

**There are no comments posted to Informational Update on Zero-Emission Vehicle Infrastructure (zevinfrastructure) at this time.**

## Comment 1 for Informational Update on Zero-Emission Vehicle Infrastructure (zevinfrastructure). (At Hearing)

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Affiliation: Indivisible Ross Valley

Subject: Attention CARB Board of Directors

Comment:

I cannot emphasize enough the frustration EV drivers experience with non Tesla DC fast charging, especially lower income who drive earlier models that can only afford models whose batteries only have a low range of miles. Recently while charging I chatted with a driver who owned one of the first Leafs who told me he doesn't have the miles to experience a non-functioning charger and has spent hours on the phone with the company to get the charge to initiate. "I don't regret driving an EV, but the chargers are a nightmare."

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Recently, I tried to help an older couple get a charge initiated for their brand new Ford Mach E. We were outside a Walmart in Santa Rosa baking in the sun. The husband had tried repeatedly to get the charger to start. He tried his app, he tried a credit card, and he tried plugging in again and again to get the machine to give him the miles he needed to get home after a trip to the wine country. He asked his wife to help and then grew frustrated and began to yell at her. I tried letting them use my app, but nothing worked.

Here was a couple trying to do the right thing by driving a car with zero emissions to fight climate change and air pollution. People doing the right thing shouldn't have to suffer because our DCFC rollout causes doesn't function. I have yet to meet an EV driver who isn't angry and 20% go back to gas cars because of this.

margin-bottom: 0pt;"><span style="font-size: 11pt; font-family: Arial; color: #000000; background-color: transparent; font-weight: 400; font-style: normal; font-variant: normal; text-decoration: none; vertical-align: baseline; white-space: pre-wrap;">We have to have enforceable standards for any EVSE getting public and federal dollars. This means a mandatory escrow account with funds devoted to maintenance so the companies can&rsquo;t ignore this critical component; mandatory reporting of data with a 97% uptime requirement. The Air Resource Board and the California Energy Commission need to commit to funding a unit charged with holding companies accountable.&nbsp;</span></p>  
<p><strong style="font-weight: normal;">&nbsp;</strong></p>  
<p dir="ltr" style="line-height: 1.38; margin-top: 0pt; margin-bottom: 0pt;"><span style="font-size: 11pt; font-family: Arial; color: #000000; background-color: transparent; font-weight: 400; font-style: normal; font-variant: normal; text-decoration: none; vertical-align: baseline; white-space: pre-wrap;">I recently drove to Santa Cruz and saw on my plug share app a fast charger I needed to get enough miles to reach my destination. The winding hills took me by surprise and quickly depleted my miles. When I got to the fast charger both wouldn&rsquo;t start with either of my two credit cards or my app. I was down to thirty miles and that is a horrible feeling I have experienced several times because of broken or malfunctioning chargers. Luckily I could drive to another location with a charger that worked.&nbsp;</span></p>  
<p><strong style="font-weight: normal;">&nbsp;</strong></p>  
<p dir="ltr" style="line-height: 1.38; margin-top: 0pt; margin-bottom: 0pt;"><span style="font-size: 11pt; font-family: Arial; color: #000000; background-color: transparent; font-weight: 400; font-style: normal; font-variant: normal; text-decoration: none; vertical-align: baseline; white-space: pre-wrap;">We cannot go on like this and cannot expect an equitable transition to zero emission vehicles if this isn&rsquo;t immediately fixed. Residents living in apartments or other Multi Unit Dwelling have no other option and depend on fast charging to work. Asking them to suffer from a dysfunctional system while homeowners have the luxury of charging at home isn&rsquo;t just or fair. Companies need to fix their existing system before they receive any additional funding and then the funding provided must mandate a worry free infrastructure. Anything less is a recipe for a return to gas cars and allowing climate change and air pollution to destroy our state. This can be done and I fully expect it will be.</span></p>  
<p dir="ltr" style="line-height: 1.38; margin-top: 0pt; margin-bottom: 0pt;">&nbsp;</p>  
<p dir="ltr" style="line-height: 1.38; margin-top: 0pt; margin-bottom: 0pt;"><span style="font-size: 11pt; font-family: Arial; color: #000000; background-color: transparent; font-weight: 400; font-style: normal; font-variant: normal; text-decoration: none; vertical-align: baseline; white-space: pre-wrap;">Respectfully,</span></p>  
<p dir="ltr" style="line-height: 1.38; margin-top: 0pt; margin-bottom: 0pt;">&nbsp;</p>  
<p dir="ltr" style="line-height: 1.38; margin-top: 0pt; margin-bottom: 0pt;"><span style="font-size: 11pt; font-family: Arial; color: #000000; background-color: transparent; font-weight: 400; font-style: normal; font-variant: normal; text-decoration: none; vertical-align: baseline; white-space: pre-wrap;">Susannah Saunders</span></p>  
<p dir="ltr" style="line-height: 1.38; margin-top: 0pt; margin-bottom: 0pt;"><span style="font-size: 11pt; font-family: Arial; color: #000000; background-color: transparent; font-weight: 400; font-style: normal; font-variant: normal; text-decoration: none; vertical-align: baseline; white-space: pre-wrap;"></span></p>

none; vertical-align: baseline; white-space: pre-wrap;">Founder of  
Indivisible Ross Valley</span></p>  
<p>&nbsp;</p>  
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#000000; background-color: transparent; font-weight: 400;  
font-style: normal; font-variant: normal; text-decoration: none;  
vertical-align: baseline; white-space: pre-wrap;">&nbsp;</span></p>

Attachment:

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No Duplicates.