



In addition to Key Findings 2021, Zap-Map's **EV Charging Insights Report 2021** is now available online.

The Insights Report presents more in-depth analysis and market trends of EV charging behaviours from 2016 to 2021.

For more information and to purchase **Insights Report 2021**, visit: www.zap-map.com/ev-charging-survey

Zap-Map EV Charging Survey

Key Findings 2021

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 33,600+ 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 2021 was conducted during November 2021. Questions focused on four key areas: Charging at home; Use of the public network; Charging map and apps; About Zap-Map. Question types included single choice, multiple choice, open text and 5-point Likert scale type responses. The final results included 3,416 respondents who drive an EV or PHEV. The respondents count at the bottom of each slide indicates how many unique respondents there were to that question.

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Some of the other questions that are covered in the full survey results are:

What make/model of electric or plug-in hybrid electric vehicle do you own or use?

What is your annual EV mileage?

In which year did you buy or acquire this electric or plug-in hybrid electric vehicle?

How many BEVs, PHEVs and conventional vehicles do you own or regularly use?

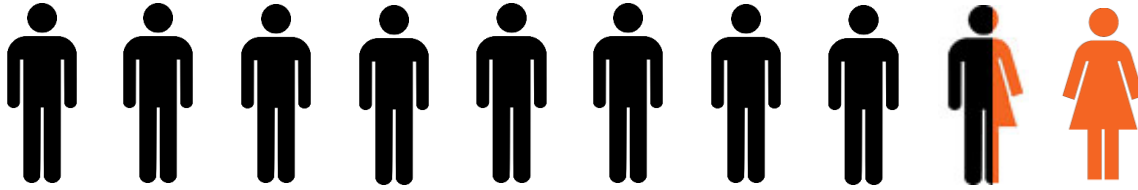
EV verses ICE satisfaction

Zap-Map respondents

Survey overview 2021

Gender 2021

Total respondents
3,020



87% Male

12% Female

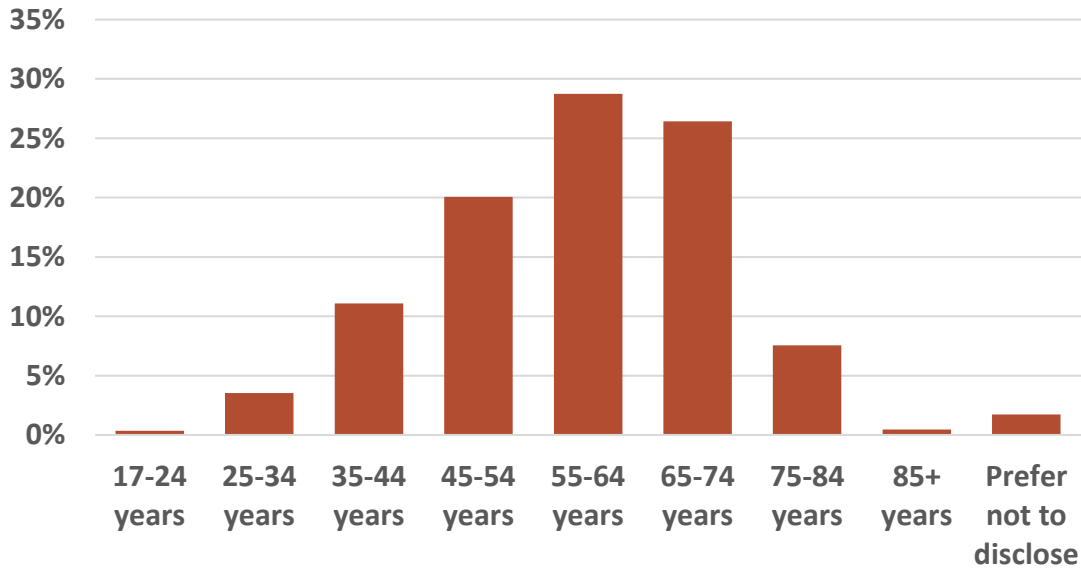
Total Responses
+59%
vs 2020

Screen question

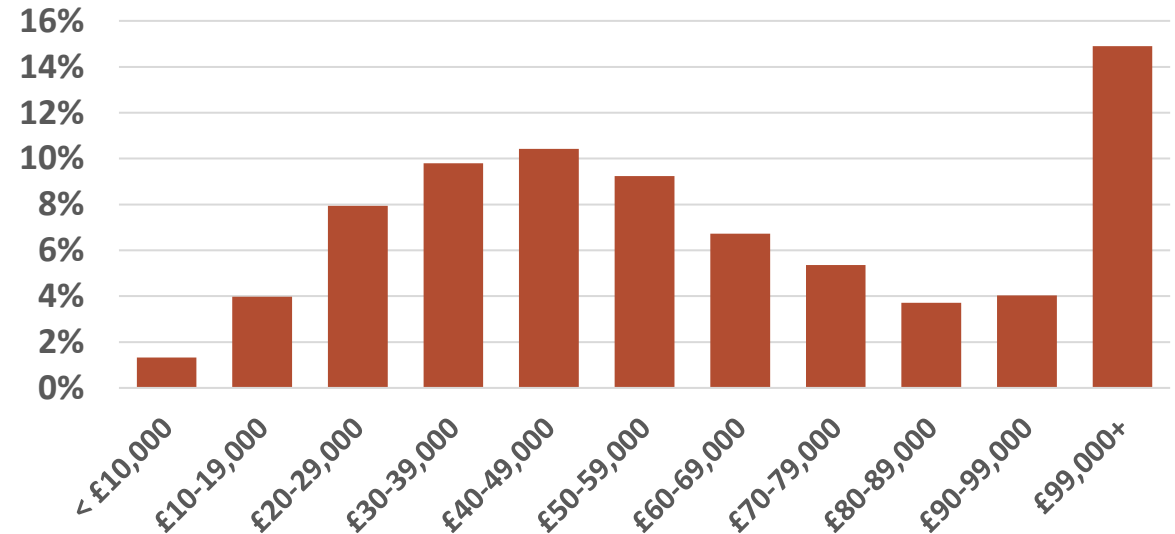
Confirm own or use BEV/PHEV
98%

pass rate

Age profile 2021



Household income 2021





Some of the other questions on EV Home Charging that are covered in the full survey results are:

What other energy and green services do the respondents have at home?

Which type of parking best describes your home charging location?


What is the power rating of your home charge point?

