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Ms. Stephanie Palmer
Air Resources Engineer, Zero Emission Vehicle market Advancement Section
California Air Resources Board
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ChargerHelp! Comments on the EVSE Standards Technology Review

ChargerHelp! is a California-based EVSE/ EV charging station repair and maintenance company. By utilizing technology, ChargerHelp! enables trained local EVSE Technicians to capture data and centralize it to help identify and solve the core issues experienced by station owners, operators, and EV drivers. We oversee the functionality of over 20,000 EV charging stations owned and operated by Network Providers (NP), EVSE Manufacturers, and utility companies. Services are performed in a multitude of environments and climates throughout the US.

We commend CARB for completing the EVSE Technology Review and allowing for public comments. We understand that practical consumer accessibility within payment methods, geographical locators, visible scheduled fees, and non-membership charges is of importance to providing equitable access and a seamless EV charging experience. The findings have been informative and look forward to additional findings. We echo the same comments for this as our trade association, EVCA.

ChargerHelp! Technicians are trained to tackle the barriers and issues highlighted in Table 1 and 2 of Finding #1, charging station operability issues, replacing broken parts, software upgrades, etc. Of course the technical issues experienced by inoperable charging stations are more complex and require constant analysis. Because of the amount of parties involved in the operability of EV charging, uptime and downtime monitoring is crucial to fully understand the required changes and standardizations for a successful infrastructure. We believe that the partnership and expertise of the California Energy Commission for additional reliability research and evaluation is of much importance and could promote the solutions needed to conclude further the standards that the industry needs.

ChargerHelp looks forward to the continued work of CARB and partnership between stakeholders to solve the technical problems that affect equitable access to operable EV charging stations in disadvantaged communities and throughout California.

Respectfully,

Samantha Ortega
Manager, Government Relations