

**Massachusetts Electric Vehicle Infrastructure Coordinating
Council**

Wednesday, February 5, 2025 | 1–3:00 p.m.
Via Zoom

EVICC Members Present

- Assistant Secretary Joshua Ryor, Executive Office of Energy and Environmental Affairs, EVICC Chairperson
- Commissioner David Rodrigues, Division of Standards
- Commissioner Staci Rubin, Department of Public Utilities
- Aurora Edington, Department of Energy Resources
- Brian Ferrarese, Department of Environmental Protection
- Chris Aiello, Department of Transportation
- Kat Eshel, Massachusetts Bay Transportation Authority
- Eric Bourassa, MAPC
- Hank Webster, Director of Climate strategy, Department of Environmental Protection
- Senator Mike Barrett, Chairman of the Joint Committee on Telecommunications, Utilities and Energy
- Audrey Horst, Research Director, Office of State Senator Michael Barrett
- State Representative Jeffrey Roy, Chair, Joint Committee on Telecommunications, Energy, and Utilities
- Andrea Bolduc, Research Analyst for the Joint Committee on Telecommunications, Utilities and Energy

EVICC Members Absent

- None

Additional attendees and presenters

- Katie Gronendyke, Executive Office of Energy and Environmental Affairs
- Mark Scribner, Executive Office of Energy and Environmental Affairs
- Nicole Voudren, Better Together Brain Trust
- Kari Hewitt, Planning Communities
- Elisa Guerrero, Planning Communities
- Alexia Melendez Martineau, Plug In America
- Sarah Shenstone-Harris, Synapse
- Asa Hopkins, Synapse
- Devan DiLibero, Massachusetts Clean Energy Center
- Sarah McDaniel, Executive Office of Energy and Environmental Affairs
- Scott Seigal, Department of Public Utilities
- Alazad Iqbal, Department of Public Utilities
- Katie Weber, Department of Public Utilities
- Eric Friedman, Department of Energy Resources

- Vyshnavi Kosigi, Department of Energy Resources
- Rachel Ackerman, Massachusetts Clean Energy Center

All meeting attendees participated remotely.

Agenda and minutes

1) **Call to order**

Assistant Secretary Ryor called the meeting to order at 1:00pm and took roll call of EVICC members present. A quorum was present.¹

Hank Webster, Department of Environmental Protection, was newly appointed to the council and introduced himself.

2) **Review of Meeting Goals and Agenda**

Ryor presented the slide deck reviewing goals and agenda for the meeting.

3) **Approval of Meeting Minutes**

Rubin motioned to approve the minutes from the December 4, 2024 and January 8, 2025 meetings, Rodrigues seconded. The motion passed, all present members voted in favor, with Webster abstaining.

4) **Updates**

a) Administrative Updates

- i) The facilitation and writing consultants, Elisa Guerrero from Planning Communities and Nicole Voudren from Better Together Brain Trust, introduced themselves.
- ii) Ryor announced that EEA had selected Synapse as the analysis consultant for the Second Assessment. Synapse will be supported by the Center for Sustainable Energy and Resource Systems Group as subconsultants.
- iii) Ryor announced that starting in April, EVICC meetings would have a hybrid format, with a quorum of members required to be in-person together. A physical location for the meeting is still being finalized, but might be at the DOER/EEA building at 100 Cambridge Street.

Rubin suggested that the DPU building at 1 South Station could be an alternate location.

- iv) Ryor explained the plan to host 4 Public Hearings for the Second Assessment. Meetings in western, central, and the south shore / south coast will be in-person evening meetings. One hybrid, mid-day meeting will be held in Boston. Further details will be sent to the EVICC mailing list soon. Ryor asked what Commission members want to hear from the public at these hearings.

¹ Two EVICC members arrived late to the meeting: Eric Bourassa arrived at 1:10pm, Kat Eshel arrived at 2:02pm.

Webster suggested holding the Boston meeting in the evening.

