



# EV charging with a fresh perspective



## Accessible EV Charging for *everyone*

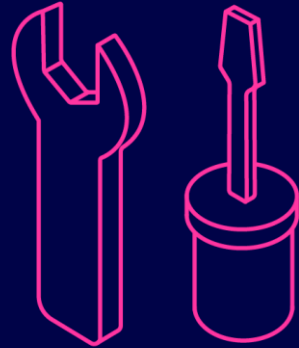
Consumers are demanding quality, safe, reliable and accessible EV charging.



# Accessible EV Charging for **everyone**



Quality Site Design



Reliable Chargers



Customer Support



Payment & Pricing





# Quality Site Design

## *Universal* Design Guidelines

- ✓ Design of the Charging Station
- ✓ Parking Space Design
- ✓ Information Available at the Chargepoint

Zevi have set the standards for the industry to follow best practice across all aspects of EV installations.





# Quality Site Design

## Security and Safety

- ✓ Ample Lighting
- ✓ CCTV
- ✓ Charger Location

When considering EV charging locations and useability for *everyone* additional facilities need to be included.







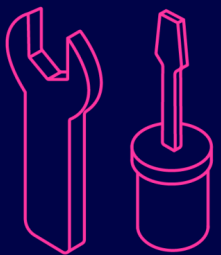
# Quality Site Design

## Amenities and Dwell Time

- ✓ Access to local services
- ✓ On the go food and drink
- ✓ Meeting space
- ✓ Evolving business models across Europe

When EV charging becomes faster and more ubiquitous, the customer experience will be the winning formula.





## Reliable Chargers

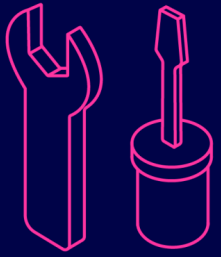
**As a CPO we are committed to having the most reliable EV charging network.**

- ✓ Guaranteed Uptime of 99%
- ✓ 24/7 Network Monitoring
- ✓ Reactive and Planned Maintenance
- ✓ Best in class 24/7 customer service

**Why do we commit to this?**

- ✓ Return on Investment
- ✓ Consumer Choice
- ✓ One chance with the customer

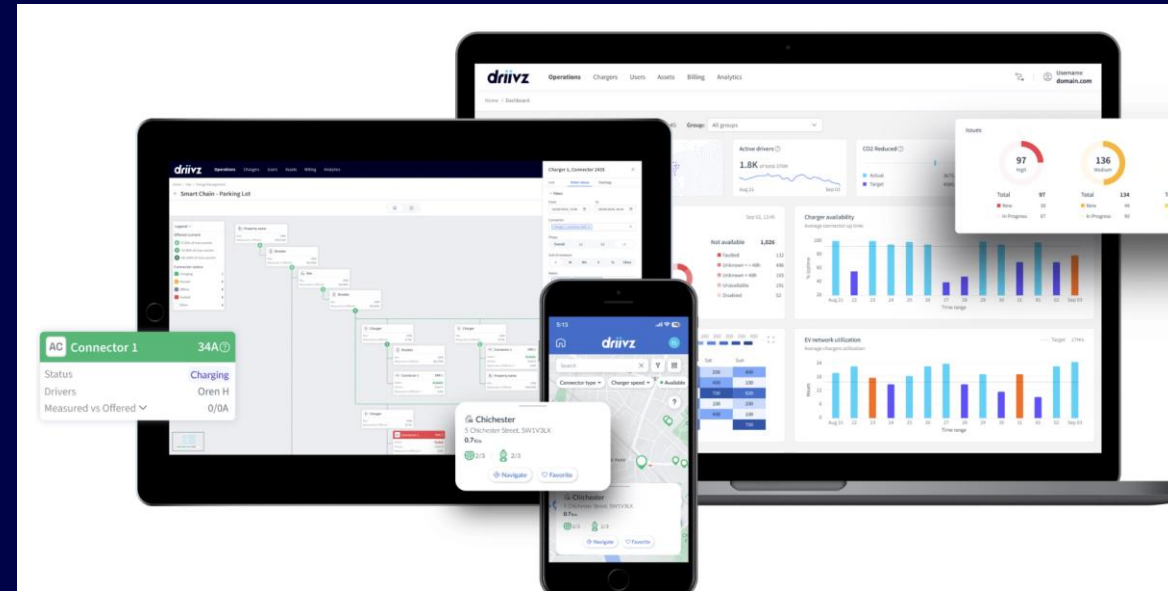
AFIR Targets & Reporting will shed a new light on CPO performance that we all must be on top of our game!



