



# Zap-Map EV Charging Survey

Key Findings 2020

The annual survey is conducted by Zap-Map to better understand the charging needs of EV drivers, the findings being used to improve Zap-Map and EV charging facilities in the UK.

The survey is conducted online with respondents invited from Zap-Map's 15,400+ opt-in survey panel – retail vouchers (draw) are offered as an incentive. The survey takes 15-20 minutes to complete and is intended for EV owners and users only.

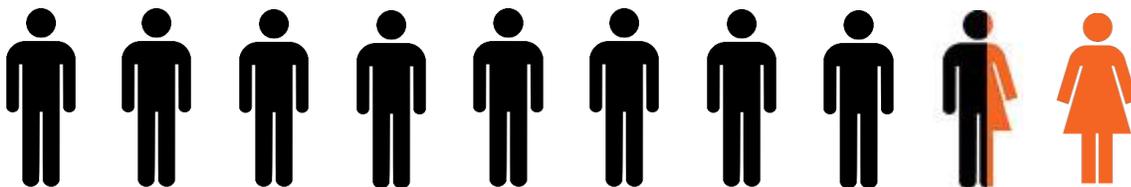
The EV Charging Survey 2020 was conducted during November 2020. Questions focused on three key areas: Charging at home; Charging at the workplace; Use of the public network.

Question types included single choice, multiple choice, open text and 5-point Likert scale type responses. The final results included 2,201 completed surveys.

