



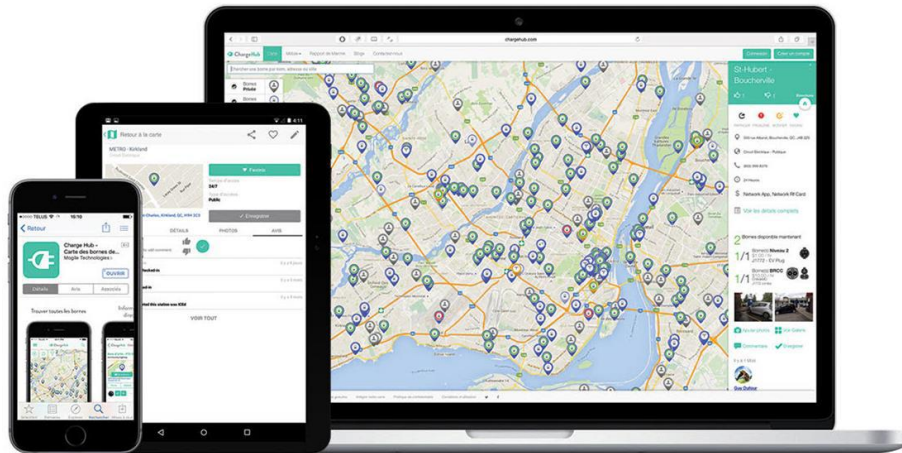
ChargeHub

Public Charging User Experience: Are you doing it right?

Presented by:
Simon Ouellette

Public Charging User Experience Checklist

- ☐ On-Site Personnel
- ☐ Signage / Accessibility
- ☐ Information
- ☐ Redundancy
- ☐ Activation



Helping **Everyone** Charge **Anywhere**

All electric vehicle charging station info in one place

www.chargehub.com



World Record EV Roadtrip



Brian Kent
“Mr. EV”
Albion, NY

- 70,000km / 43,500mi
- 48 states + 2 provinces
- 8 months
- 500+ public charging events
- 1 Nissan Leaf

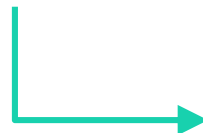


U.S. & Canada Charging Infrastructure

35,616 Charging Stations



31,771 Level 2 Charging Stations
3,845 DCFC Stations



Tesla 50%
CHAdemo 34%
SAE Combo 19%

Canada

3,283 Charging Stations



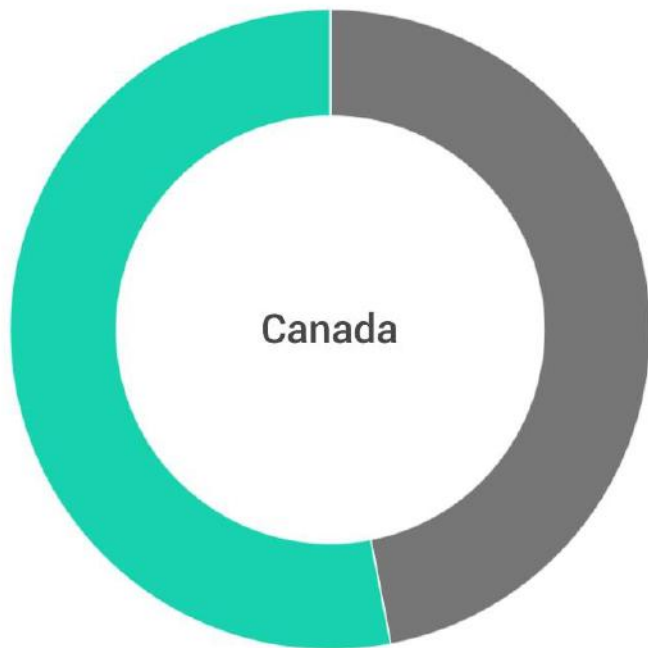
3,095 Level 2 Charging Stations
188 DCFC Stations