# Reliable Chargers

## Integrating Technology to enhance reliability

- ✓ Digitally managed EV networks
- ✓ Real time alerting
- ✓ Remote Management
- ✓ Analytics and Reporting
- ✓ AI Integrations
- ✓ Automated Processes



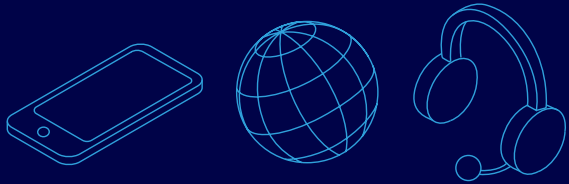




# Customer Support



Car not charging = Customer at their point of need

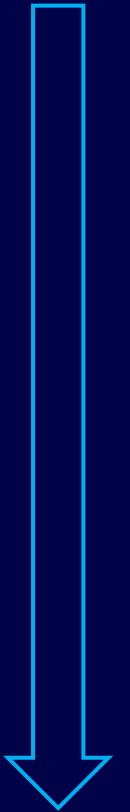


Multiple communication channels  
*Phone, internet, social media*



Issue resolved and customer on their way

Customer  
Expectation  
**2-5 min**





## Customer Support

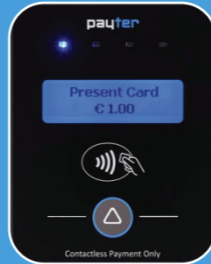
At Weev we have a strong focus on our First Time User Experience

- ✓ **Customers are new to public charging** – First time charging away from home?
- ✓ **Which payment options will they use?** – Does it work first time?
- ✓ **I need help who do I speak to?** – Are the comms on the charger clear?
- ✓ **How much will this cost me?** – Is pricing clear and understandable?



# Customer Support

## Contactless



- ① To start **insert connector**
- ② **Tap card** to start charge  
**Only tap card once**
- ③ To stop **tap the finish button**  
on screen
- ④ **Tap card** to end charge

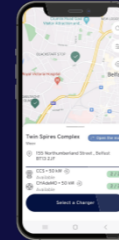
## Weev Fob



- ① To start **insert connector**
- ② **Hold fob** to start charge
- ③ To stop **tap the finish button**  
on screen
- ④ **Hold fob** to end charge

\*NO HOLD FEE

## My Weev App



- ① **Insert connector**
- ② **Follow instructions**  
on the My Weev App

\*NO HOLD FEE



**24/7 Support – Please call 019682222**





# Payment & Pricing

- ✓ Pricing must be clear and transparent
- ✓ Dynamic Pricing Options
- ✓ Multiple Payment Options
- ✓ No Need for *Multiple* Subscriptions
- ✓ Consistent Pricing Across Networks
- ✓ Clear & Fair Overstay Fees

CHARGING PROMOTION

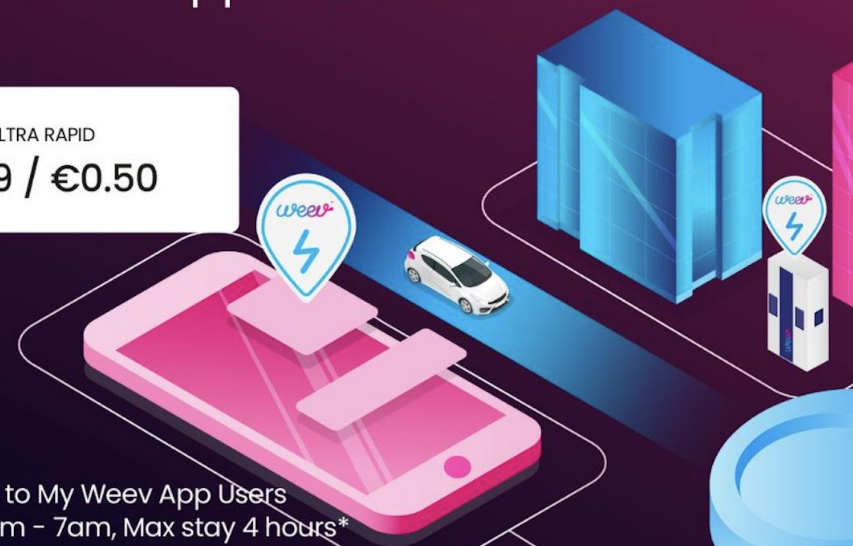
## Night Rate

Save up to 30% vs standard daytime rates, **exclusive deal** to My Weev App Users

RAPID & ULTRA RAPID

£0.49 / €0.50

Exclusive to My Weev App Users  
From 10pm - 7am, Max stay 4 hours\*





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Contactless on all chargers 50kW and above to allow for Tap&Charge

## Weev Fob

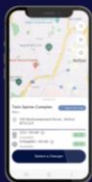


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RFID fob for business customer and consumers who prefer a non-app option.

## My Weev App



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- ② **Follow instructions** on the My Weev App

\*NO HOLD FEE

My Weev app for direct customers. Access to best pricing and promotions.



3<sup>rd</sup> party roaming to allow use of Weev chargers on other apps and networks.



**Weev** *got the power*

