

# Consumer experiences of public EV charging Insights from BVRLA members

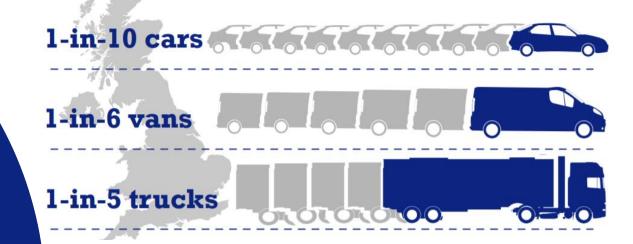
Catherine Bowen, Senior Policy Advisor 14th April 2021



### **About us**

- Represents the demand side of the automotive industry
- Own and operating four million cars, vans and trucks
- Leasing, rental, car club, subscriptions & fleet management
- Responsible for 50%+ of new vehicle registrations
- Responsible for 80% of BEV registrations by 2025
- BVRLA members are committed to supporting decarbonisation and have a critical role to play in accelerating the uptake of zero emission transport



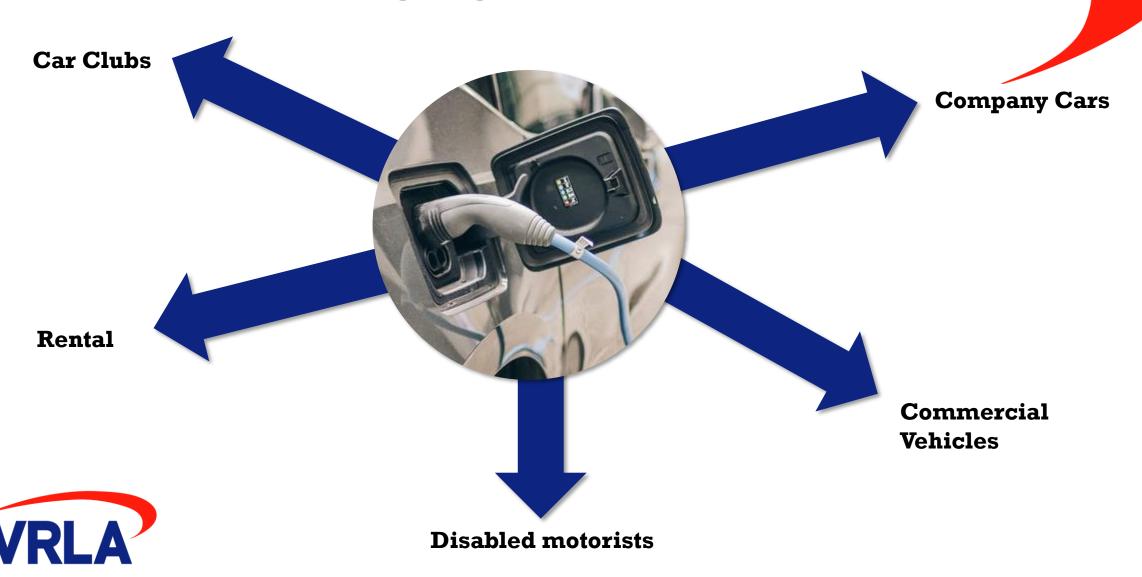


#### **974 Members in 2020**

Representing the demand-side of the automotive industry



## **Charging requirements**





#### **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