United States

32,333 Charging Stations

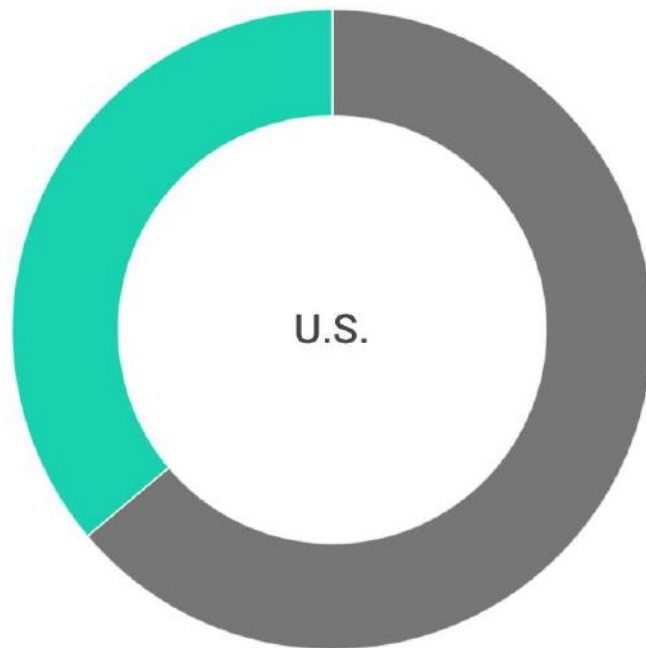


28,676 Level 2 Charging Stations
3,657 DCFC Stations



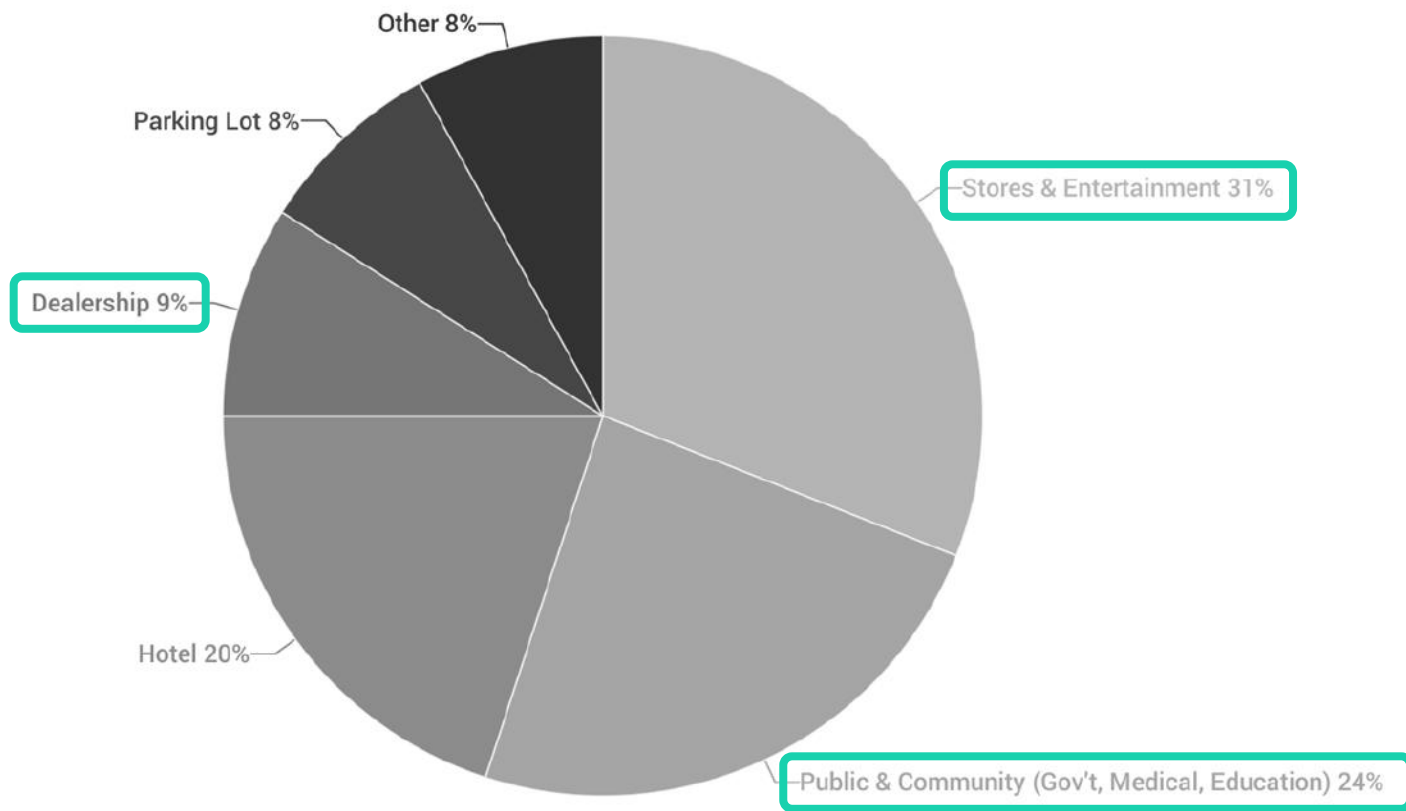
Canada

● Networked ● Non Networked



U.S.

