

How to meet the needs of EV drivers



Electric Vehicle Summit 2018
Ireland

Citizens Advice



Advice charity > 300 local offices, phone, online



National Consumer Helpline



Official representative of domestic and small business energy consumers



Research into consumer issues across markets

What can go wrong for EV/PHEV drivers

"On a recent attempt to enter Wales via the Scenic route, three of the Gloucester Rapids were out of service. This was despite assurances from one of the sites that two were working."

"I can only do 40 miles per full charge when they said the car could do 90. What are my rights and can I get a refund?"

"I received a bill over £36 after charging my car in a public car park. Turns out after I finish charging my car, they ramp up the parking fee. This was not displayed properly."

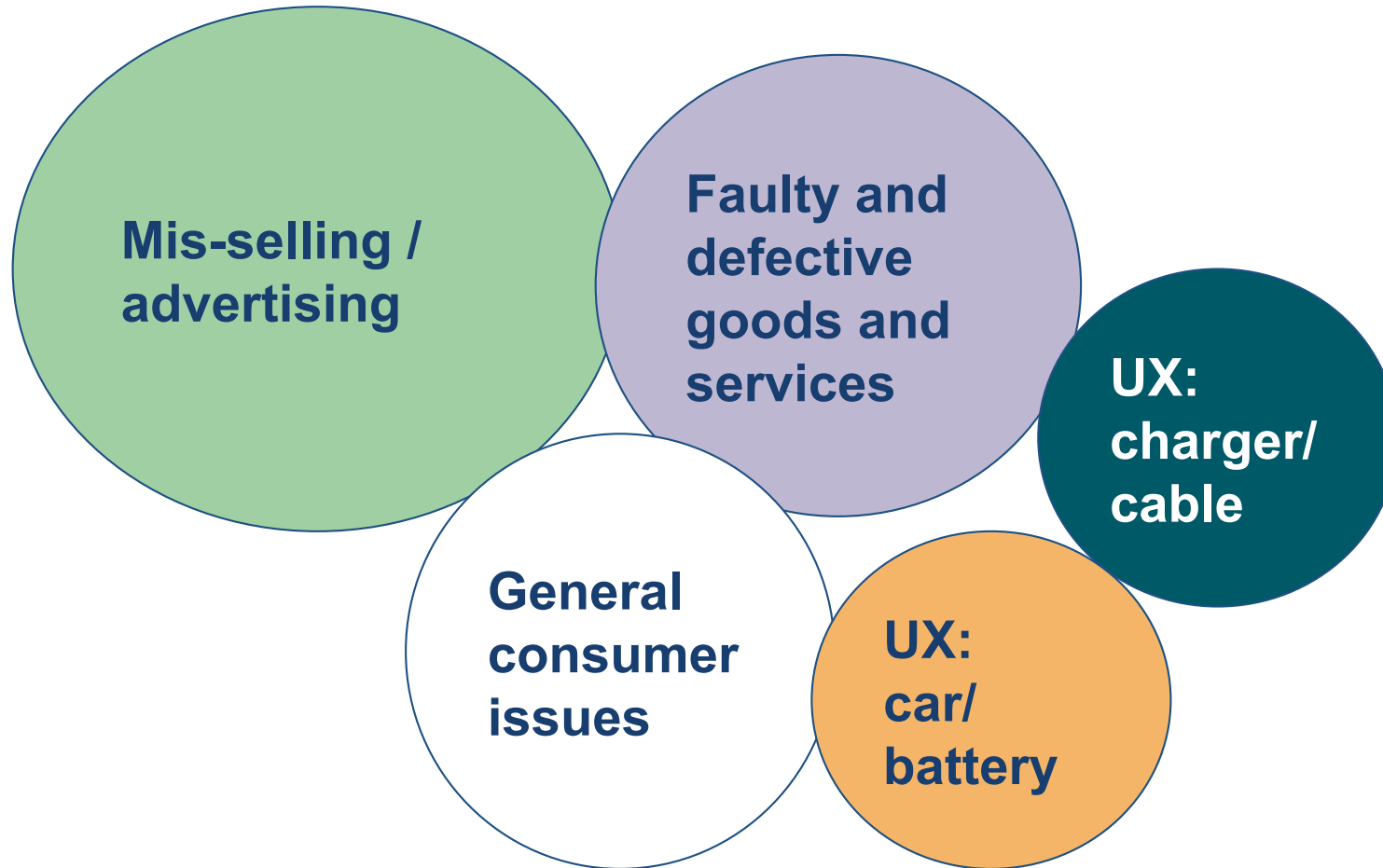
"I am unable to access the latest chargers installed by the X network without subscribing to their service. This is in direct breach of The Alternative Fuels Infrastructure Regulations 2017 which requires them to grant ad-hoc access."

"I used the cable that came with my hybrid to charge it at a domestic socket. This week the cable just melted. When I told the garage, they said the plug was not intended for regular use and are only for emergencies."

