDE PRODUCT RANGE

From AC to DC fast charging, tailored to every public, commercial and fleet charging operation.

13

YEARS' EXPERIENCE

Deploying advanced, connected EV charging systems in every environment – for networks, fleets, OEMs and utilities.

1000+

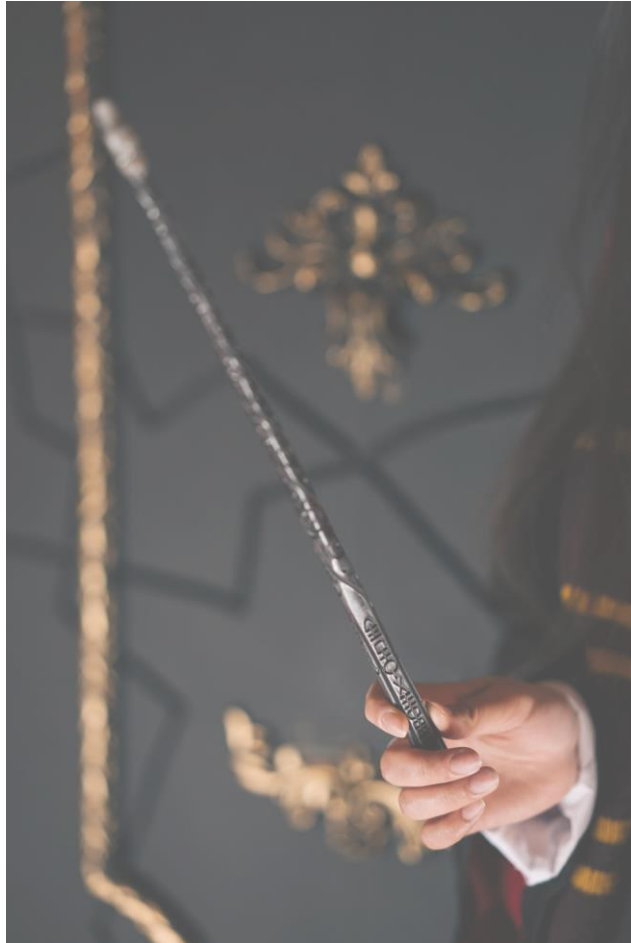
TALENTED EMPLOYEES

Dedicated to ABB's E-mobility business including more than 100 in North America from R&D to service.

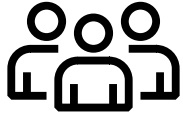


How do we get there?

Achieving 97% uptime



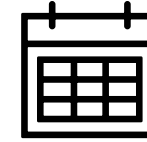
Operations & Maintenance



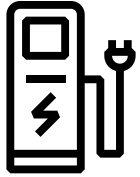
Knowledgeable, trained **technicians** in the proximate geographic region of the charger



24/7/365 **connectivity and monitoring** of the operations of chargers



Scheduled **preventative maintenance**



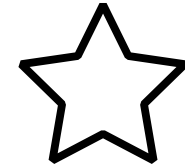
Sufficient local inventory of **spare parts** and logistics infrastructure



Detailed **documentation and procedures** to troubleshoot and repair chargers



24/7/365 **service call center** to receive service or repair requests with service ticketing process



Capability to execute **detailed service campaigns** between owner, operator, and manufacturer

Service Level Agreements tied to Charging Manufacturers



Establishes an agreed process and procedure for providing support



Fills important warranty gaps and enables expedited timelines for repair



Ensures chargers are maintained in compliance with manufacturer requirements and performed by trained technicians

Service Level Agreements tied to Charging Manufacturers

SLAs can take many forms, for example, the charging owner, operator, or OCPP network provider could:

- 1 be authorized by the charging manufacturer to provide the needed service and maintenance**
or
- 2 contract with a third-party service provider that is authorized by the charging manufacturer**
or
- 3 contract directly with the charging manufacturer**

ABB