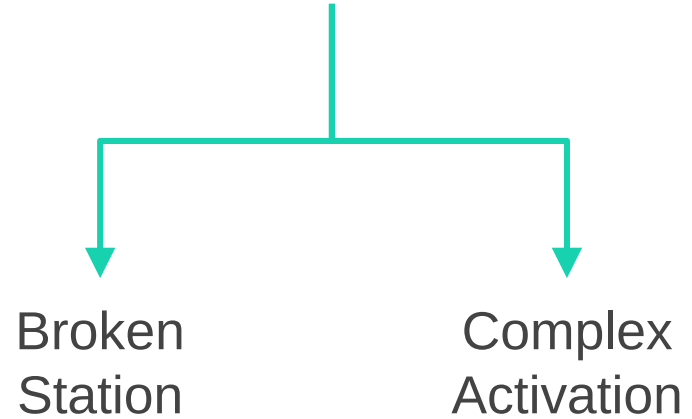
● Networked ● Non Networked



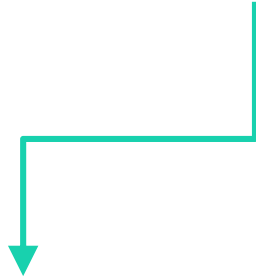
Inaccessible Station



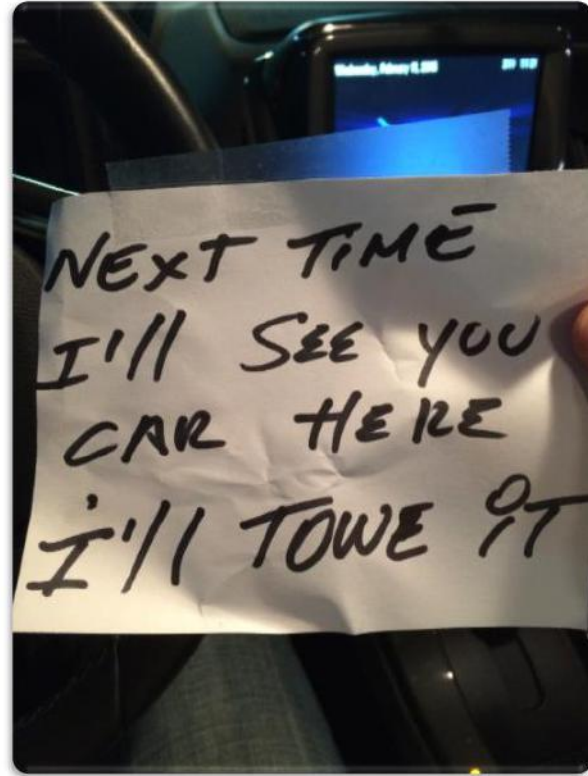
Station Not Working



Inaccessible Station



Hostile
Host



Inaccessible Station



