

# Charging Service Canvas, Public Charging

Area served	Arrival	Charging	Operations
Total Power	<b>Discovery of chargers</b> <input type="checkbox"/> Own app <input type="checkbox"/> Chargers published to car nav systems & maps apps <input type="checkbox"/> Roaming partner apps:  <input type="checkbox"/> Signage next to the road <input type="checkbox"/> _____	<b>Payment &amp; Authentication</b> <input type="checkbox"/> Integrated card payment <input type="checkbox"/> Card payment kiosk <input type="checkbox"/> RFID tags <input type="checkbox"/> Apps from roaming partners <input type="checkbox"/> Own App <input type="checkbox"/> AutoCharge <input type="checkbox"/> 15118 Plug&Charge <input type="checkbox"/> _____	<b>Driver support</b> <input type="checkbox"/> Self-service advice on... _____ <input type="checkbox"/> _____ L1 Support <input type="checkbox"/> Service center via phone: Outsourced / Internal <input type="checkbox"/> Service chat via app <input type="checkbox"/> _____
Power infrastructure	<b>Pricing</b> Pricing display <input type="checkbox"/> Mobile app <input type="checkbox"/> Charger Display <input type="checkbox"/> Sticker <input type="checkbox"/> Totem <input type="checkbox"/> _____	<b>Receipting</b> <input type="checkbox"/> Digital receipts w. integrated payment terminals / kiosk <input type="checkbox"/> Paper receipts from Kiosk <input type="checkbox"/> Digital receipt from app <input type="checkbox"/> Self service portal for getting receipts later <input type="checkbox"/> Receipts via customer service <input type="checkbox"/> _____	L2 Support <input type="checkbox"/> Own Operations Center <input type="checkbox"/> On site staff <input type="checkbox"/> _____
Charging Points & Dispensers			<b>Field Engineering</b> <input type="checkbox"/> On site staff <input type="checkbox"/> Partner staff from: _____
Charging Point Placement			Dispatch process:
Other	Pricing structure <input type="checkbox"/> /kWh energy pricing <input type="checkbox"/> Charging time cost <input type="checkbox"/> Idle fee <input type="checkbox"/> _____		
During charging			

# Charging Service Canvas, Public Charging

## Area served

Where are the sites? What country and region are they placed in?

## Total Power

Describe the total charging power on the site grouped in AC and DC or more granularly if relevant

## Power infrastructure

Do the chargers get their power from the same transformer as the rest of the site? Is there local production or energy storages? Do other variable loads need to be accounted for?

## Charging Points & Dispensers

List the charging points by type. Include also peak power, eg.  
6x150kW DC CCS2 400-900V or  
3x22kW AC Type2

## Charging Point Placement

Describe the placement of charging points on the site. Eg. Under canopy, trailer friendly, fishbone parking, truck accessible...

## During charging

What amenities and services are available for drivers? Is the provider the same as

## Other

What else is important about the site that is relevant for planning or customer experience?

## Arrival

### Discovery of chargers

How do the drivers find the chargers when they need them?  
How are they guided within the site to a free charger or the charging field?

### Pricing

#### Pricing display

How do the drivers find out what pricing is? Does the pricing or mechanism of finding out depend on the authentication mechanism (eg. roaming vs ad-hoc)

#### Pricing structure

What do customers pay for? Energy (kWh)  
Time at charger (min), prepaid packages?

Regulators in some countries have placed limits on what are acceptable tariff bases, especially in public charging.

## Charging

### Payment & Authentication

How do drivers authenticate and pay?

Do we recognize the vehicle? Get a command to start via an app or receive payments via payment terminals?

### Receipting

How do drivers get receipts for their charging?

Does the mechanism differ based on the authentication method?

What compliance requirements are applied to receipts (fiscalization proofs, metering or compliance verification)

## Operations

### Driver support

How do you communicate to drivers? How can drivers help themselves?

These are the measures you take to avoid drivers contacting the L1 support.

#### L1 Support

When a driver needs support, who do they contact and how?

#### L2 Support

When basic advice is not enough, who can L1 support contact for more help?

### Field Engineering

Who goes into the field when repair and maintenance is needed?

Are there different roles for different situations and tasks?

#### Dispatch process:

Who can decide to send a field engineer? How does this happen?

# Charging Service Canvas, Public Charging

**Area served**  
Norway, Finland,  
Sweden, Estonia

**Total Power**  
600 kW – DC  
50 kW – AC

**Power infrastructure**  
Charging shares transformer  
with retail property.  
30-40kW solar production  
Adaptive load management

**Charging Points & Dispensers**  
6x CCS2@150kW peak  
1x CHAdeMO@100kW, alternate w,  
CCS2  
10x Type2@22kW

**Charging Point Placement**  
DC charging under canopy  
replacing fuel pumps.  
AC charging in

**Other**  
Fuel retailing also available.  
Locations next to major inter-city  
roads.

**During charging**  
Retail location with restaurant,  
toilets and a shop

## Arrival

### Discovery of chargers

- ☐ Own app
- ☒ Chargers published to car nav systems & maps apps
- ☒ Roaming partner apps: *virta, Plugsurfing*
- ☐ Signage next to the road
- ☐

### Pricing

- Pricing display
- ☒ Mobile app *Roaming only*
  - ☒ Charger Display
  - ☐ Sticker
  - ☒ Totem
  - ☐

### Pricing structure

- ☒ /kWh energy pricing
- ☐ Charging time cost
- ☐ Idle fee
- ☐

## Charging

### Payment & Authentication

- ☐ Integrated card payment
- ☒ Card payment kiosk
- ☒ RFID tags
- ☒ Apps from roaming partners
- ☐ Own App
- ☒ AutoCharge *via contract only*
- ☐ 15118 Plug&Charge
- ☒ *Logistics contracts, own backend*

### Receipting

- ☐ Digital receipts w. integrated payment terminals / kiosk
- ☒ Paper receipts from Kiosk
- ☒ Digital receipt from app *Roaming*
- ☐ Self service portal for getting receipts later
- ☒ Receipts via customer service
- ☐

## Operations

### Driver support

- ☒ Self-service advice on... *charger & payment kiosk display*
- ☐
- L1 Support
- ☐ Service center via phone: Outsourced / Internal
- ☐ Service chat via app
- ☒ *On-site staff*

### L2 Support

- ☒ Own Operations Center
- ☐ On site staff
- ☐

### Field Engineering

- ☐ On site staff
- ☒ Partner staff from: *Charger Maintenance LLC*

Dispatch process: