

**Amy Lastuka, Center for Sustainable Energy**

**Title:** The Electric Vehicle Charger Installation Process: Insights from Service Providers and Site Hosts

**Abstract:** While the electric vehicle (EV) market has experienced strong growth in recent years, a lack of sufficient chargers remains a significant barrier to EV adoption for many consumers. Rebate projects, including the California Electric Vehicle Infrastructure Project (CALeVIP), help to alleviate the financial burden of investing in chargers. However, financial concerns are not the only barrier to charger adoption. The market for charging infrastructure is new and changing rapidly, and many potential site hosts (property owners) have little to no experience with this market. To better understand the installation process from various stakeholders' perspectives, the Center for Sustainable Energy (the CALeVIP implementer) conducted interviews of electric vehicle service providers and charger site hosts. The findings from these interviews lead to an in-depth understanding of how the typical workflow of a charger installation project differs for different types of projects such as workplace, public, and multi-family locations, and which entities the site host interfaces with through the process (e.g. network providers, IOUs). This presentation will summarize these findings, including how potential site hosts search for information, what information different types of site hosts are typically lacking, and key decision points for the site host. Findings also include common barriers to starting or completing a charger installation. These findings will be used to inform improvements to an online tool created by the Center for Sustainable Energy on behalf of the California Energy Commission that will help alleviate the information gaps currently existing in the charging infrastructure market.