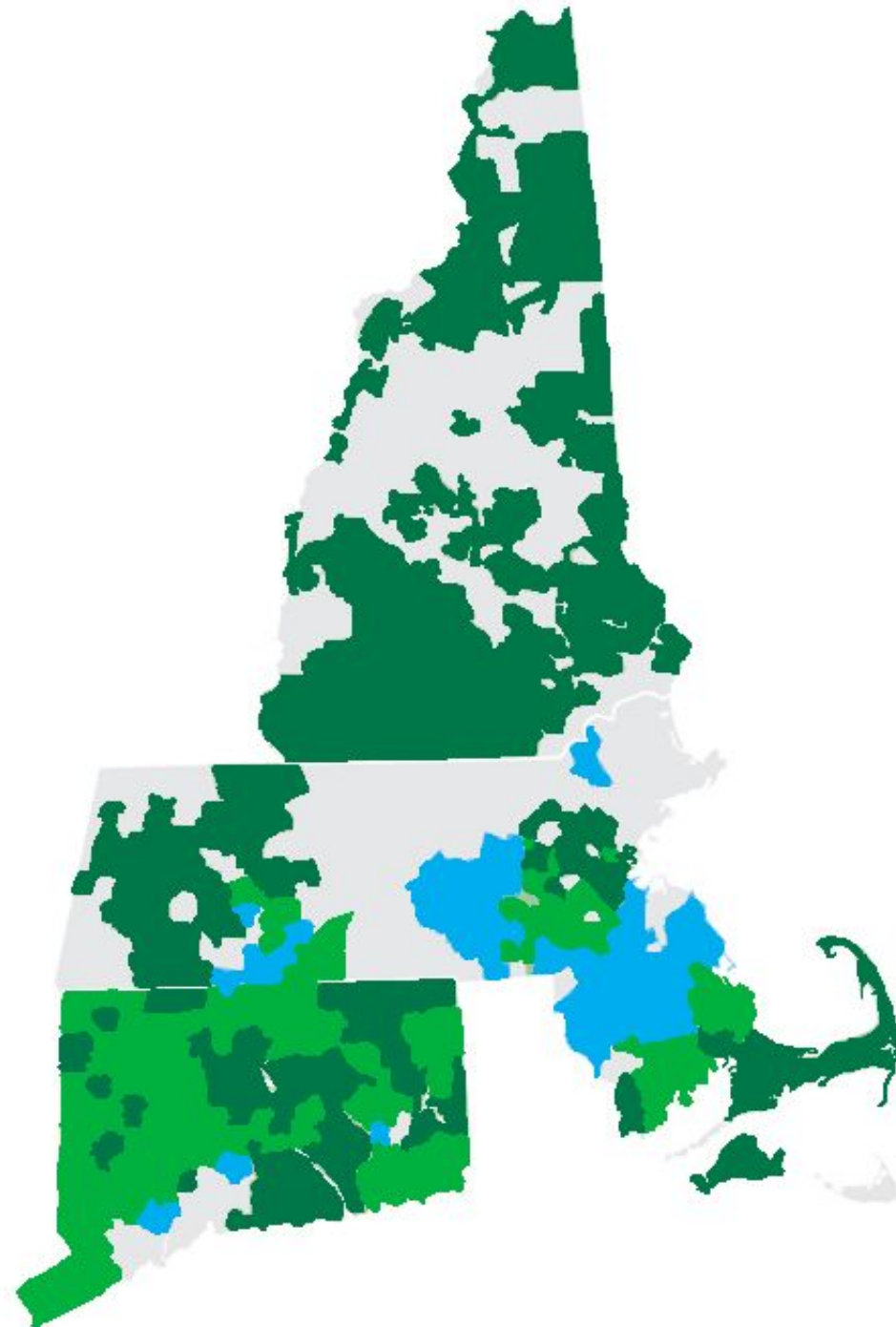





EVERSOURCE

Eversource is New England's largest energy provider, proudly serving more than **3.6 million electric and natural gas customers** in CT, MA and NH.

Eversource has been recognized by **Newsweek Magazine** as one of America's most responsible companies and is ranked by **ACEEE as the top utility** in the country for **energy efficiency**.

Eversource is leading the way, serving as a catalyst for clean energy, finding new and innovative ways to power New England.

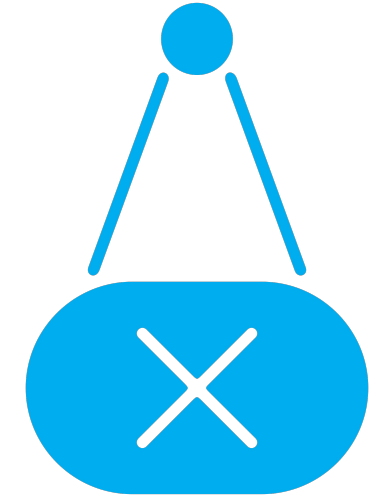


-  **EVERSOURCE** Electric
-  **EVERSOURCE** Gas
-  **EVERSOURCE** Electric & Gas Combined

Reliability of EV Chargers

Table 3. Functional State of EVSEs by the Top 3 EV Service Providers

	ChargePoint		Electrify America		EVgo	
	N	%	N	%	N	%
Functioning						
Charged for 2-minutes	21	47.7%	228	60.2%	120	55.6%
Occupied by EV and charging	6	13.6%	52	13.7%	37	17.1%
Total	27	61.4%	280	73.9%	157	72.7%
Not Functioning						
Connector broken	0	0.0%	2	0.5%	3	1.4%
Blank or non-responsive screen	4	9.1%	13	3.4%	5	2.3%
Error message on screen	4	9.1%	17	4.5%	3	1.4%
Connection error	0	0.0%	0	0.0%	6	2.8%
Payment system failure	3	6.8%	25	6.6%	16	7.4%
Charge initiation failure	5	11.4%	15	4.0%	22	10.2%
Total	16	36.4%	72	19.0%	55	25.5%
Station Design Failure						
Cable would not reach	1	2.3%	27	7.1%	4	1.9%
TOTAL	44	100%	379	100%	216	100%



Of top 3 EV Service Providers, consumers were not able to initiate charging session
19 – 36%

Market Need – EVSE Service

“As the Globe reported in April, two of the six chargers installed at rest stops along the 138-mile highway — in Natick and the westbound Charlton stop — have been out of service for over a year. EVgo, the company that operated the chargers, withdrew all six charger locations from its listings and said it could not repair the problems on its own.”

Senators blast Baker administration over broken EV chargers on Mass. Pike

By [Aaron Pressman](#) Globe Staff, Updated June 7, 2022, 8:45 a.m.



An EVgo charger at the Lee Service Plaza on the Massachusetts Turnpike. AARON PRESSMAN

EV RaaS – Reliability as a Service

ChargerHelp!

Explore EV workforce pipelines for new entry level roles with a focus on diverse candidates

WORKFORCE DEVELOPMENT

RELEASE DATE

SEPTEMBER 13, 2022

INTRODUCTION

ChargerHelp! is overcoming the skills gap and recruiting quality, underutilized, reliable, high performing professionals. Our rapid evolution due to our technology, customer needs, and changing demographics has heightened the demand for a skilled and developed workforce.

We collaborate with our local Workforce Centers and create partnerships with organizations to train and hire from our local communities.



EVERSOURCE

Regarding Grid Modernization, to achieve Boston's Carbon & Equity goals, a critical obstacle to overcome is achieving reliable uptime of the EVSE charging network.