

January 23, 2024

California Air Resources Board

**Re: 24-1-2: Electrify America's Proposed Cycle 4 Zero Emission Vehicle Investment Plan**

Dear California Air Resources Board,

I am writing as a concerned advocate for electric vehicle drivers. Last summer I travelled through the state of California in an electric vehicle. I encountered many of my fellow EV drivers who were having issues with non-functional Electrify America charging stations. Harris Ranch had a line of frustrated EV drivers waiting to use it because most of the six dispensers were down.

The reliability issues surrounding Electrify America's charging infrastructure have raised significant concerns within the EV community. While the initial intent of the company to address the fallout from the 2015 Dieselgate scandal was commendable, it appears that their efforts have fallen short, leading to a new crisis in the form of unreliable charging stations.

The recent Sacramento Bee article by Ari Plachta highlighting the reliability challenges faced by Electrify America underscores the urgency of addressing these issues. I find it disheartening that a company established with the explicit purpose of rectifying past wrongs is now contributing to hindrances in the widespread adoption of electric vehicles.

The reliability issues reported, including broken screens, faulty payment systems, and slow charging, are significantly impacting the EV user experience. This not only undermines the trust of current EV drivers but also dissuades potential buyers from making the switch.

Electrify America ranking last in consumer satisfaction, as reported by J.D. Power, is indicative of the severity of the problem. The satisfaction score of 538 out of 1,000 is alarming, especially when compared to Tesla's score of 739.

Unreliable charging infrastructure poses a major hurdle to achieving widespread EV adoption. Reports suggest that approximately 18% of individuals who switch to electric vehicles end up returning to gas-powered cars due to charging inconveniences. Given the magnitude of the issue, I urge the California Air Resources Board to consider the following actions:

**1. Enhanced Oversight:** Strengthen oversight mechanisms for Electrify America, ensuring that the company adheres to higher standards of performance and reliability. Confidence in California's public charging network is crucial for the success of EV adoption.

**2. Performance Standards:** Set clear and stringent performance standards for charging infrastructure, validated by third-party entities. These standards should encompass aspects such as uptime, maintenance protocols, and user satisfaction.

**3. Penalty Mechanisms:** Clearly outline penalties for failure to meet the specified standards. Electrify America, like any other entity benefiting from public funds, should be held accountable for delivering on its commitments.

**4. Public Transparency:** Foster transparency by requiring regular public reporting on the performance and reliability of charging stations. This ensures that EV users and the broader public are informed about the status of the charging infrastructure.

The final \$200 million of Electrify America's settlement is a significant investment in advancing electric vehicle adoption. It is crucial that this investment results in tangible improvements to reliability and performance.

I appreciate the challenges involved in overseeing such projects, but the long-term success of EV adoption in California depends on reliable charging infrastructure. By taking decisive action now, you can ensure that public funds are effectively utilized, and consumers can rely on a robust and dependable charging network.

Thank you for your attention to this matter, and I look forward to witnessing positive developments in California's commitment to sustainable transportation.

Sincerely,



Lanny Hartmann

Columbia, MD

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