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## Gender 2020

Total respondents  
**2,201**



89% Male

10% Female

Total Responses  
**+36%**  
vs 2019

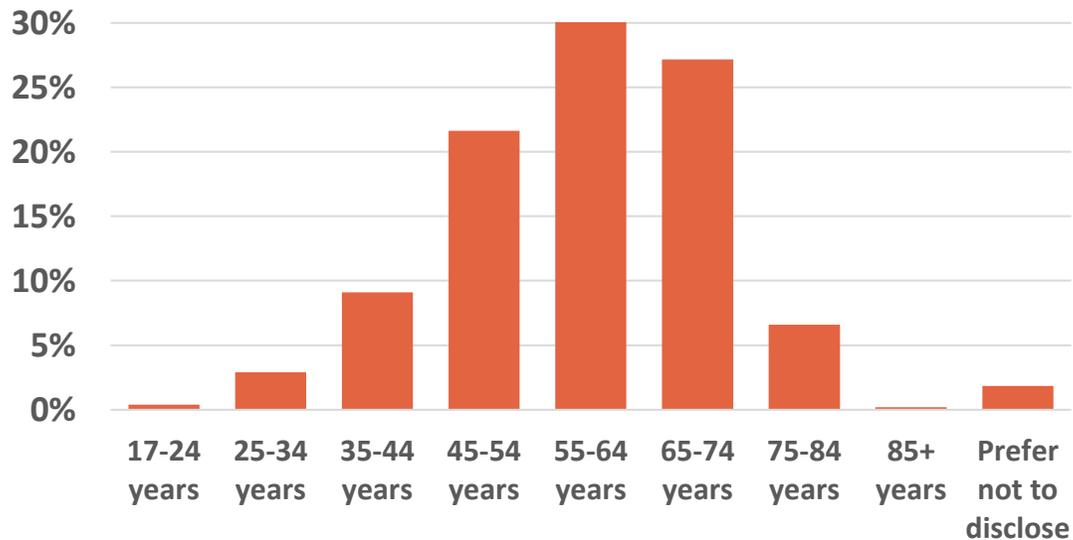
## Screen question

Confirm own or use EV/PHEV

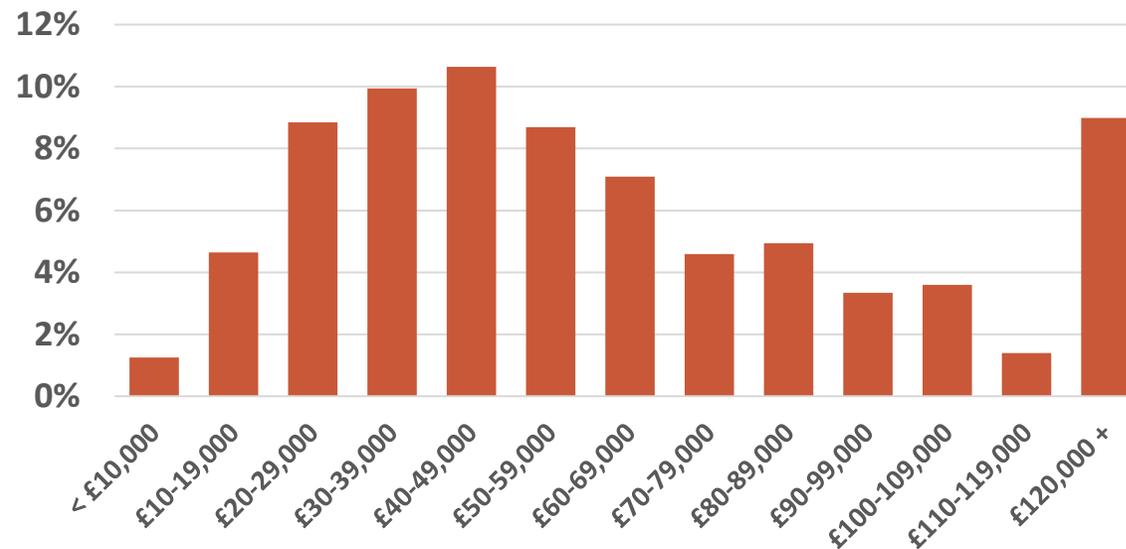
**98%**

pass rate

## Age profile 2020



## Household income 2020





# EV Charging at Home and Work

Key Findings 2020

Do you have access to an EV charging point at home? *Select one from list*

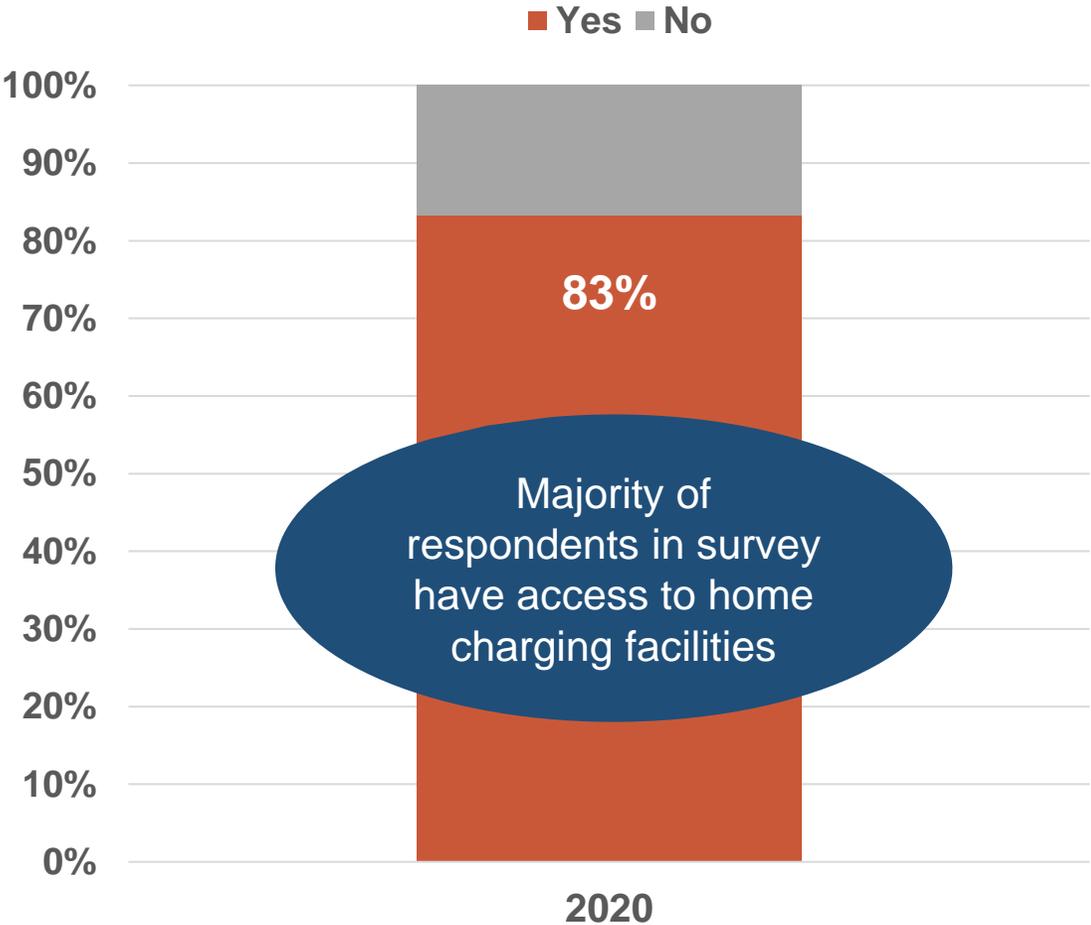
**CHARGER ACCESS**



**83%**

**'YES' HOME CHARGER**

**SURVEY 2020**



**HOME PARKING**



**SURVEY 2020**

Which type of parking best describes your home charging location? *Select one from list*

