

MAKING ELECTRIC CAR CHARGING CONVENIENT FOR CONSUMERS

Key points for the Alternative Fuels Infrastructure Regulation

Why it matters to consumers

Electric vehicles are gaining momentum in Europe, with carmakers expanding their market offer. Consumers have a lot to gain from a transition to electric vehicles for their quality of life, health and even wallets. Yet the current recharging infrastructure is not encouraging for consumers willing to make the switch. Allowing them to easily find a recharging station for their electric vehicle, to pay by debit/credit card and to know the price in advance are essential elements to bring consumer confidence.

This two pager summarises BEUC's main recommendations on the European Commission proposal for updated legislation on so-called 'alternative fuels'. The table assesses the proposals with the following symbols:



supports the Commission's proposal



support for idea but room for improvement



rejects the proposal

COMMISSION PROPOSAL

BEUC STANCE



TURNING THE DIRECTIVE INTO A REGULATION



Supports the Commission's proposal.



MANDATORY FLEET-BASED AND DISTANCE-BASED TARGETS FOR EU COUNTRIES allowing a coherent and continuous development of the recharging infrastructure across Europe (Article 3)



Supports the Commission's proposal.



CONSUMERS SHOULD BE ABLE TO RECHARGE ON AN AD HOC BASIS USING A PAYMENT INSTRUMENT THAT IS WIDELY USED IN THE UNION (Article 5.2)



In its proposal, the European Commission opens the possibility to pay via QR codes on low-power charging stations. **BEUC recommends keeping only the options to pay via payment card readers and contactless devices able to read payment cards** as they are the most common methods in the EU and offer better security to consumers. Mandatory retrofitting of all existing recharging stations (high and low-power) should be indicated in the Regulation and should happen by 2025.

For our full position, see ['Making electric cars convenient'](#)

COMMISSION PROPOSAL

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CONSUMERS SHOULD ALWAYS HAVE THE POSSIBILITY NOT TO MAKE USE OF AUTOMATIC AUTHENTICATION AND PAY ON AN AD HOC BASIS OR USE ANOTHER CONTRACT-BASED SOLUTION (Article 5.3).



Supports the Commission's proposal.



PRICES SHOULD BE REASONABLE, EASILY AND CLEARLY COMPARABLE, TRANSPARENT AND NON-DISCRIMINATORY. PRICES SHOULD BE CLEARLY DISPLAYED BEFORE CONSUMERS INITIATE A RECHARGING SESSION (Articles 5.4 and 5.5).



BEUC supports the Commission proposal but reiterates that **users should pay on the basis of how much they have charged their car (in price/kWh)**. Tariffication by session or per minute can only complement the price per kWh to incentivise a rational use of charging stations. Consumers should not be discriminated based on their car's capacity to charge rapidly.



RECHARGING POINTS SHOULD BE DIGITALLY CONNECTED AND CAPABLE OF SMART RECHARGING (Articles 5.7 and 5.8).



Supports the Commission's proposal.



NO MANDATORY REQUIREMENTS REGARDING MAINTENANCE OF RECHARGING POINTS



Charge point operators should be obliged to maintain a high percentage of well-functioning stations and fix any issues in a short period of time.



IMPROVE USER INFORMATION AT DEALERSHIPS AND RECHARGING STATIONS (Articles 17).



BEUC supports the Commission's plan to improve user information. Detailed requirements should be included to allow consumers to know the power accepted by their car when charging, the charging needs and good practices, the car's average electricity consumption, etc. Clear information should be complementary to a revised Car Labelling Directive. The proposal to also display fuel prices in price/100km at fuel/recharging stations can lead to misleading information as prices used are not representative of what consumers will actually pay at the fuel/charging station.



ENSURE THE AVAILABILITY OF STATIC AND DYNAMIC DATA FROM RECHARGING POINTS (Article 18).



Supports the Commission's proposal.