Sen. Barrett suggested the Second Assessment should include information about how the new federal administration would impact funding availability. He suggested the hearings also present information on charging infrastructure and policy to the public. He mentioned challenges he experienced charging at service plazas, suggested gathering feedback on charging experiences from consumers, and asked about the status of charging infrastructure upgrades at service plazas.

Aiello responded that MassDOT is in an ongoing procurement process for service plaza operators, and that upgrades and expansions of existing service plazas are being taken into account in that process. He also mentioned that funding for those upgrades were not based on NEVI or other federal funds. He said the hearings should gather input about where people experience gaps in high speed charging availability and challenges with charging equipment and wayfinding signage.

Edington agreed that the hearings should include an informational presentation and should include charging forecasts if available. Collecting input from developers about EVSE interconnection would also be helpful.

- v) Ryor explained that, through the 2024 Climate Act, representatives from MassCEC and the Division of Standards would be added as EVICC members. Additionally, EOED would need to designate a representative by Feb 18th.

b) Notice of public hearing in utilities' EV infrastructure program mid-term modification filings

Seigal, DPU, shared that there would be a 3pm hearing on the EV Infrastructure Program Midterm Modification filings(D.P.U. [24-195](#), [24-196](#), & [25-197](#)), directly after the EVICC meeting. A link to the hearing could be found on the DPU website and he encouraged EVICC members to join.

c) Electric Vehicle (EV) Charging Station Owner-Operator Resource: Public Level 2 EV Charging Station Fees and Policies Guide

Scribner presented the final version of the Owner-Operator Resource Guide which includes a 2-page guide on best practices and fee types and an additional page showing sample calculations for fee recommendations. The guide will be updated annually and guides on other topics for other audiences will be developed in the future.

Webster asked about the accuracy of the utilization rate and the assumption of 8 hours per day, in the sample fee calculations.

Ryor said the numbers could be double checked before the guide is published.

d) Vote to Adopt Public Level 2 Owner-Operator Resource

Rubin motioned to adopt the Electric Vehicle (EV) Charging Station Owner-Operator Resource: Public Level 2 EV Charging Station Fees and Policies Guide as an official EVICC resource once updates had been made to the utilization rate assumptions in the sample fee calculations guide, seconded by Rodrigues. All members voted yes. The motion passed.

e) MassCEC Update on Curbside Charging Program

Devan DiLibero, MassCEC, presented slides on the status of MassCEC's Curbside Charging Program. The program aims to increase on-street charging for renters,

apartment dwellers and others without home charging, especially in Environmental Justice communities. The program will fund feasibility studies for up to 25 municipalities and implementation projects for up to 15 municipalities. They are currently accepting applications, and DiLibero encouraged members to promote the application within their networks. Applications are due on 2/14. DiLibero shared a [Linked In post](#) for members to circulate.

f) EV Metrics Report Update

Ryor presented slides with 2024 data about EV registrations and charging infrastructure distribution across Massachusetts.

Sen. Barrett asked about progress made towards the goal of 15,000 EV chargers installed by 2030, since only about 9,000 had been installed by the end of 2024.

Ryor explained that the current data does not reflect the number of workplace and other private chargers that should be counted towards the 15,000 goal, so the Second Assessment would focus on aligning the data available with the scope of the goal. Ryor explained that based on the 2024 data, Massachusetts appears to be on track to deploy the necessary public chargers to meet the 15,000 goal for public and private chargers.

Sen. Barrett asserted that it is important to have data about non-public facing chargers.

5) Educational Presentations / Discussion

a) Plug In America Presentation on the EV Charging Experience

Alexia Melendez Martineau, Plug In America, presented slides with data from Plug In America's annual customer experience surveys and highlighted how data shows that overall customers have relatively good charging experiences, but that there are areas for improvement. Areas for improvement include interoperability for charging providers other than Tesla, providing more information about charging availability and reliability to customers, and simplifying the payment and app experience for customers. Driver education is an important part of improving customer experiences as well.

Ryor asked if there were practices from other states that Massachusetts should replicate?