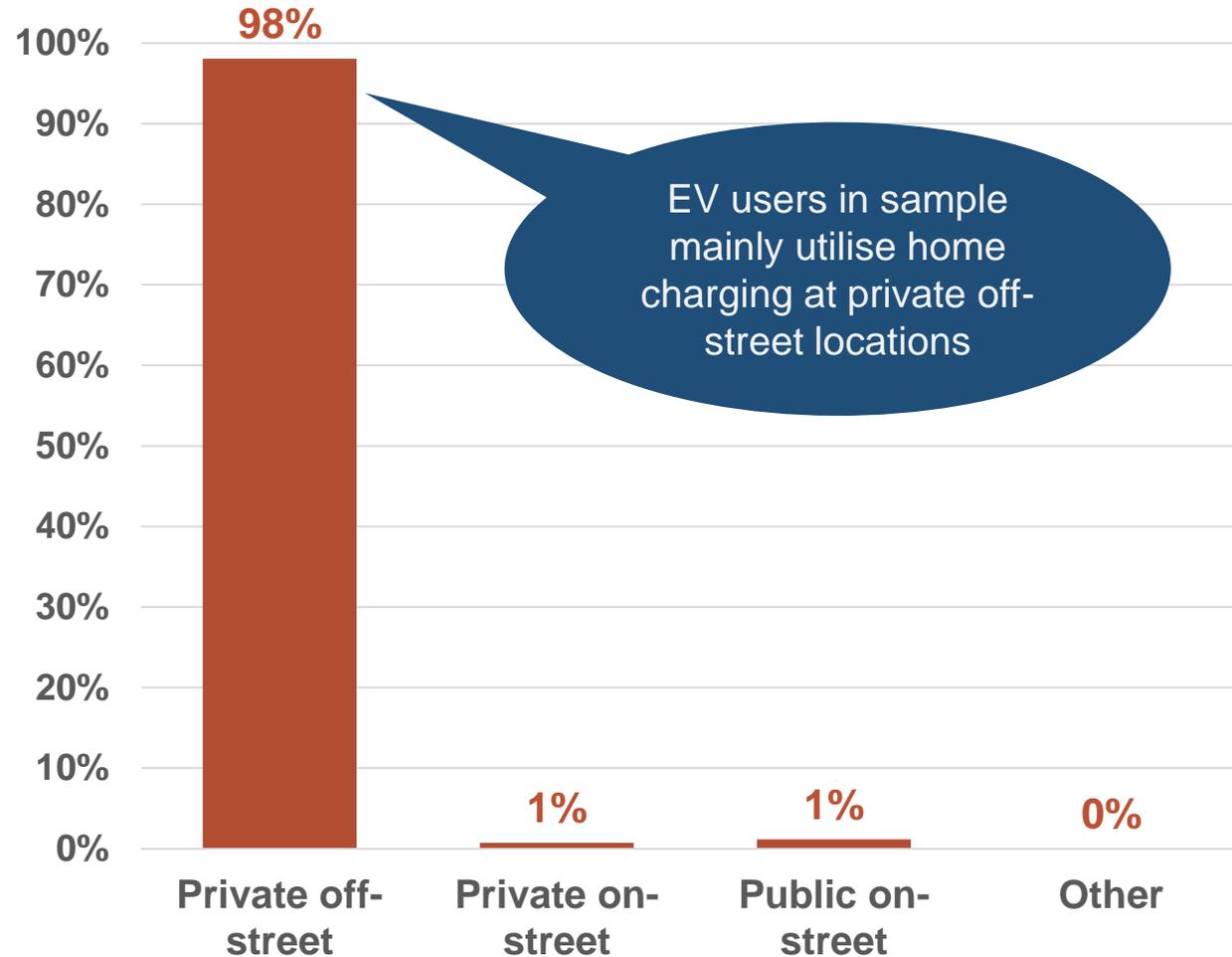
**HOME PARKING**



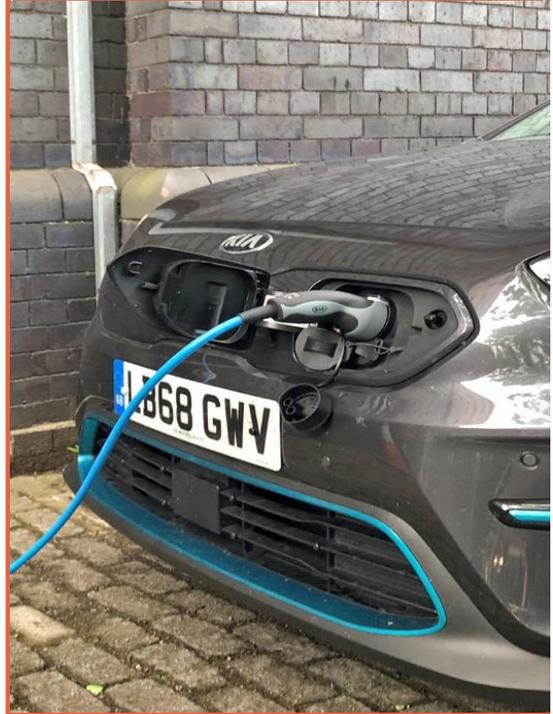
**98%**

**PRIVATE OFF-STREET**

**SURVEY 2020**

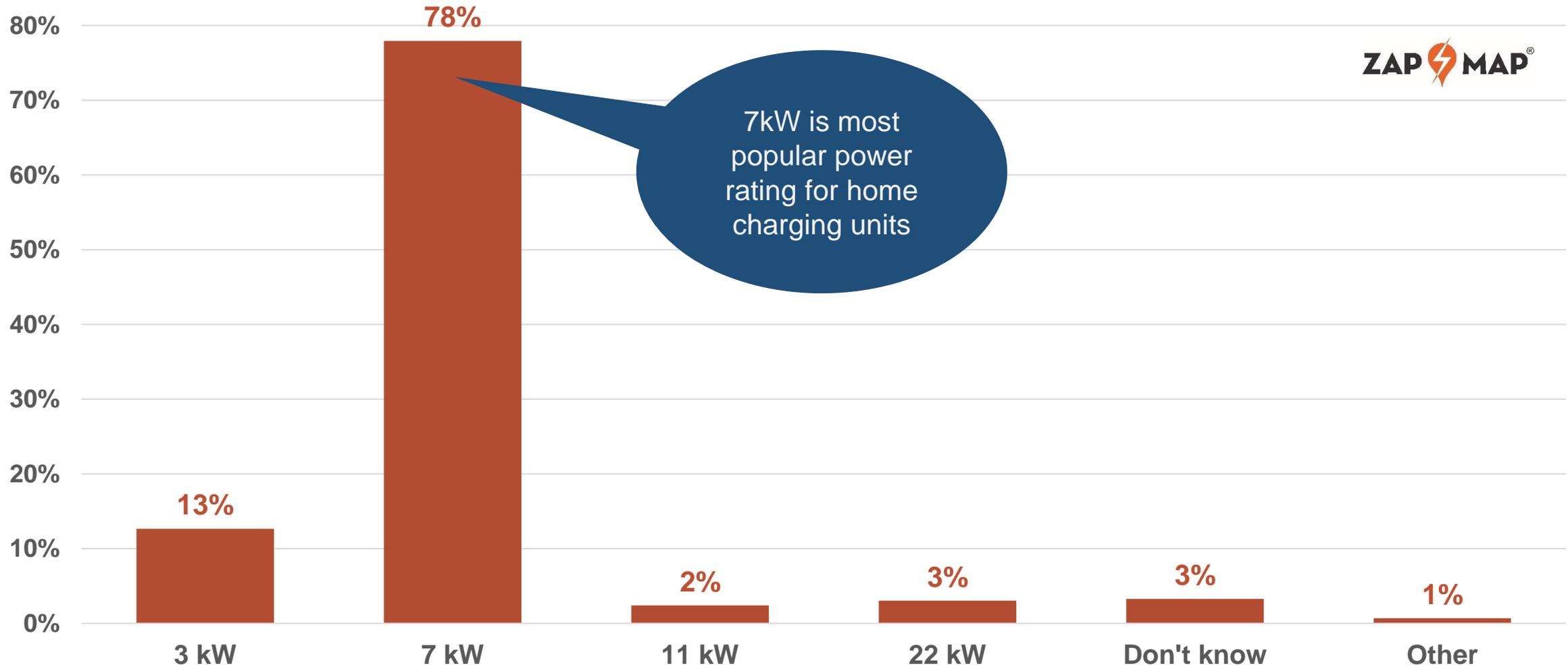


**HOME PARKING**



**SURVEY 2020**

What is the power rating of your home charge point? *Select one from list*



