

Mtg 24-1-2. Electrify America Plan to improving charging service

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To:ARB Clerk of the Board <cotb@arb.ca.gov>

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Hon. Clerk and Board members,

I just learned of the EA Plan to improve performance, and I have not had time to read it. But let me be 100% clear about my general view of EA's performance to date. It is among the VERY WORST I ever experienced.

A very significance number of the stations are always down, in poor condition and provide very slow charging. Stations remained out of service for weeks at a time...

Not only are the charging stations routinely down, the App which provides information about what is working in the stations is invariably wrong and/or out of date. I look and hunt for a working charger, it appears on the App and I get to the location and find chargers down or fully in use. And this is with an App showing "up and open" service even as I arrive.

I bought an ID.4 from Volkswagen which promised "easy and free charging" for 3 years with EA. This is becoming the height of bait and switch. I understand that some owners are planning to contact the State AG in the hope a lawsuit will be filed against VW for false advertising over its promises of services from EA.

I make a point of giving comments to EA after most every charging session. I regularly advise EA of the issues, but to no avail, and with no response.

And let me add that I live in Oakland -- which has several hundred thousand citizens. Here, the only EA charging station has been closed for months -- and is not longer even listed on the App. I guess Oakland is getting left behind again.

It seems like \$2 billion has been flushed down the toilet. If California has any hope of reaching its EV goals, charging has got to be better, simpler and cheaper.

You MUST take steps to make this service significantly better!! happen...

And I apologize for my rant...

Best regards,
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