EV Charging at Home

Key Findings 2021

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

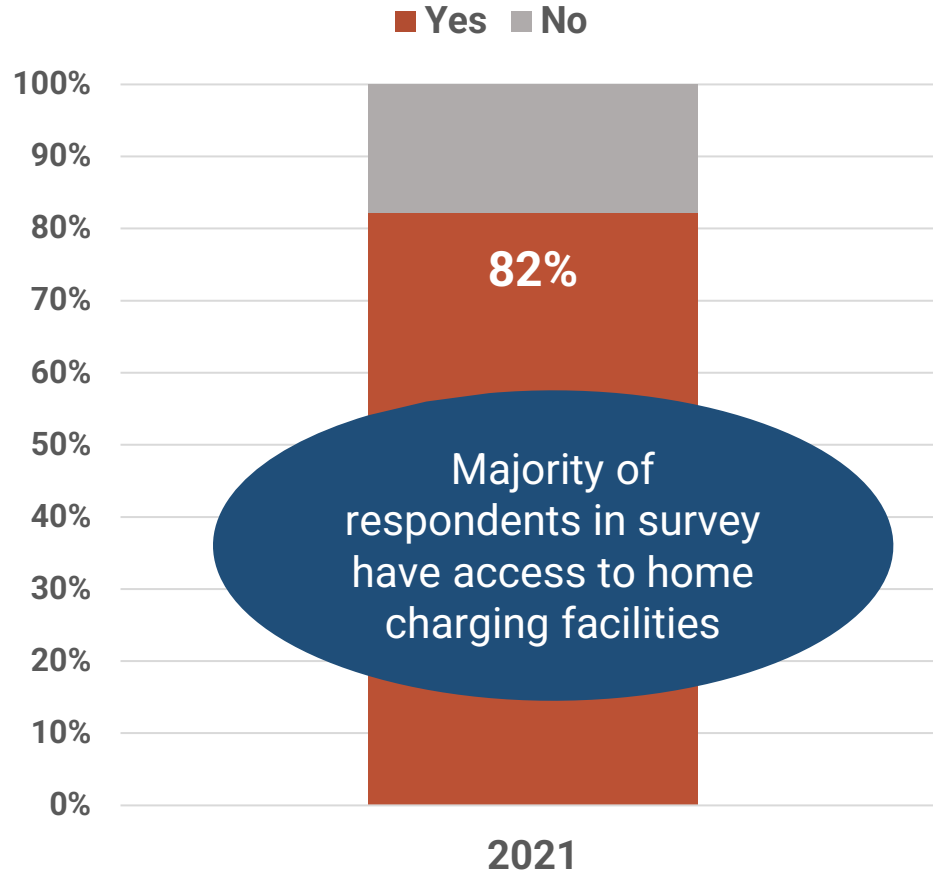
CHARGER ACCESS




82%

'YES' HOME CHARGER

SURVEY 2021



HOME PARKING



SURVEY 2021



Some of the other questions on EV Charging on the public network that are covered in the full survey results are:

How often and at which type of locations as respondents charging?

How long are they spending charging on public networks?


How satisfied are respondents with the reliability, ease of use, cost and facilities of the different networks used?

