




Driving Efficiency, Quality and Customer Satisfaction in EV Charging Projects


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About this presentation

1. What has ChargePoint been up to lately?
2. Making things count – Reliability is the top priority
3. Introducing the ChargePoint Training & Certification program
4. Working together to improve the network



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A little bit about our company

ChargePoint is the largest electric vehicle charging network for businesses, fleets and drivers

- ✓ 341K+ activated ports globally, plus 801K+ ports via roaming
- ✓ 14 major auto manufacturer integrations
- ✓ Every second, someone plugs in on the ChargePoint network
- ✓ 74% of Fortune 50 companies are ChargePoint customers



The platform you can trust to future-proof your EV charging project



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FedRAMP – Safe enough, even for the Federal Government



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CPF50 - Now with 4G LTE connection for reduced installation costs



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CPE280 - Redefining the DC charging experience



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Pantograph - Enabling sustainable public transportation



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ChargePoint® Omni Port - Eliminating the NACS/CCS connector confusion



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Make it count: How do we improve reliability?

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A hard truth: EV charging reliability concerns us all

- According to some sources, the overall charging network has a reliability score of ~80%.*
- All of us here have a lot to gain from changing this:
 - OEMs could be selling more high-margin EVs
 - EVSE companies could be selling more stations
 - Electrical contractors could unlock new revenue by installing and servicing more stations

The Verge

https://www.theverge.com/ev-charging-unreliable-w...

EV charging in the US is still a no good, very bad time

Aug 16, 2023 — Electric vehicle owners are overall not satisfied with the reliability of the charging infrastructure available in the US, according to a ...

Canary Media

https://www.canarymedia.com/articles/ev-charging/

EV chargers have a big reliability problem. Can the...

Dec 11, 2023 — Studies show a litany of reasons as to why a given charger might be inoperative, from destroyed charging cords and unresponsive display screens ...

EnergyTech

https://www.energystock.com/en/ev/article/ev-charg...

Charger Reliability: The Greatest Threat to EV Adoption

Dec 22, 2023 — According to the Electrification Institute, based on network data from across the U.S., the most common reasons for failed EV charging sessions ...

Politico

https://www.politico.com/news/2023/04/12/ev-charg...

Why America's EV chargers keep breaking

Apr 12, 2023 — "People feeling that it's a risk to buy an EV because the fast-charging infrastructure stinks is going to slow down EV adoption." The problems ...

*Source: Harvard Business School, Institute for Business in Global Society, Barbara DeLollis and Glen Justice, June 26, 2024.

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What are the main causes of station breakdowns?

Cause	Human error in installation and service	Product failures	Environmental and external factors
Examples	Incorrect make-ready No cell connectivity Bad mounting	Worn out components Software bugs	Vandalism Lack of power at site Damaged components
What is ChargePoint doing about it?	ChargePoint Training & Certification program	Advanced testing Extended warranties Proactive maintenance	Report a problem Enhanced support Proactive monitoring


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The kind of things we need to fix

Failure to plan is planning to fail



Example of civil/architectural design issues

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3

The kind of things we need to fix

Planning is critical



Example of civil/architectural design issues

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The kind of things we need to fix

Prime example of what could happen on the project when CP OEM guidance is not met (see next slide)



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The kind of things we need to fix

Prime example of what could happen on the project when CP OEM guidance is not met



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The kind of things we need to fix

Power Link pads removed for incorrect/cut off conduit runs, had to be extended and reformed to new CMTs before concrete pour.



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The kind of things we need to fix

Power Pad extended to provide proper clearance so PBs 5-8 could be turned 180 degrees back into their correct position and installed by new contractors.



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We're in this together!

- + ChargePoint owns up to the challenge of fixing the reliability of the charging network.
- + We recognize that our industry hasn't made things easy for technicians:
 - Inconsistent electrical codes, different manufacturer specifications, varying installation conditions, etc.
 - There's a gap between the general training that's available and the product-specific information you need to efficiently work on each station model.
- + Let's work together to solve this challenge

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Meet the ChargePoint Training & Certification program

- It is a fully online and modular certification program with two components:
 - General EV charging AC and DC certifications (electrical concepts, EV charging infra/connector/protocols, and safety/regulations).
 - A set of product-specific microcredentials covering installation, commissioning, and servicing for ChargePoint's stations



For technicians	For station owners	For all of us
It is a business driver through more installation requests and reduced installation costs.	It improves reliability and reduces ownership costs by preventing breakdowns.	It is a scalable and cost-efficient way to address the priority of increasing network reliability.

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Built for the entire electrical community

- This program goes beyond station installation and covers servicing, preventive maintenance, and much more.
- Ideal for everyone working on ChargePoint stations, from facilities managers performing routine tasks to seasoned electricians working on complex deployments.



This program is for you!

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Ok, but why should I invest my time in it?



1. Acquire new clients

- All new buyers will need a certified technician to install and service

2. Lower your costs

- Get the knowledge to spend less time during install and service

3. Reduce customer complaints and callbacks

- Increase customer satisfaction and secure repeat business

Grow your business and drive efficiency, quality, and customer satisfaction in EV charging projects

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Promote your business as a ChargePoint certified technician

- Earn badges to display on your websites, business cards, etc.
- Appear on a technician directory and get more business (coming soon).
- Appeal to new station owners who need to hire certified technicians to retain the validity of their warranties.



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Why is ChargePoint the right company to launch this?

+ Industry leadership:

- + As the largest EV station manufacturer by market share, we fully assume the mission to make the network more reliable each day. This is a proof point of our commitment.

+ Extensive channel partner network:

- + We can deliver the most impact through our partners, our vital connectors to electrical contractors and the EVSE market.

+ NECA partnership:

- + We're the only EV charger manufacturer that works closely with NECA to effectively interact with technicians all over the country, learn from them, and do our part to empower them.

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Next steps...

- If you're an **electrician**:
 - Sign up for the training program, spread the word, and keep your certifications up to date
- If you're one of our **distributors and resellers**:
 - Subcontract or assign projects to certified technicians only
 - Promote the program with your electrician network
 - Host in-person training sessions (coming soon)
- If you're a **station owner**:
 - ChargePoint-certified technicians are your best business allies
 - Work with your account executive or local partner to select a certified technician



we want you!

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Special promotion for NECA attendees

- + **Current EVITP Certified Electricians**
 - Automatically become a ChargePoint-certified AC technician and receive a 50% discount for the DC certification exam.*
- + **All other NECA attendees**
 - Get 50% discount for any ChargePoint certification exam.*
 - Visit us at Booth 1331 for more information
- + **Check out chargepoint.com/partners/training-certification**



Scan me to obtain a discount code

*Terms and conditions apply. Visit the booth for more details.

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