

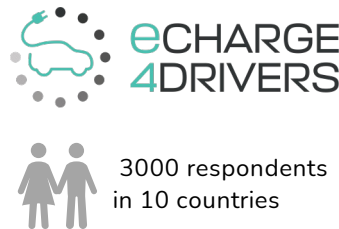
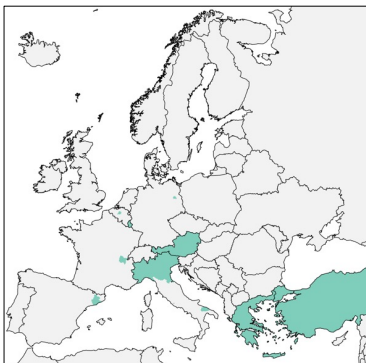
E-DRIVER, WHAT ABOUT YOUR CHARGING INFRASTRUCTURE?

A large-scale European study on charging habits, perceptions, concerns and expectations.

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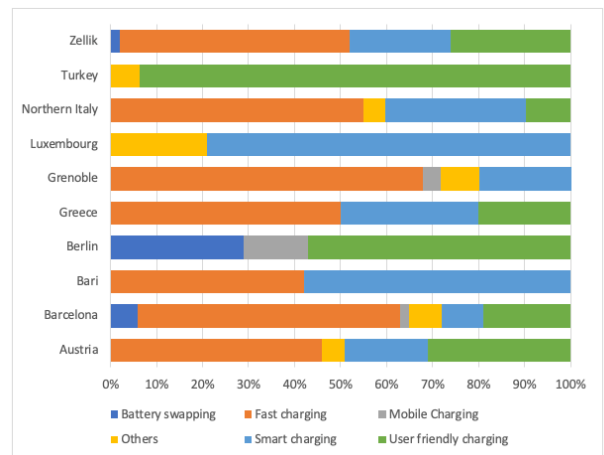
SURVEY

We report on the a priori users' concerns and expectations survey conducted in the winter of 2020- 2021. Based on a large-scale survey with almost 3,000 valid responses across the 10 project demonstration areas, the current users' charging habits, perceptions, concerns and expectations were measured; the users' mobility and parking habits surveyed as well as factors influencing users' decision making regarding charging an EV.



ACCEPTANCE of FUTURE CHARGING SOLUTIONS

To inform the future development of charging solutions in the project, the (L)EV drivers were asked to first express their preference for one of the specific solutions that are planned for roll-out in their respective demonstration area.



SATISFACTION with CURRENT EV INFRASTRUCTURE

The quality of the charging experience was measured in the survey by using the Charging Infrastructure Satisfaction scale for eMSPs/CPO's (Vanhaverbeke et al, 2018; Nuyttens et al, 2020). EV drivers were first asked to indicate the eMSP/CPO they had their last charging experience with and then score the tangibility (look and feel), availability, reliability and privacy for that experience on a scale of 1 (strongly disagree) to 7 (strongly agree). In case a respondent had experienced issues when charging, also statements about responsiveness, contact and compensation were presented. Finally, all EV drivers rated perceived value, loyalty and overall satisfaction. Overall, the satisfaction of EV drivers with the eMSP/CPO scores high: on average 5,5 out of 7 if we leave out the small samples in the grey columns. This is a score of 8/10 overall. There is quite some variation though, with scores ranging between 3,83 and 6,36.

	Austria	Barcelona	Bari	Berlin	Greece	Grenoble	Luxembourg	Northern Italy	Turkey	Zellik
Tangability	5,31	4,86	4,75	5,15	4,67	4,65	5,61	5,10	6,02	5,52
System Availability	5,68	4,84	4,30	4,88	4,67	4,56	5,79	5,13	5,84	5,29
Reliability	5,71	4,96	4,08	4,93	4,44	4,45	5,70	5,12	6,21	5,39
Privacy	5,35	5,07	5,47	4,56	4,28	4,66	5,26	5,08	6,20	5,19
Responsiveness	4,06	3,25	2,40	3,87		2,62	4,44	3,59	6,00	4,20
Contact	5,07	4,86	4,83	4,67		4,35	5,64	5,24	6,17	5,12
Compensation	3,07	2,69	2,00	3,89		2,46	3,27	2,93	5,17	3,67
Perceived Value	5,40	5,29	4,50	4,00	4,54	4,65	5,53	5,27	6,01	5,49
Loyalty	5,40	5,10	3,62	4,40	3,62	4,59	5,64	5,13	6,17	5,12
Customer Satisfaction	5,64	5,13	3,83	4,67	4,06	4,51	5,75	5,29	6,36	5,46

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