Do you have access to an EV charging point at work? *Select one from list*

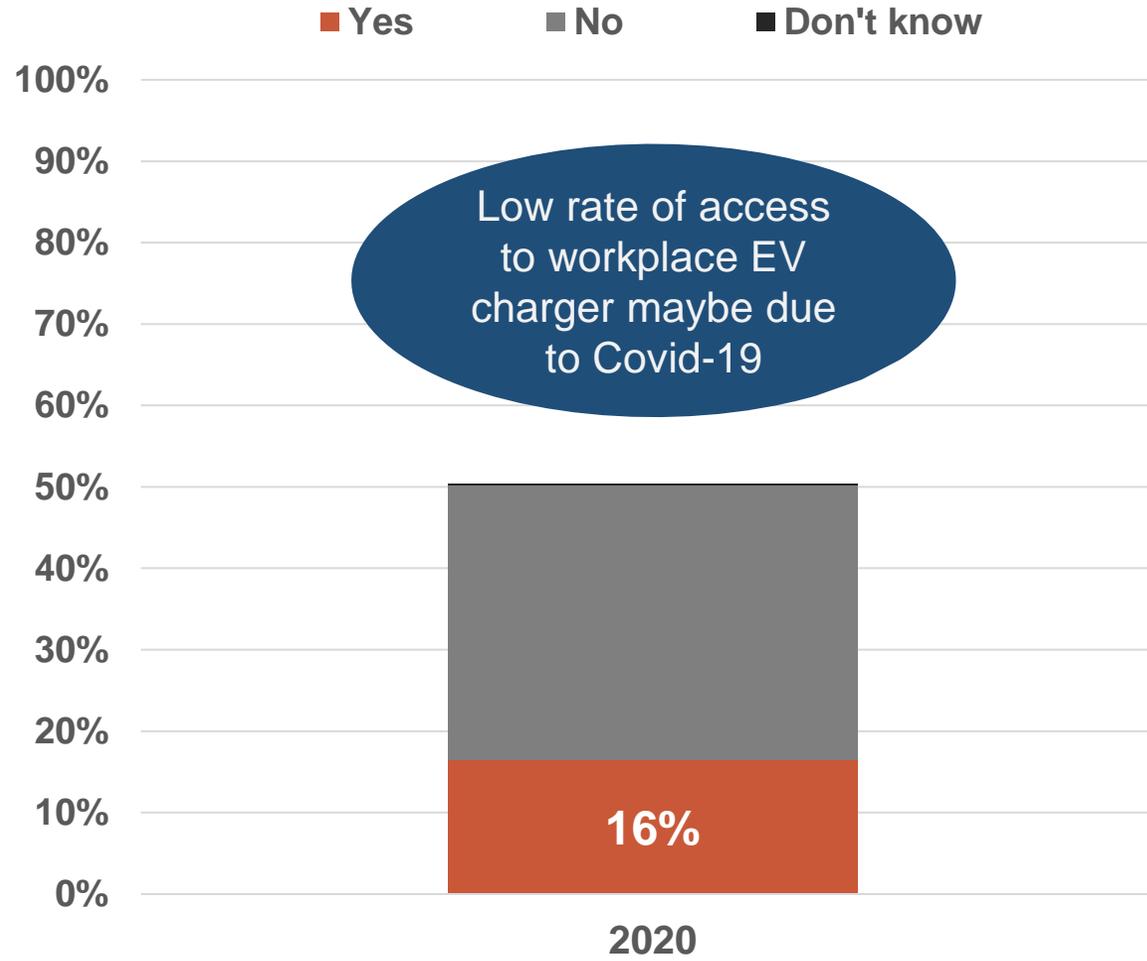
**CHARGER ACCESS**



**16%**

**WORKPLACE CHARGER**

**SURVEY 2020**



**WORK PARKING**



**SURVEY 2020**

Which type of parking best describes your workplace charging location? *Select one from list*

