



Promoting A Consumer Friendly Charging Experience in the Northeast

February 8, 2019

Northeast Corridor Regional Strategy
for Electric Vehicle Charging Infrastructure
2018 – 2021



May 16, 2018



Northeast Corridor EV Charging Infrastructure Strategy

2018 – 2021

Provides guidance and direction to public and private infrastructure investors to ensure a coordinated, well-informed, complementary and reliable NE Corridor regional charging network.

Three Pronged Approach

Charging Use Cases

- Home
- Workplace
- Around Town
- On the Road
- Destinations

Key Investors

- State and local governments
- EVSE Providers
- Utilities
- Automakers
- Businesses

Overarching Issues

- Billing & Network Interoperability
- Regulation of EVSE Providers
- Rate Design
- Signage
- Permit Streamlining
- Pricing Transparency
- Building Codes
- Uptime
- Data Collection
- Future Proofing
- ADA Compliance
- Low-Income/Disadvantaged Communities



Key Roles

States: Policies to address overarching issues; workplace charging incentives; L2 around town, at publicly owned lots, at airports, train stations, transit centers, destination locations; filling DCFC travel corridor gaps

Electrify America/EVSE Providers: DCFC on travel corridors and strategically placed community charging hubs, at airports, train stations, transit centers; innovative MUD pilots

Utilities: MUD and single family home incentives and EVSE; DCFC at airports, train stations, transit centers, travel corridors; workplace charging incentives, outreach and EVSE deployment; beneficial rate design

Priority Consumer Use Public Charging Issues



- Billing and Network Interoperability
 - Open Access
 - Payment Options
- Accessibility
- Pricing Transparency
- Uptime
- Signage
- Broadening Access



Billing & Network Interoperability⁶

States should:

- Require publicly funded charging stations for public use to be open to all drivers, regardless of network membership or subscription: and
- Convene a multi-state workgroup to consider network interoperability requirements for publicly funded charging stations for public use.



Payment Options

- Public policy goal – promote universal EVSE access by offering commonly accepted payment options
- Should states establish mandatory payment options?





Accessibility

- Should states require publicly funded public charging stations to meet accessibility standards?
- Should they be accessible to drivers 24 hours a day, 7 days a week?
- Should stations serving highway corridors be treated differently than other public charging?



Maximizing Uptime

- States and others installing or funding charging stations should establish clear responsibility for maintenance and repair, including frequency of maintenance and repair response time
- Require conspicuous posting of customer service support contact information
- Consider requiring real-time information about charging station operational status
- Consider installing multiple stations at each site

Pricing Transparency



- Strategic Plan recommends that pricing information be made available to consumers in advance of each charging session
- Unit of sale, price per unit, additional fees and power level
- Options include:
 - Display screen on the face of the charging station
 - Smart phone app
 - 800 number for consumers without smart phones



NESCAUM
89 South Street, Suite 602
Boston, MA 02111
617-259-2000
www.nescaum.org

Kathy M. Kinsey
Senior Policy Advisor
240-608-5954
kkinsey@nescaum.org
www.nescaum.org