

Editorial – English Version

For electric mobility to be fully successful, vehicle drivers must be offered charging service when roaming with good quality, i.e. efficient, simple, trustworthy and ultimately satisfying. To this end, AFIREV built an observatory in 2020 to measure this quality, the results of which are presented in this report for the second year.

This measurement is based on the one hand on data reported by volunteer network and service operators, and on the other hand on an opinion survey of electric vehicle users, as well as comments posted on social networks.

Two new features appear in this second edition: a "quality score" that summarizes the overall level of indicators, to facilitate monitoring, and an analysis of results by geographic region, not just at national level.

The results of this edition confirm those obtained last year and do not mark a progression. We must recognize that the quality of charging service is not at the level needed to meet expectations and support the development of the market: we note, for example, that nearly 7% of charging stations happen to be out of service for more than 7 consecutive days, 27% of charging sessions do not achieve satisfactorily and 80% of drivers claim to have encountered at least one major charging fault in the previous 6 months.

The mobilization of stakeholders is therefore necessary, especially on the design and maintenance of facilities and management systems, on the accuracy and completeness of data provided to users, and on the understanding and predictability of prices. There is also a need for users to better understand how charging facilities, and the vehicles they use, operate. AFIREV will work on solutions with stakeholders in 2022, in cooperation with AVERE and public authorities.

However, it is necessary to mention the health context of these two years, which makes maintenance and repair of the installations more complicated due to the difficulty of obtaining spare parts.

It should be noted that the obligation to publish quality results by charging unit or service operating unit, introduced by Decree No. 2021-546 for this year 2022, will promote transparency and will help improve this observatory.

Once again, I would like to thank data providers and participants in the working group who have enabled us to produce this new study. New contributors have joined us in 2021 and I invite others to do so in 2022.

Good Reading,

Gilles Bernard, President of AFIREV

