

# ChargerHelp!: Reliable & Cost-Effective EV Charger Maintenance Software & Services

Accelerating mass adoption of electric vehicles requires not only the installation of millions of charging stations – it also requires those stations to work. Uptime is vital to consumer confidence in electric vehicles, but today, approximately 25% of chargers are non-operational at any given time.<sup>38</sup> And if drivers don't report non-working stations, network providers may not even know there is a problem.

Uptime and reliability is critical for EV charging stations that have been deployed by EIP's partner utilities. Without a reliable and affordable service and maintenance solution for charging stations, issues can result in long outages and threaten the adoption of electric vehicles.

ChargerHelp! ("CH!") was founded in 2020 by Kameale Terry (CEO) and Evette Ellis (Chief Workforce Officer) to address exactly this issue. The company provides dispatch software to accelerate charger repair and maintenance and has an on-demand technician platform. ChargerHelp! deploys its platform within one day, connecting service requests to the company's specialized technicians, and brings repair times down to 1-2 days from 15-30 day industry norms.



*EIP Principal Vida Asiegbu and the ChargerHelp! team*



Additionally, ChargerHelp! is dedicated to leveraging technology to remove employment barriers and improve economic mobility within all communities. The company is creating high-paying jobs in the growing green economy and enhancing in-demand skills and knowledge in communities across the country. ChargerHelp! is collaborating with local workforce centers and creating partnerships with organizations to hire and train high-performing professionals from underrepresented backgrounds. Moreover, EIP's partners can and have sought opportunities to collaborate with ChargerHelp! on workforce development within their territories.

EIP invested \$1mm in ChargerHelp!'s \$2.75mm Seed round in March 2021. ChargerHelp! is headquartered in Los Angeles, CA and has approximately 30 employees.



**Data-driven Reliability Insights** CH! software captures all data related to charging station reliability, providing a single source for charging station health and insights that enable the uptime levels drivers expect



**Optimized Service Workflows** CH! software aggregates charging station, network, and vehicle data to quickly identify trends and optimize remediation pathways. Bringing all stakeholders together on a single platform improves communication efficiency and reduces time to issue resolution



**Service Quality Assurance** CH! software tracks technician credentials and detailed information throughout the service process, ensuring every charging station interaction is completed by a qualified service provider



**Certified EVSE Technicians** CH! technicians go through a proprietary training program, and all have OSHA and NFPA70E safety certifications



**Dispatched When You Need Them** CH! services are available with multiple service-level agreements, allowing offerings to be tailored to the needs of each customer's business



**Logistics and Warranty Support** CH! provides logistics and warranty coordination with equipment manufacturers and can manage spare parts inventory for rapid shipment on-site