



Consumer experiences of public EV charging

Insights from BVRLA members

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Charging requirements

Car Clubs

Company Cars

Rental

**Commercial
Vehicles**



Disabled motorists



Payments

- Downloading an app should not be pre-requisite
- Needs to be as easy as filling up
- Support proposals for contactless payment but other means still relevant - monthly via invoicing
- Plug & Charge – ideal solution for fleets
- Some see recharge card as short-term solution only

Pricing Transparency

- Critical issue that needs to be addressed
- Often little to no information ahead of arriving at the chargepoint
- Mandate of kw/h metric – much needed consistency
- Need for clarity on overstay and parking charges
- Intervening body – dispute resolution
- Minimum standards – for display of information costs & energy used

Reliability

- Reliability standards very welcome
- Concern over 99% and possible neglect - older chargepoints or low usage
- Significant impact - rural locations, commercial & disabled users
- Accept exemptions where factors are out of the control of the CPO
- 24/7 support would provide assurances over safety and to disabled users

Data

- Fleets need access to real time charging data
- 'Must have' data - pricing information, payment method, state of repair, connection type, power
- Accessibility information – height kerbs and chargepoint, space between bollards/at bay and weight of cables
- Standards for accessible charging and regular monitoring – working with Motability

Weatherproofing & Lighting

- Shelter is nice to have
- Lighting - should be standard so people can clearly see instructions and feel safe and secure

Accessibility

- Chargepoint providers/operators need to think about disabled users and commercial vehicles

Signage

- In need of significant improvement – illuminated tariffs, road markings find chargepoints, signposting resolve reliability