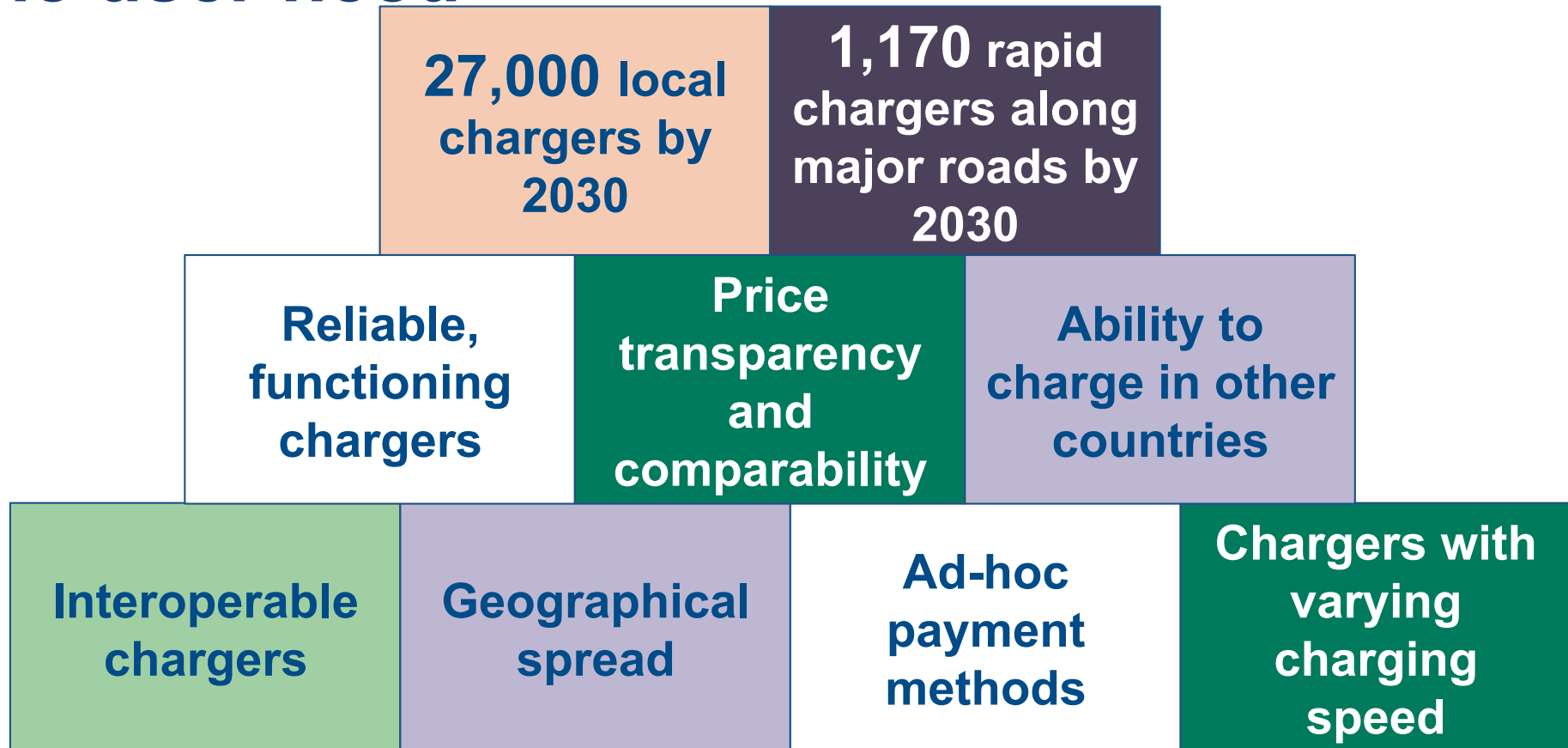
"I made it clear to the trader that I needed the car to charge quickly. The salesman said I could get a rapid charger in my home and it would cost less than £1,000. When I checked I couldn't get a rapid charger under £40,000."

"I was charging at work and it usually works fine. Then one day I had trouble disconnecting from the charger so I had to leave the cable plugged in overnight. The next day I found the cable had melted. [The charger operator] said I charged for too long and they won't replace my cable."

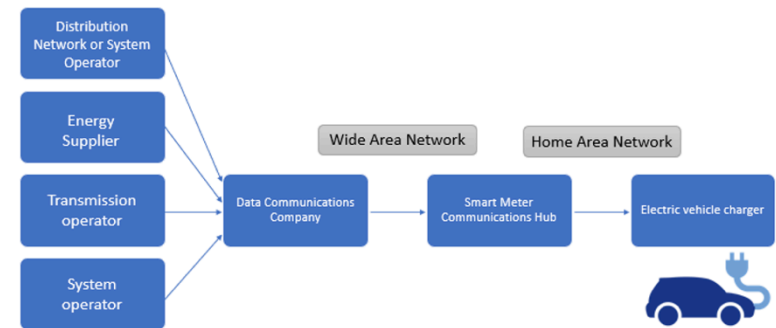
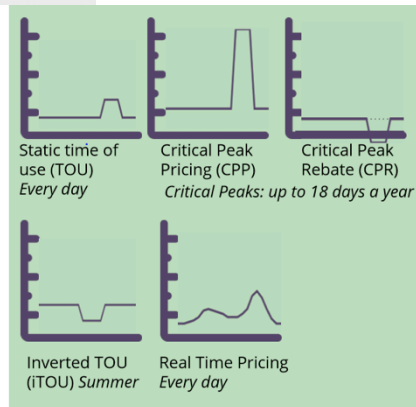
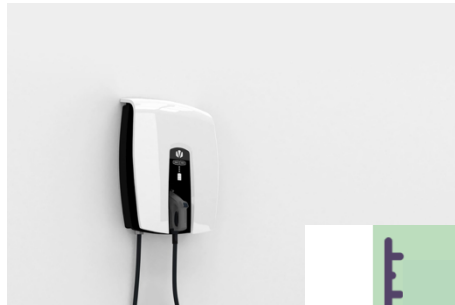
What drivers are telling us



