

From: [Lynn](#)
To: [ARB Clerk of the Board](#)
Subject: Proposed Electric Vehicle Supply Equipment Standards
Date: Tuesday, May 21, 2019 6:25:11 PM

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

I have been unable to submit public comments to the website so am sending these to you as suggested on the site.

Hello,

Thank you for sending me the opportunity to submit comments about EV charging rules. These are all great ideas to normalize and synchronize the use of public EV stations. I am especially enamored of items #1 and #2. It would be a tremendous public service.

"1. Chargers must be accessible to drivers regardless of membership in an Electric Vehicle Service Provider's network."

"2. Electric vehicle service providers must operate credit card readers and mobile payment options on Level 2 and direct current fast charger (DCFC) EVSE, allowing payment by members and non-members."

It is really frustrating to try to maintain multiple accounts with SEMA, EVgo, ChargePoint, Blink etc. In the case of ChargePoint, they want a 'deposit' which can quickly escalate to an astronomical fee. I spend maybe \$5 max to use their chargers but will not sign up for an account because they will use their own discretion to jack the deposit up to \$70. This should be illegal. The EV charging companies should only be allowed to charge per use, not maintain deposits.

If you don't want to go that far, please consider standardizing the deposit structures for charging companies, ie. how much they can take up front, how low the amount has to be before they can add funds from a consumer card, and what the maximum additional upcharge can be.

Oddly enough, ChargePoint WILL accept a non-member's card for a one-time use if you call them but it takes 10 minutes to talk to an operator, then get switched over to an automated card system to input your info, then switch back to the operator to give her the machine ID number. And the 'oddly enough' part is that they don't inform anyone of this option on their machines. I found out by accident.

So I also recommend that, in addition to posting the #3 and #4 items, that the equipment's payment options be posted on their equipment as instructions: HOW TO PAY TO USE THIS EQUIPMENT.

I would also highly recommend that any company that installs EV charging equipment be required to include plug ADAPTERS for any EV, not just have chargers that work with certain vehicles (ChaDeMo or Tesla). Frankly, this would have the benefit of keeping each EV car company from developing their own proprietary chargers because the EV equipment

companies would pressure car makers to develop standards for all EVs.

And lastly, equipment operators must be held responsible for timely maintenance of broken or inoperable machines. I have visited the same equipment month after month and the same machines are still broken. The screen is unreadable, the machine won't accept my card, some idiot has broken the hose/plug, etc. The thing is, the company knows immediately when their machines are not functioning. They don't bother to fix them to save themselves the cost of a maintenance crew. Broken equipment is very discouraging to EV drivers.

Thank you for reading and please feel free to contact me with any questions about this.

Best regards,
Lynn Hallam