This report uses methodology v.01



Summary

Station uptime is high, but many charging attempts are unsuccessful because of faults and authorization problems.

6 Level 2 Stations 2 DCFC Stations

SITE ASSESSED 123 Hollywood Blvd. REQUESTED BY Gridion Inc. DATA ANALYZED 75 days: Feb. 6, 2025 to Apr. 23, 2025

Score Factors

Uptime 98.73%

Determined by OCPP communication patterns and connectivity.

- · Connectivity was generally strong, though 10 connection drops were recorded. Six of these occurred while a vehicle was plugged in.
- Stations are configured to allow charging during offline periods for user convenience; however, this can prevent authentication, and lead to lost revenue.

Charging Success 58.51%

A measure of a drivers ability to charge without issues.

- 1 in 5 charging attempts didn't work the first time.
- 1 in 9 users had problems with the system not providing a charge, often because of timeouts or other errors.
- Most faults are due to EV communication issues, potentially related to user error. System faults can abruptly stop charging; 17 were due to emergency switch presses and 9 resulted from CCS cable ground fault trips, which may require OEM contact.

| 90% | | 100% |
|-----|-----------------------|---------------|
| | Ideal Range (97-100%) | O Site Uptime |

Success when session 74% Success 26% Failur initiated via plug-in Success when session 43% Success 57% Failure

initiated via authorization

Other Data

Asset Performance

Assessment of issues that can negatively impact revenue and driver satisfaction.

- Approximately 12% of DCFC users experienced pre-charge times exceeding 2 minutes.
 - Between 3% and 6% of charging sessions are short-lived (under 2 minutes), providing



21 Short-Lived Sessions 44 Long Pre-Charge

0 Low-Power Sessions



Recommendations

insufficient energy to drivers.

- A significant factor impacting the Clockwork Reliability Index (CRI)score is a "Charging Terminated by unknown request" fault occurring on the DCFC station. Identifying the source of these unexpected charging terminations and implementing a fix should be a high priority.
- Resolving this problem would bring the CRI score to 71% and is likely to lead to a noticeable improvement in experience, as it directly addresses a frustrating and time-consuming issue for drivers.
- As many early charging disconnections may be happening because of user error, increased or improved signage explaining how to start a • charge could be a low-cost and effective way to improve charging success.