

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

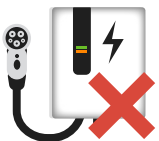
28% expected **about the same** EVSE

7% expected **somewhat** or **significantly fewer** EVSE

Electric Vehicle Owner Survey



63% had a **site inspection** completed before installing EV chargers

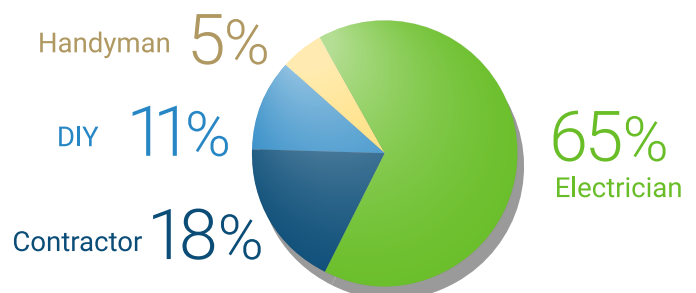


23% of owners had experiences where they were **unable to charge** their EV because they could not find a **compatible charger type**



45% purchased an **adapter** to charge their EV at a different charger type

Who Installed the EV Charger



8% of owners **received a shock** when charging their EV