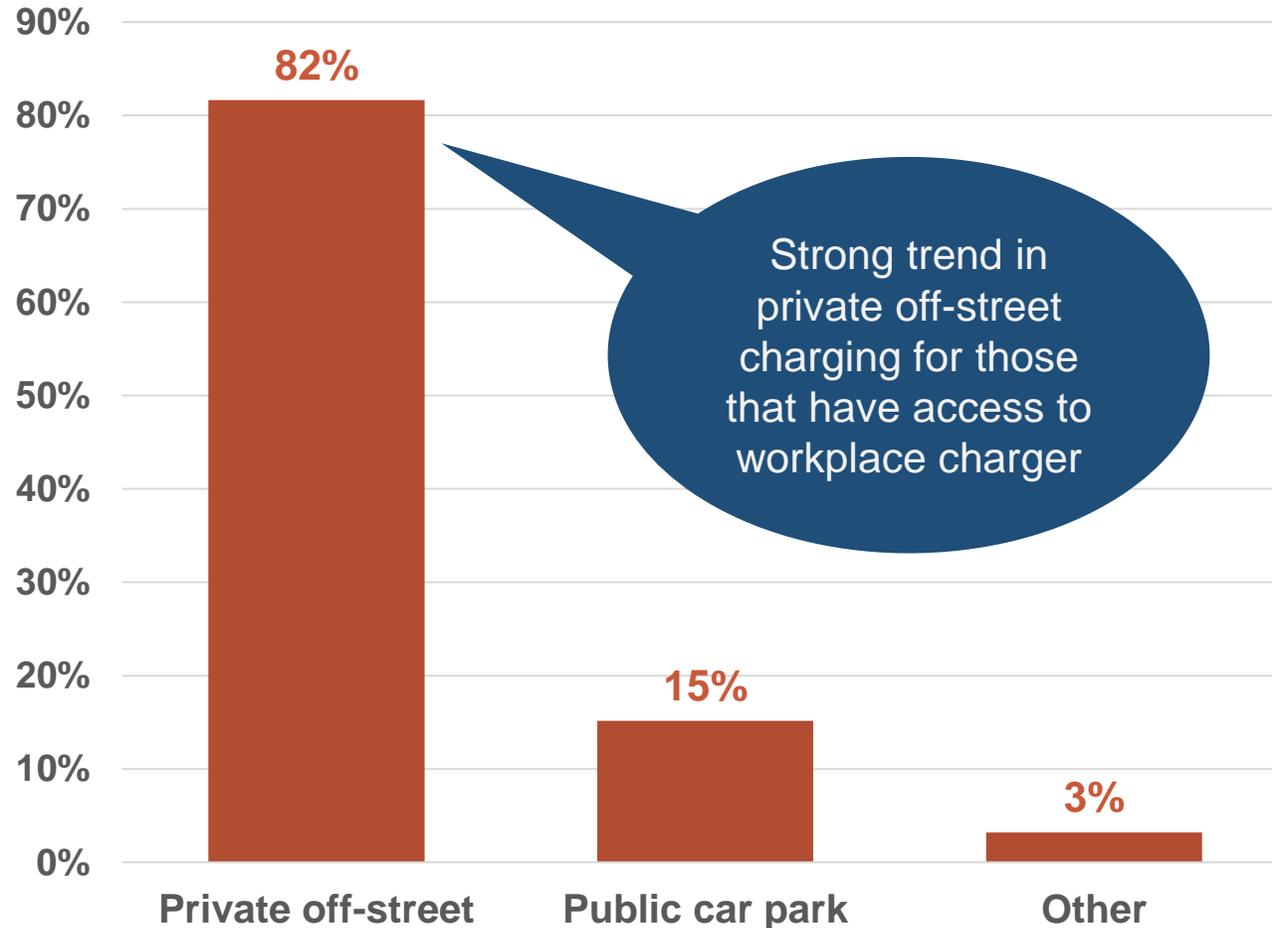
**WORK PARKING**



**82%**

**PRIVATE OFF-STREET**

**SURVEY 2020**



**WORK PARKING**

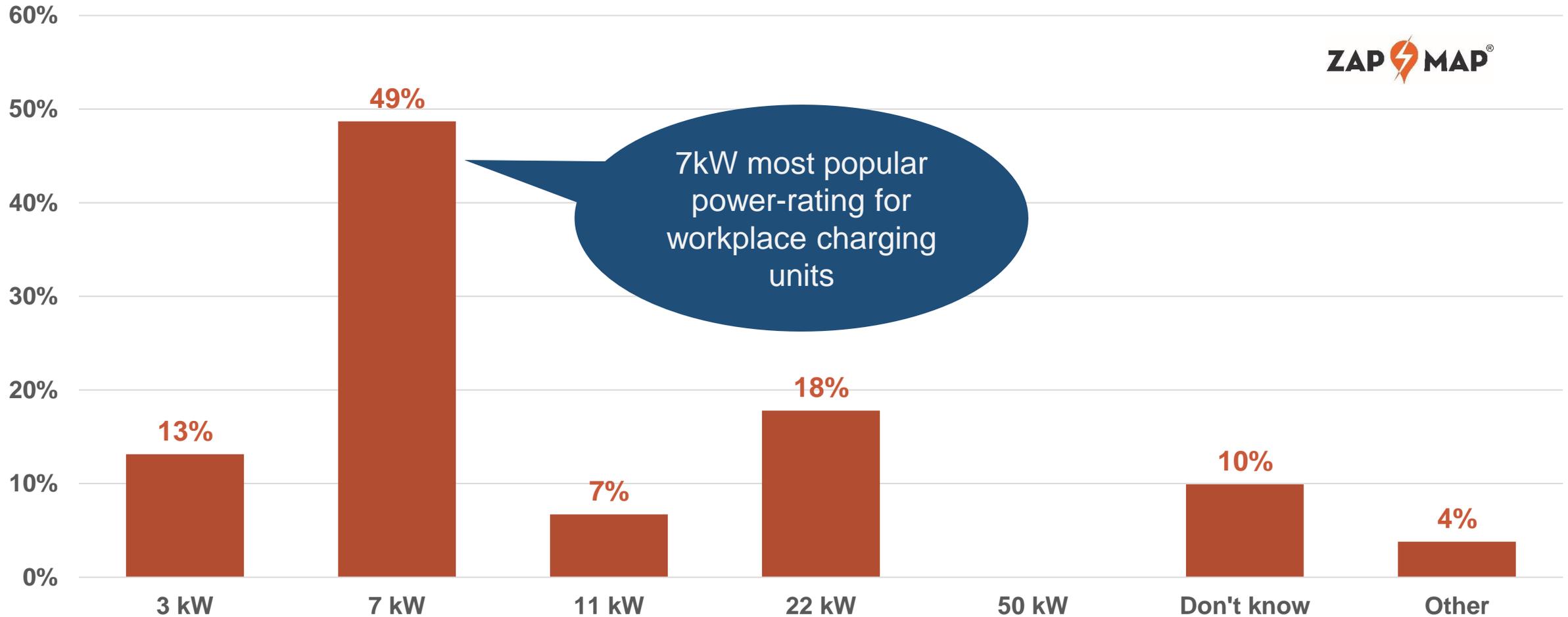


**15%**

**PUBLIC CAR PARK**

**SURVEY 2020**

What is the power rating of your workplace charge point? *Select one from list*