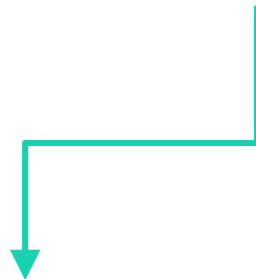
Poor
Signage



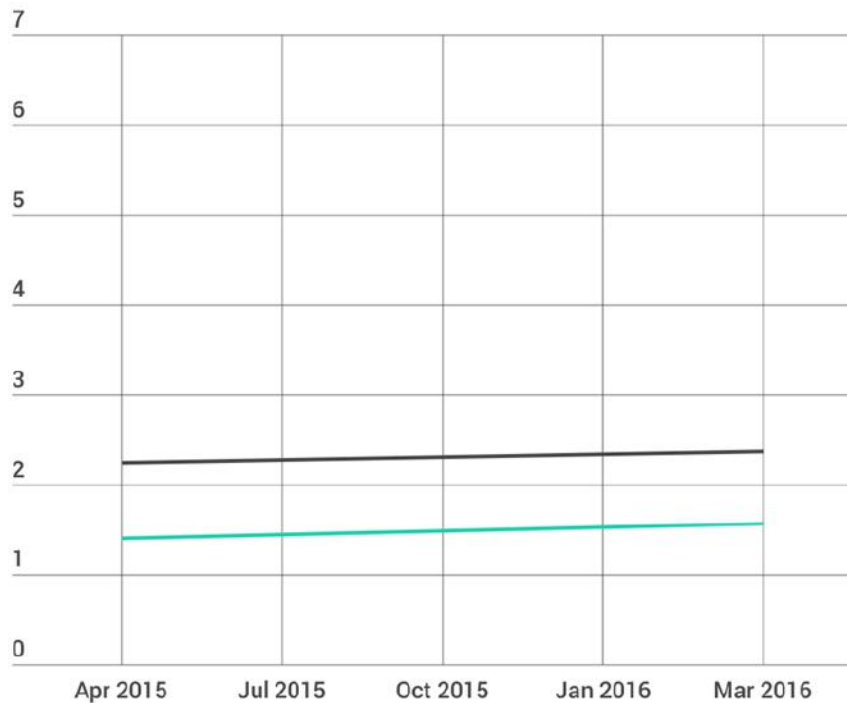


1 2 3-4 5-8 9+

Station Not Working

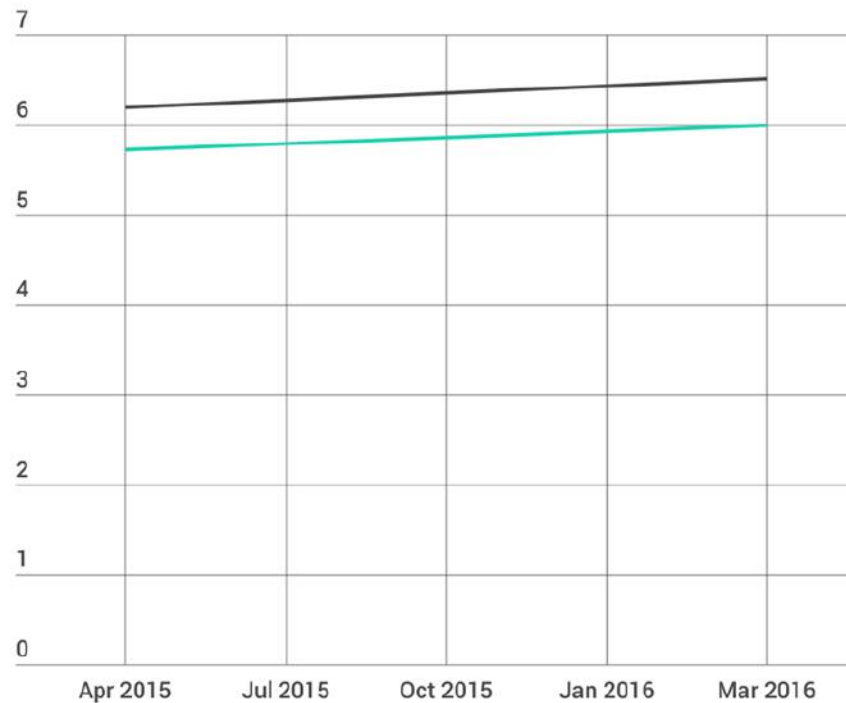


Broken
Station



● Charging Stations / Location in Canada

● Charging Stations/ Location in U.S.



