

**DOCKETED**

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## **Electrify America reliability**

As an EV owner for over eight years, I have seen the availability of charging stations expand greatly.

A trip for me, northward from the SF Bay Area to Oregon was not possible using only CHAdeMO chargers. There simply weren't enough.

That has changed. There are enough charging locations that my short range LEAF could actually make the trip.

I now have a longer range Chevrolet Bolt, and I have made trips to Portland, Oregon, Santa Barbara, and Los Angeles.

There are a lot of stations available within range. It is a little disheartening to see Walmart pulling out their EVgo stations, which might be an unwelcome surprise if your mapping software isn't updated.

More concerning is the lack of maintenance. Some locations have a charger with comments on Plugshare that they haven't been working for months.

Electrify America is most frustrating in this context. They have a lot of locations, which is quite welcome. They have a minimum of four chargers, which should make availability far better than older sites that had one or two chargers.

But the number of EA locations with one charger out of service is so common that it almost doesn't bear mentioning in a Plugshare comments, or a posting on Facebook.

I have used other networks, but of 11 EA stations that I have visited in 2023, 6 have had one charger out of service. In one location, I left, because the working chargers were all in use, and cars were waiting to charge.