Zap-Map EV Charging Survey
Key Findings 2020
About the EV Charging Survey

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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Survey overview – Zap-Map respondents

Gender 2020

Total respondents: 2,201
89% Male, 10% Female

Age profile 2020

- 17-24 years: 5%
- 25-34 years: 9%
- 35-44 years: 15%
- 45-54 years: 25%
- 55-64 years: 27%
- 65-74 years: 15%
- 85+ years: 2%
- Prefer not to disclose: 1%

Household income 2020

- £<10,000: 2%
- £10,000-19,999: 5%
- £20,000-29,999: 5%
- £30,000-39,999: 6%
- £40,000-49,999: 7%
- £50,000-59,999: 6%
- £60,000-69,999: 4%
- £70,000-79,999: 4%
- £80,000-89,999: 4%
- £90,000-99,999: 3%
- £100,000-109,999: 2%
- £110,000-119,999: 2%
- £120,000+: 1%

Respondents 2020: 2,201. Bias towards high-income male respondents.

Screen question

Confirm own or use EV/PHEV
98% pass rate
EV Charging at Home and Work

Key Findings 2020
EV charging at home – Charger access

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

- Yes
- No

Majority of respondents in survey have access to home charging facilities

83%

‘YES’ HOME CHARGER

SURVEY 2020

Respondents 2020: 2,117
Which type of parking best describes your home charging location? Select one from list

- 98% Private off-street
- 1% Private on-street
- 1% Public on-street
- 0% Other

Respondents 2020: 1,747

EV users in sample mainly utilise home charging at private off-street locations
What is the power rating of your home charge point? Select one from list

7kW is most popular power rating for home charging units

Respondents 2020: 1,746
Do you have access to an EV charging point at work? *Select one from list*

- **Yes**
- **No**
- **Don’t know**

**Low rate of access to workplace EV charger maybe due to Covid-19**

**Respondents 2020: 2,101**

16%
Which type of parking best describes your workplace charging location? Select one from list

- Private off-street: 82%
- Public car park: 15%
- Other: 3%

Strong trend in private off-street charging for those that have access to workplace charger

Respondents 2020: 343
What is the power rating of your workplace charge point? Select one from list

- 3 kW: 13%
- 7 kW: 49%
- 11 kW: 7%
- 22 kW: 18%
- 50 kW: 10%
- Don’t know: 10%
- Other: 4%

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*

Vast majority of EV drivers use public networks

Respondents 2020: 2,097

90%

USE PUBLIC NETWORK

SURVEY 2020
Which public networks do you regularly use (as a member or on PAYG)? Select all that apply

This chart shows which public networks are regularly used by the survey sample. The results do not represent the frequency of use, or the number of visits to each network shown.

Respondents 2020: 1,879
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)

Top 16 Networks by Satisfaction Score 2020

Respondents 1,561
What types of public charging points do you use? Select all that apply

- Slow / Standard AC (<3 kW) - 7%
- Lamp post AC (5 kW) - 3%
- Fast AC 1-phase (7 kW) - 44%
- Fast AC 3-phase (11 kW) - 9%
- Fast AC 3-phase (22 kW) - 16%
- Rapid AC (43 kW) - 14%
- Rapid DC (25-50 kW) - 64%
- Tesla DC Supercharger (120-150 kW) - 13%
- Rapid DC Ultracharger (100-350 kW) - 16%
- Don’t know / Not sure - 4%

Respondents 2020: 1,849
EV charging on public network – Charging duration

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

- <2 hours: 52%
- 2 to 4 hours: 23%
- 4 to 6 hours: 5%
- 6 to 8 hours: 3%
- 8+ hours: 2%
- Don't know / use: 16%

Respondents 2019: 1,871
EV charging on public network – Charging duration

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

- Up to 10 minutes: 0%
- 11 to 20 minutes: 6%
- 21 to 30 minutes: 20%
- 31 to 40 minutes: 24%
- 41 to 50 minutes: 19%
- 51 to 60 minutes: 10%
- More than 60 minutes: 3%
- Don't know / Don't use: 18%

Respondents 2020: 1,868
About Zap-Map

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 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)