● Tesla SuperChargers / Location in Canada

● Tesla SuperChargers / Location in U.S.

- Payment / Activation Method
- Open Hours
- Networks / Membership
- Instructions
- Card Reader

Station Not Working

Complex
Activation



Public Charging User Experience Checklist

☐ On-Site Personnel



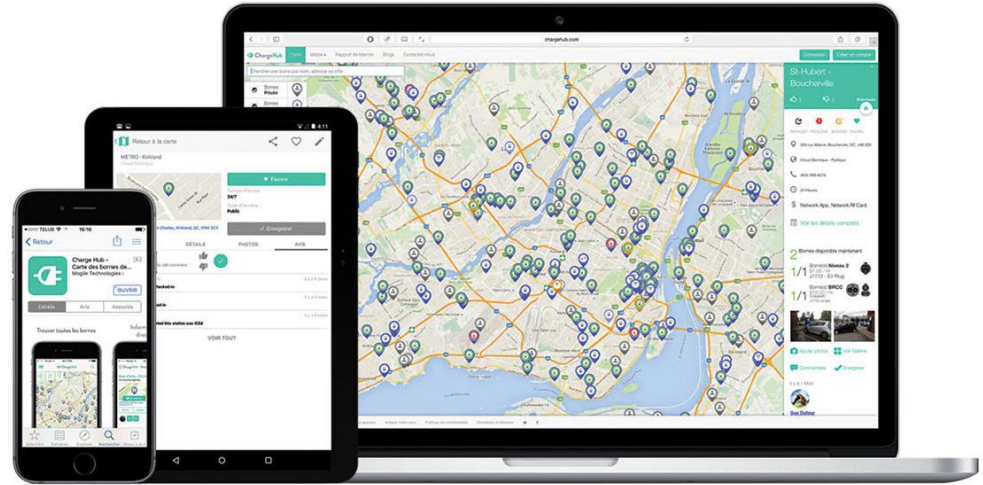
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- ☐ Signage / Accessibility



Public Charging User Experience Checklist

- ❑ On-Site Personnel
- ❑ Signage / Accessibility
- ❑ Information



 **ChargeHub**

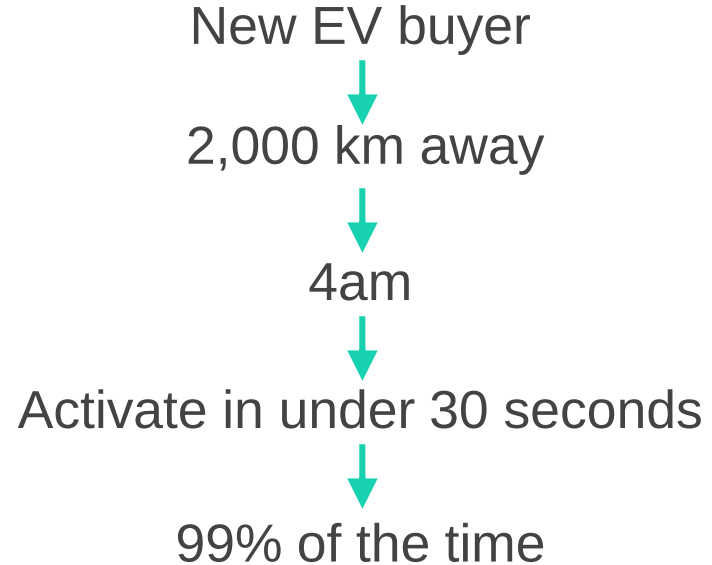
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- ☐ On-Site Personnel
- ☐ Signage / Accessibility
- ☐ Information
- ☐ Redundancy



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ChargeHub - Booth 1219

FREE Infrastructure Market Intelligence Report



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