Martineau stressed the importance of Plug in America's basic education work and suggested that offering a state-based portal for charger location is helpful for educating consumers about location and can be a place to co-locate other useful consumer resources.

Sen. Barrett discussed how design-related features like lack of canopies, short charging cords, audio-only instructions, and limited means for contacting customer service lines can easily dissuade customers from charging. He asked how those design-related experiences show up in Plug In America's surveys.

Martineau shared that canopies are popular in the Southwest to provide shade in extreme heat. She explained that EV charging providers are often balancing many design considerations and therefore hearing about consumer experiences can inform better design.

Ryor mentioned that these considerations could be incorporated into future guide materials.

b) Overview of Second EVICC Assessment Objectives and Report Outline

Ryor presented slides that reviewed the First Assessment's findings, shared the goals for the Second Assessment, and included an overarching outline of topics to be included in the Second Assessment. He mentioned that a deeper discussion on the Customer Experience section would be had today and the discussion on Innovative Business Models would be moved to the next meeting.

c) Overview of Detailed Outlines for Customer Experience and Business Models EVICC Assessment Sections

Scribner reviewed a detailed outline for the Customer Charging Experience section of the Second Assessment.

d) Guided Discussion on Customer Experience and Business Model EVICC Assessment Sections

Ryor asked members to share whether they felt the stated objectives of the Customer Experience Section were correct and what additional considerations should be included in the section.

Rep. Roy asked for information on the economic potential of charging stations, including revenue from co-located retail amenities at charging locations, to be included in the assessment. He also suggested including recommendations for streamlining the number of apps that customers need when charging, similar to Tesla's more seamless charging experience.

Josh: With additional Economic Development member, could be a good addition and we can get their insight.

Aiello agreed with Roy about information about charging station amenities and suggested including data on successful charging and attempt rates, in addition to uptime standards. Because charging time is not comparable to filling up a tank of gas, amenities are even more important at charging locations, especially for level 2 chargers.

Eshel recommended considering internet access at charging locations, especially in rural areas that have limited cell service, which is important for being able to access the apps necessary for charging.

Webster suggested considering ways to encourage drivers to finish charging when at 80% charged, rather than 100% to save time and to consider where public level 1 chargers might be useful, where people may be parked for multiple days.

Ryor mentioned that EVICC members should review the Second Assessment outline slides and that these discussion questions would be revisited at the beginning of the next meeting.

6) Public Comment

Stan Kugell expressed concern about MassDOT not using the most up to date charging plug standards when choosing vendors for I-90 service plazas, for example using CCS infrastructure instead of focusing on NACS chargers which will quickly become standard in all EVs. He suggested that charging and payment focused apps should have integration with each EV manufacturer's app, to make plug-and-charge more widely available. He also asked that EVICC meetings provide more time for public comment.

Robert O’Koniewski, Massachusetts State Automobile Dealers Association, asked why there was no public hearing scheduled for the North Shore. He also asked why the resource guide suggested a 40 cent per kWh cap on charging prices, when charging costs could vary based on location and situation. He also asked if Plug In America has seen any frustration from public charging users who expected charging to be provided for free.

Ryor said the team would take the suggestion of a North Shore public hearing into account, noting that time and capacity for the hearings is limited. He also said that Plug In America could provide a written response to the question in an email after the meeting.

James Penfold, ReVision Energy, recommended allowing more time for public comment, which could help EVICC get better feedback from companies and other users that would be helpful for informing policy and other decisions.

7) Adjournment

Eshel moved and Sen. Barrett seconded a motion to adjourn. The motion carried unanimously. The meeting adjourned at 3:06pm.

Documents and Exhibits Presented at the Meeting

- [Meeting Slide Deck](#)
- [Electric Vehicle \(EV\) Charging Station Owner-Operator Resource: Public Level 2 EV Charging Station Fees and Policies Guide](#)
- [Second EVICC Assessment Detailed Outlines - Customer Charging Experience and EV Charging Innovation Sections](#)