



WORKING WITH CH!
SERVICE OFFERINGS

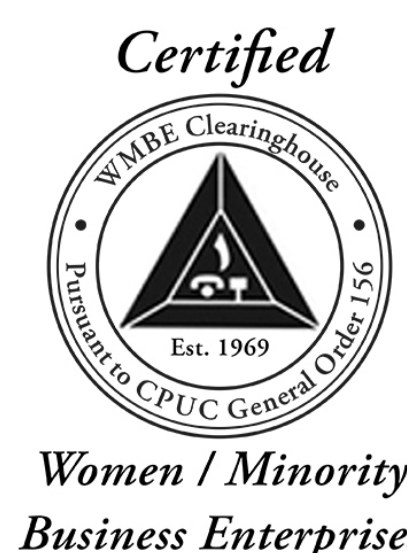
RELEASE DATE
SEPTEMBER 13, 2022

PARTNER OVERVIEW



INTRODUCTION

ChargerHelp, INC (CH!) is a federally certified Disadvantage Business Enterprise (DBE), nationally and state-certified Woman Minority- Owned Business Enterprise (WMBE). Since 2020 CH! has tackled electric vehicle (EV) charging stations' software and hardware failures for over 7,000 charging stations. Through our safety and training curriculum and EMPWR platform, CH! enables a workforce to diagnose and repair the wide range of unique EV charging technologies in the market today, bridging the gaps between EV Service Providers and Manufacturers.



Our Offerings

We provide Technology & Reliability solutions for maintaining EV charging stations that increase uptime through in-field services and data capture.

Workforce Development

Workforce Development is woven into the fabric of our company. We collaborate with our local Workforce Centers and create partnerships with organizations to train and hire from our local communities. We currently offer three workforce development tracks: Community, Reskill, EVSE Technician.

EMPWR O&M Platform

Setting a new standard for O&M requires Technology powered solutions to maintain EV charging stations. Since those solutions didn't exist in the market or fit our needs without massive overhauls and customizations, we decided to build a platform from the ground up.

Reliability as a Service

RaaS is a labor subscription service that provides peace of mind to charging station owners and operators who require fast and reliable O&M services at consistent, hassle-free pricing. ChargerHelp's certified EVSE Technicians provide expert services at speeds that meet your business needs.

ChargeAssess

ChargeAssess is an audit of your current EV Charging infrastructure. Upon completion of the audit, organizations can access their current uptime metric.



Current Customers

CH! is contracted with dozens of companies ranging from EVSE OEMs, Software OEMs, Site Hosts, Utilities, Own & Operators, and Fleets.



Our Approach

1

Quality, safety, and providing good service

Quality, safety, and providing good service are non-negotiables at CH! For any EVSE Technician to grow in experience and skillset and to perform at the highest level, it's important that the work is reviewed, that training is ongoing, and that we cultivate an environment of improvement and betterment.

2

We are committed to hitting established KPI's

Field Service Managers review and discuss work orders weekly with their respective regional teams of Technicians to coach and knowledge-share on areas of improvement and insights. Field Service feedback is shared with our Client Success team, who then provides insights and collaborative suggestions to enhance the process, remove barriers, and help to implement necessary changes with our Clients. We are committed to hitting established KPI's.

3

Good Business | Good Service | Good People

We are obsessed with leveraging Technology to remove barriers and enable economic development within all communities. We believe a good business invests in people, provides ongoing training, removes barriers, cultivates an energetic and fun culture, and strives to better people's lives and our environment.