7kW most popular power-rating for workplace charging units



# EV Charging on Public Network

Key Findings 2020

Do you ever use public EV charge points (on any network)? *Select from list*

■ Yes ■ No ■ Does not apply / Don't know

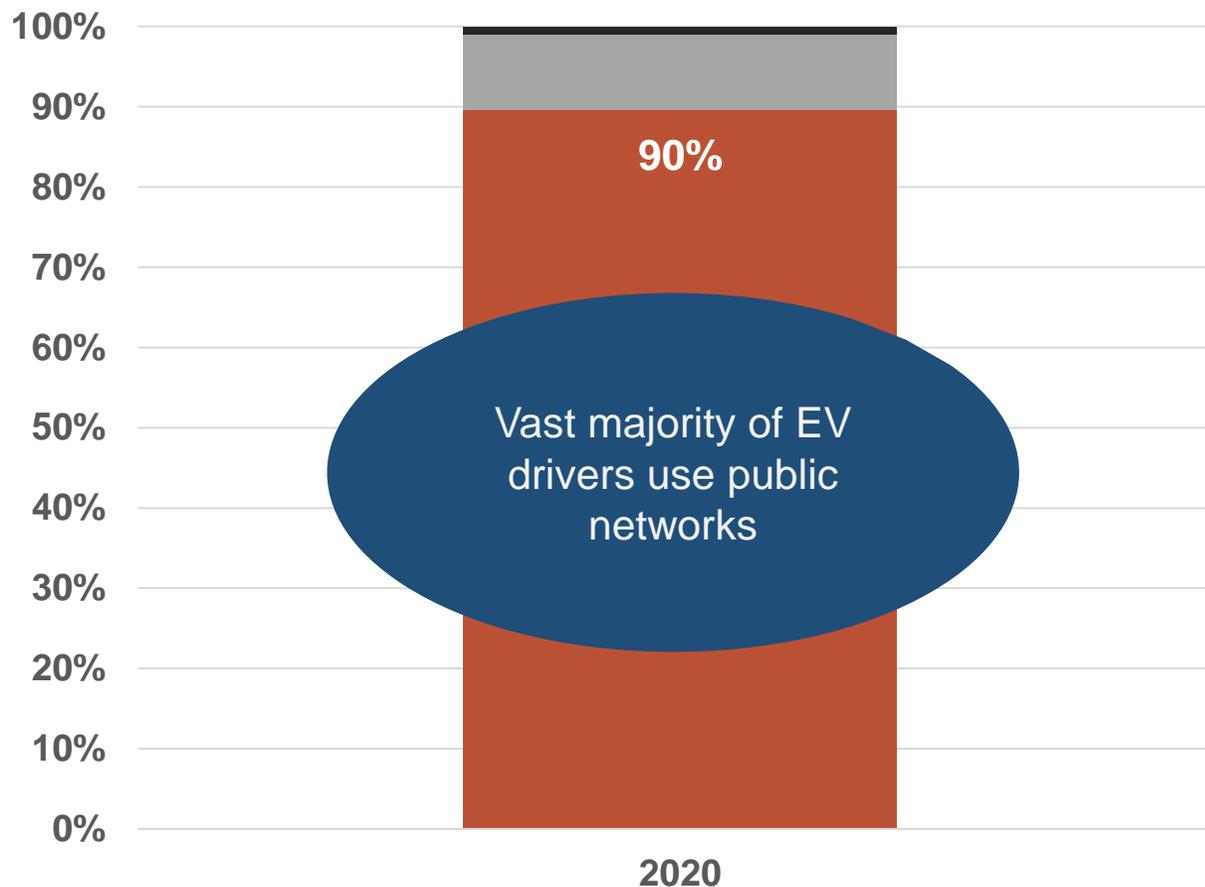
