

DOCKETED	
Docket Number:	22-HYD-01
Project Title:	Hydrogen Fuel Cell Electric Vehicle Infrastructure Opportunities and Barriers
TN #:	253296
Document Title:	Kuldeep Jain Comments - Precarious state of H2 pumps
Description:	N/A
Filer:	System
Organization:	Kuldeep Jain
Submitter Role:	Public
Submission Date:	11/22/2023 11:45:23 AM
Docketed Date:	11/22/2023

Comment Received From: Kuldeep Jain
Submitted On: 11/22/2023
Docket Number: 22-HYD-01

Precarious state of H2 pumps

I am a Mirai Owner living in SF Bay Area. Filling H2 is a nightmare.

H2 stations are down a lot and I end up with a no fill half the time (being conservative). Even when I get a fill, it is often after making a call to the operator (TrueZero) to fix the ongoing issues with the pump. This elevates the range anxiety and wasted miles.

Are there any KPIs/Metrics e.g. Uptime, which are measured/monitored?

Request commission to monitor such metrics and make them public. Without such oversight, H2 pump operators are raking in public money but providing very poor service. More importantly, deteriorating the public trust in this nascent technology.