In late 2023, the Electrical Safety Foundation surveyed electric vehicle supply equipment installers, building owners, and electric vehicle owners to understand their knowledge of electric vehicle charging safety and to understand how prepared each group was for EV charging.

Electric Vehicle Supply Equipment (EVSE) Installers

- 82% of installers believe EVSE installation should require specific certification
- 76% of installers received specific EVSE training
- 24% of installers often or always had to upgrade customers’ service panels before installing EVSE

56% of Customers Express Concern about EVSE

- General safety: risk of electrocution, fires, general harm, especially to children
- Installation issues: worries about location, potential to interfere with existing infrastructure, whether installation is safe, quality, and certified
- Concerns about power supply, charging capabilities, whether speed is fast enough for daily needs, enough power to charge their car, over/under charging concerns

Building Owners EVSE

- 91% of building owners had a site inspection conducted before installing EVSE
- 57% of building owners had to have maintenance conducted on their EVSE
- 20% had to replace EVSE equipment
- 89% of building owners were satisfied or very satisfied with their EVSE installation experience

When asked how they expect the number of EVSE installations in their buildings would change over the next two months:

- 66% expected somewhat or significantly more EVSE
- 28% expected about the same EVSE
- 7% expected somewhat or significantly fewer EVSE

Electric Vehicle Owner Survey

- 63% had a site inspection completed before installing EV chargers
- 23% of owners had experiences where they were unable to charge their EV because they could not find a compatible charger type
- 45% purchased an adapter to charge their EV at a different charger type

Who Installed the EV Charger

- 65% Electrician
- 18% Contractor
- 11% DIY
- 5% Handyman
- 8% of owners received a shock when charging their EV