**PUBLIC NETWORK**



**90%**

**USE PUBLIC NETWORK**

**SURVEY 2020**

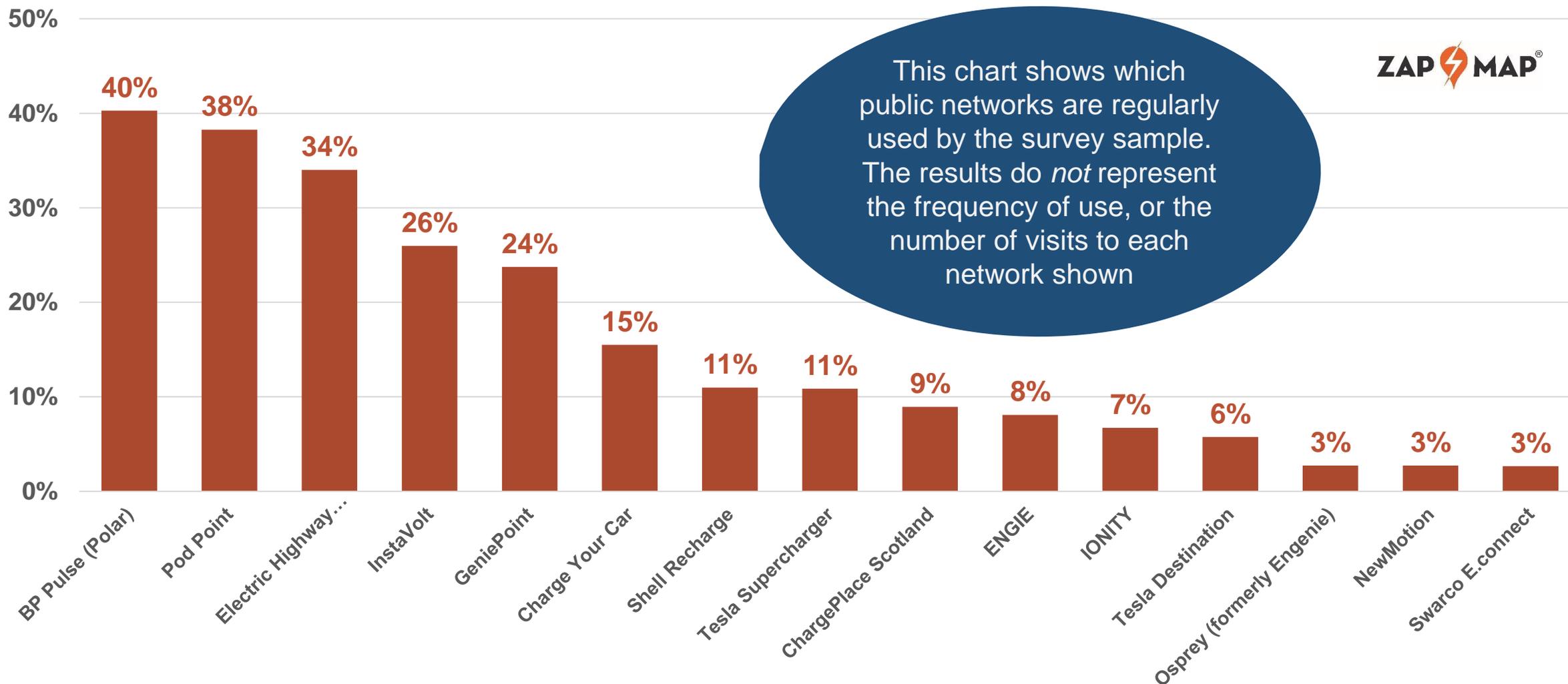


**PUBLIC NETWORK**

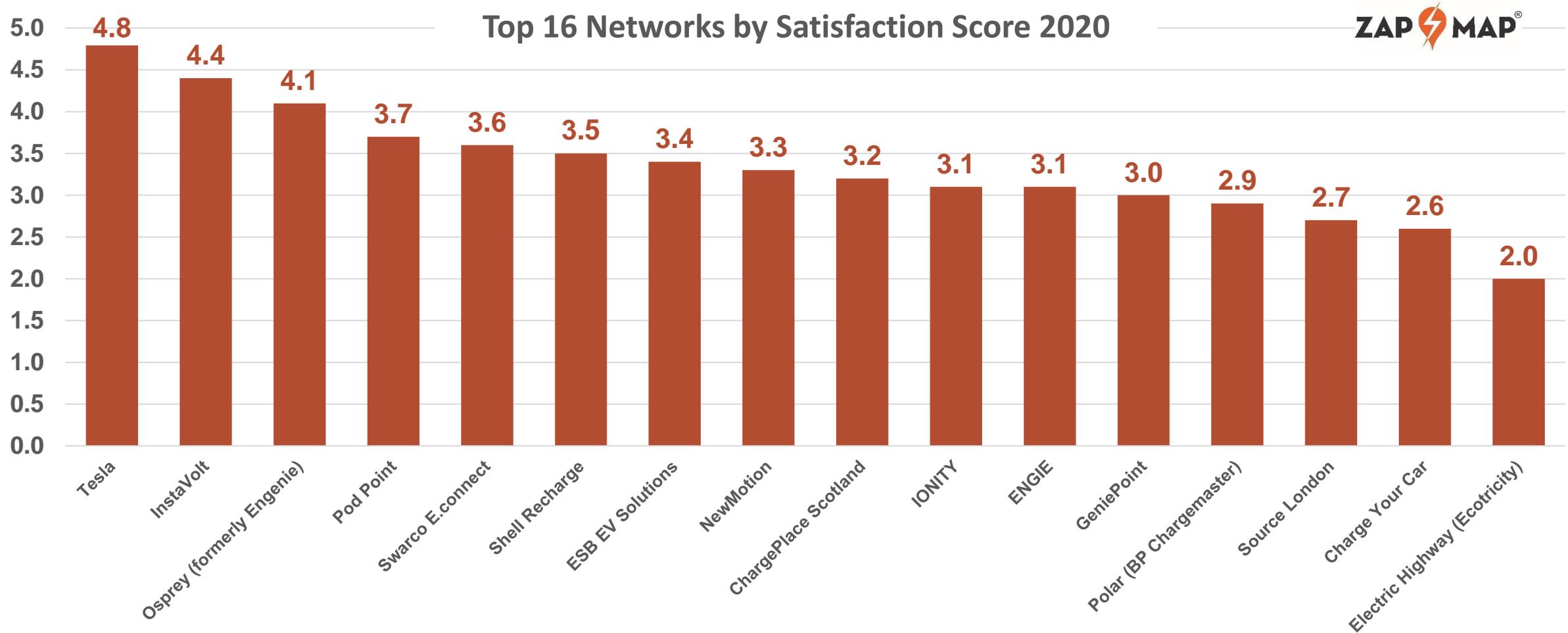


**SURVEY 2020**

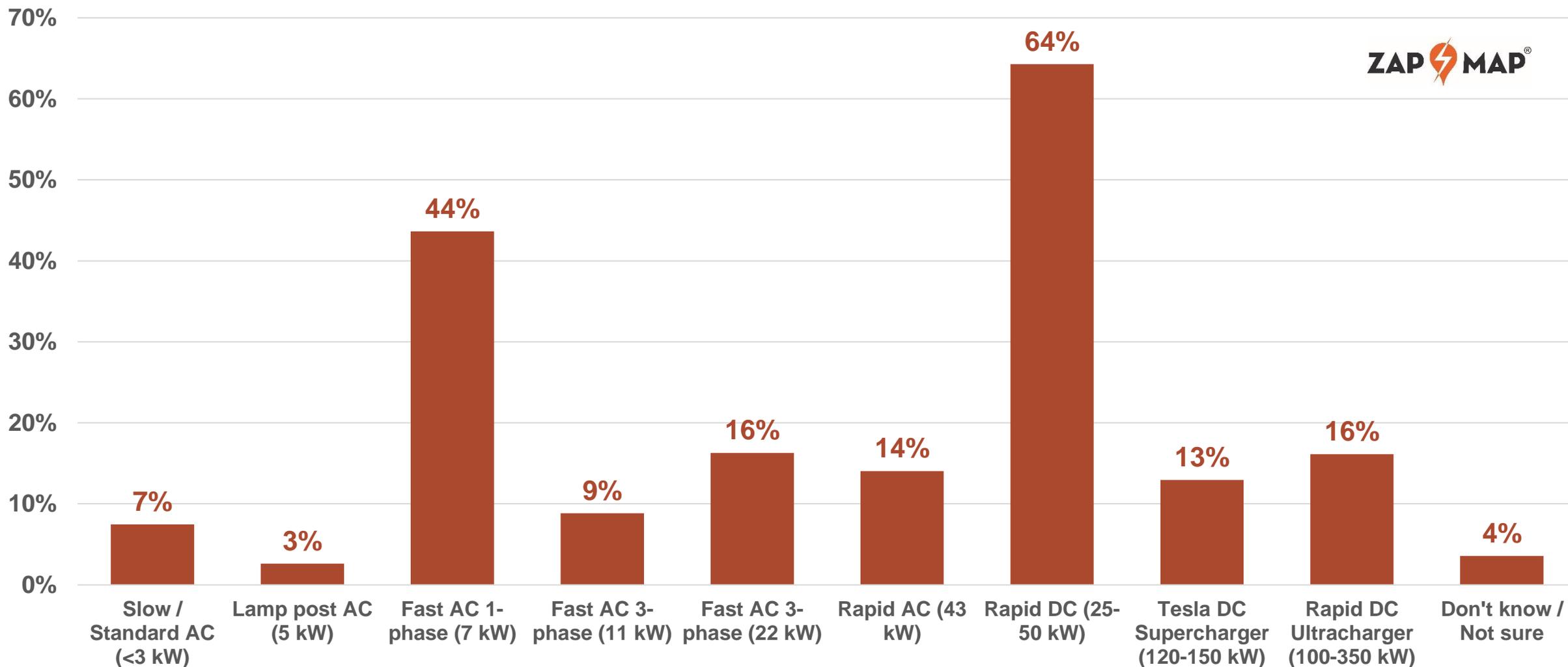
## Which public networks do you regularly use (as a member or on PAYG)? *Select all that apply*