Design charging infrastructure around the user need

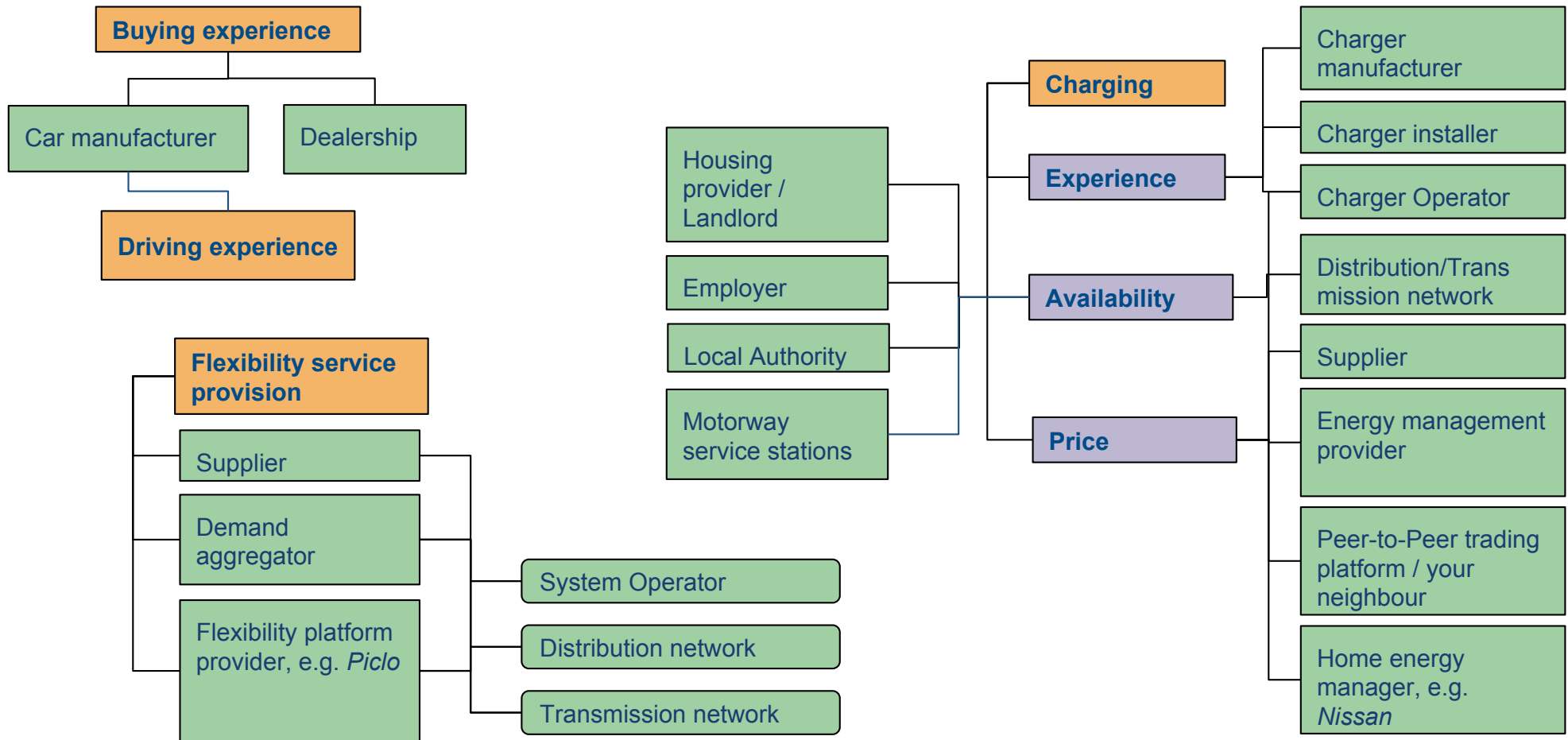


The future is flexible...



...but will EV drivers accept it?

EV user experience - it's complicated!



Get the basics right



information and advice provision to EV owners



keep standards, codes of conduct, procedures, laws, up to date to protect EV owners



alternative dispute resolution when EV owners are in conflict with a product or service provider

Thank you

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