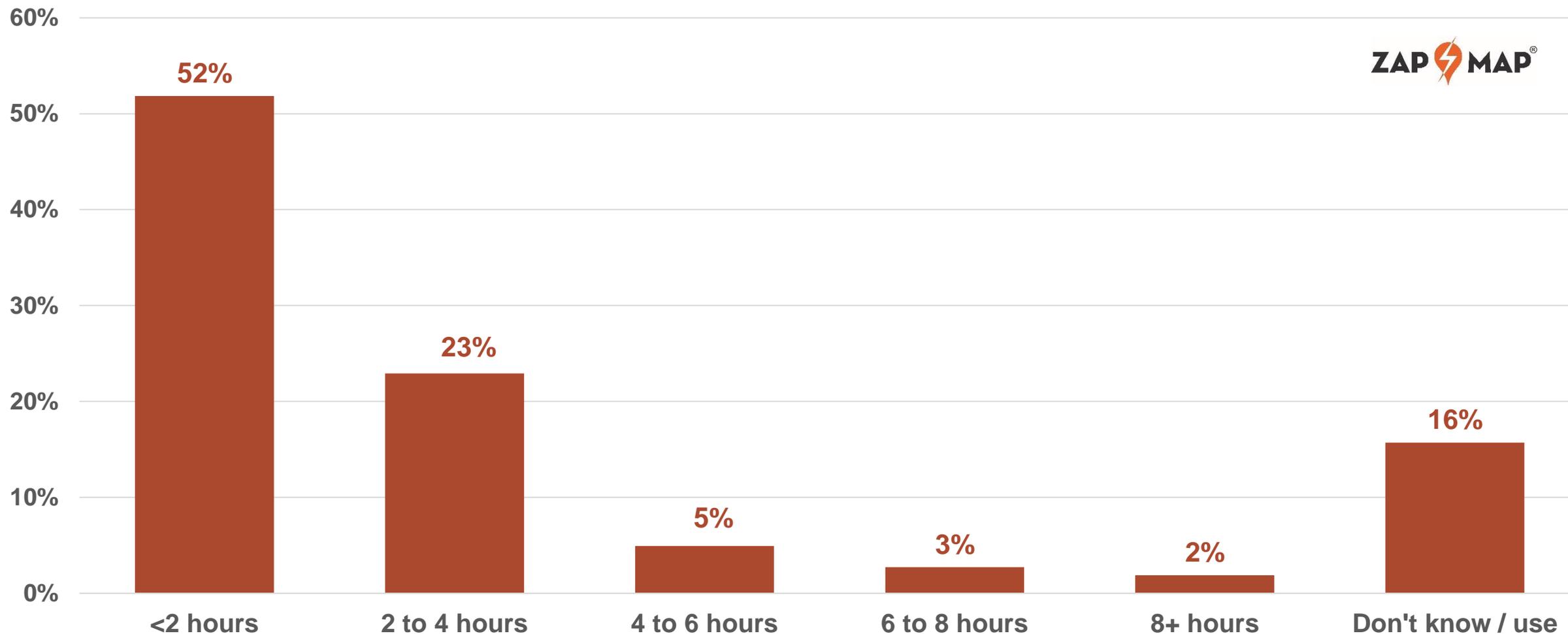
Of the public networks you use, how satisfied or dissatisfied are you with their overall level of charging service? *5-point rating scale provided (normalised score)*



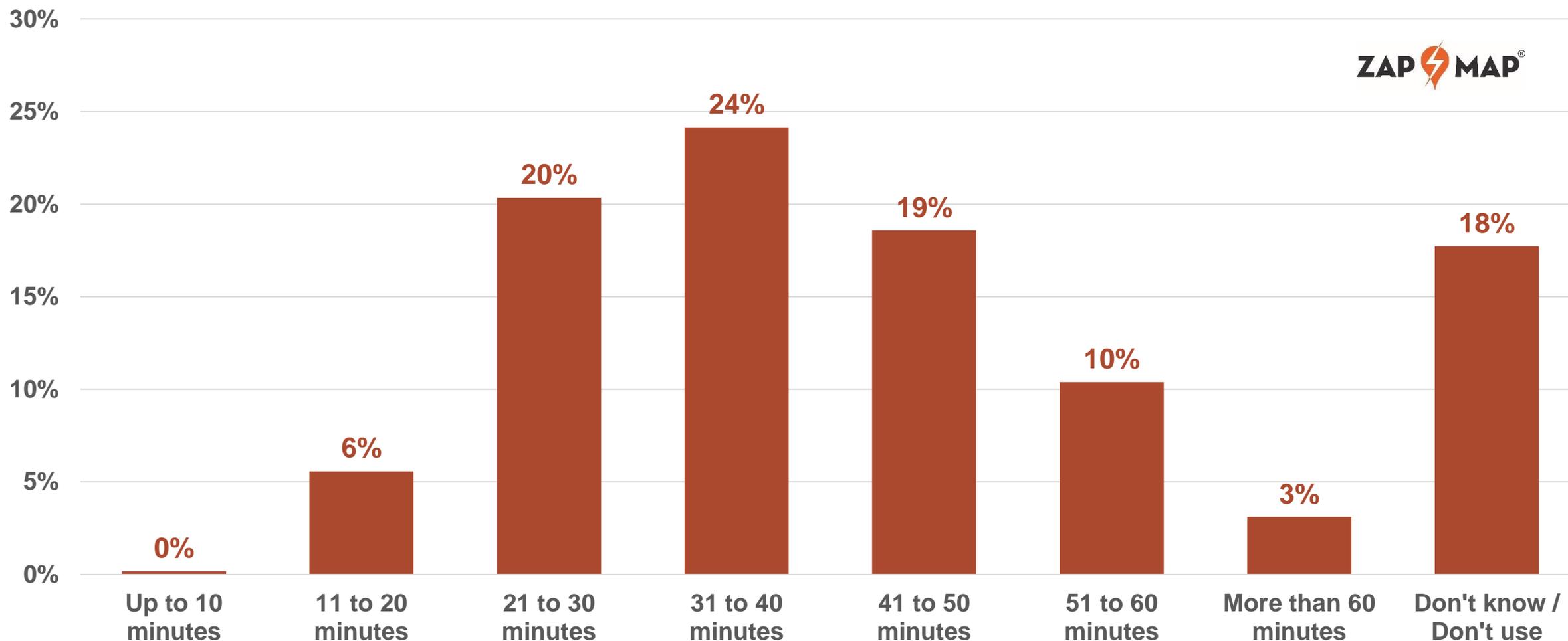
## What types of public charging points do you use? *Select all that apply*



When using public SLOW/FAST charge points (<22kW), for how long do you typically charge? *Select one from list*



When using public RAPID charge points (AC/DC), for how long do you typically charge? *Select one from list*



Zap-Map makes electric vehicle (EV) charging simple. We are the UK's leading app and digital platform for EV drivers to search for charge points, plan longer journeys, pay on participating networks and share updates with other EV drivers.

With 95%+ of public charge points mapped and around 70% of charge points showing live availability status Zap-Map provides EV drivers with peace of mind and the confidence to drive any length of journey in their EV.

With the backing of Good Energy, the leading renewable energy company, Zap-Map's mission is to accelerate the shift to electric vehicles and help the drive towards zero carbon mobility.

Zap-Map attracts more than 130,000 UK users per month from a rapidly growing fleet of around 205,000 pure-EVs (Zap-Map's core user group) and 233,000 plug-in hybrids (SMMT: Dec 2020). Zap-Map are the go-to data source for the industry, check Zap-Map for the latest stats plus news, info and tools for current and prospective EV drivers.

In  
association  
with





In addition to Key Issues 2020, Zap-Map's **EV Charging Insights Report 2020** is now available online.

The Insights Report presents more in-depth analysis and market trends of EV charging behaviours from 2016 to 2020.

For more information and to purchase **Insights Report 2020**, visit: [www.zap-map.com/ev-charging-survey](http://www.zap-map.com/ev-charging-survey)

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