EV Charging on the Public Network

Key Findings 2021

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

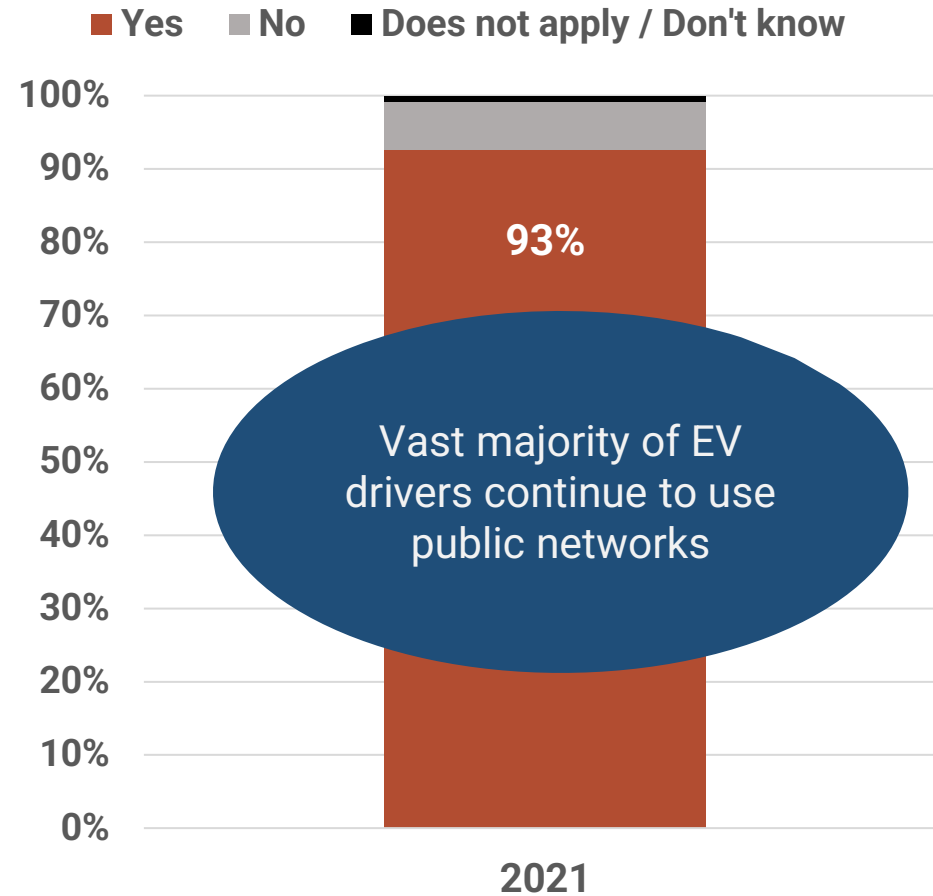
PUBLIC NETWORK



93%

USE PUBLIC NETWORK

SURVEY 2021



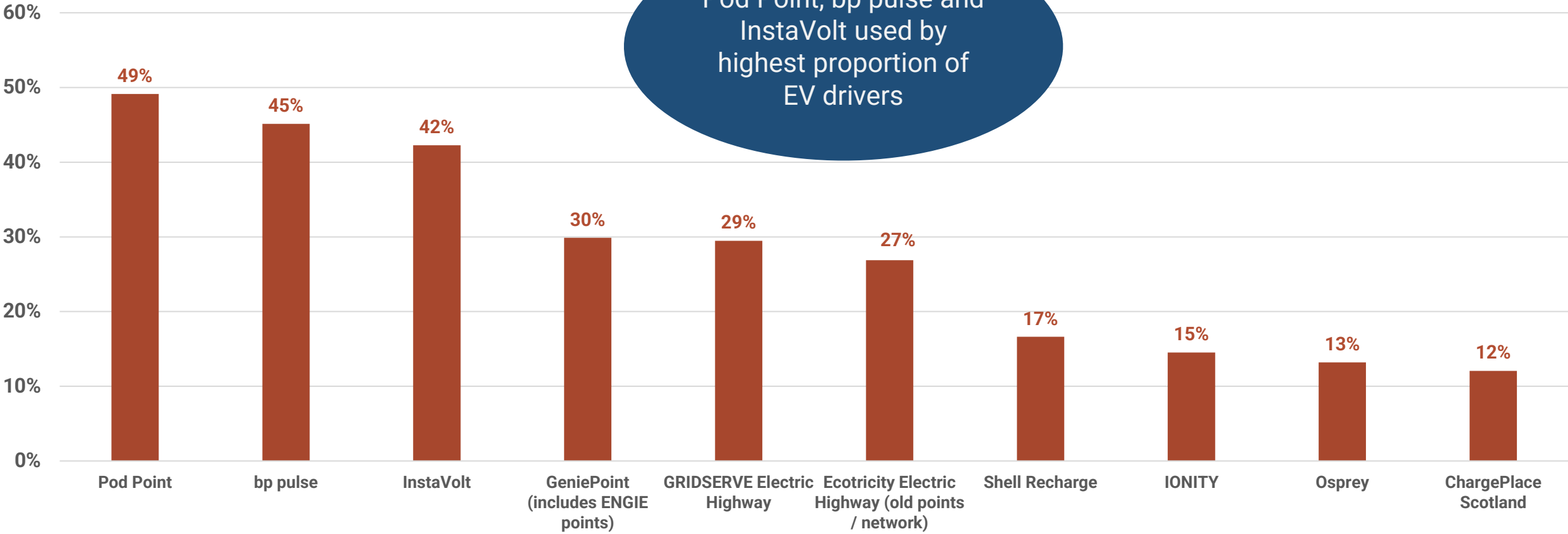
PUBLIC NETWORK



SURVEY 2021

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

Pod Point, bp pulse and InstaVolt used by highest proportion of EV drivers



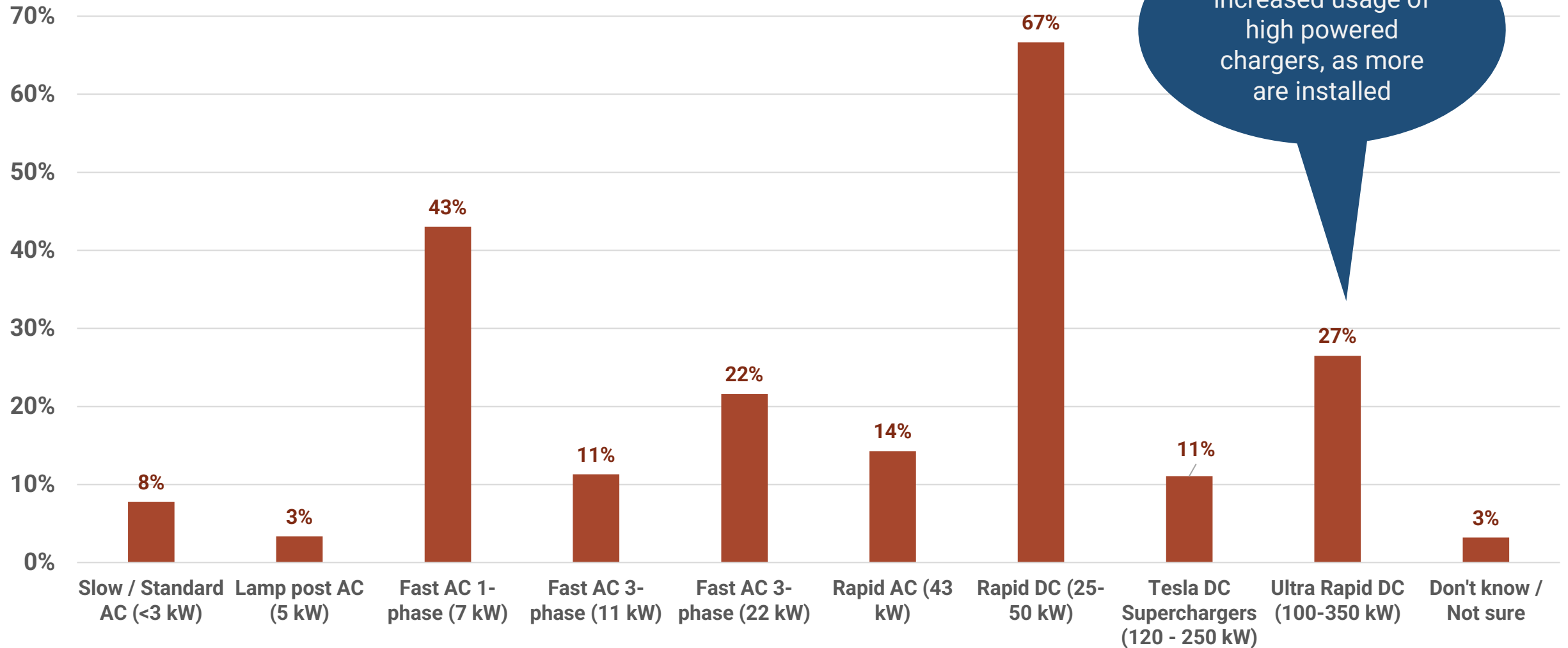
Of the public networks you use, how satisfied or dissatisfied are you with their level of charging service? *5-point rating scale provided (Users asked to rate network for overall service and on specific issues)*

NETWORK RANKING – TOP OF TABLE	
1	InstaVolt
2	MFG EV Power
3	Osprey
4	Pod Point
5	GRIDSERVE Electric Highway
6	Shell Recharge
7	New Motion
8	IONITY

NETWORK RANKING – BOTTOM OF TABLE	
9	GeniePoint (includes ENGIE)
10	ESB Energy
11	ChargePlace Scotland
12	Source London
13	EV Charge Online
14	BP pulse
15	Charge Your Car
18	Ecotricity Electric Highway (old points / network)

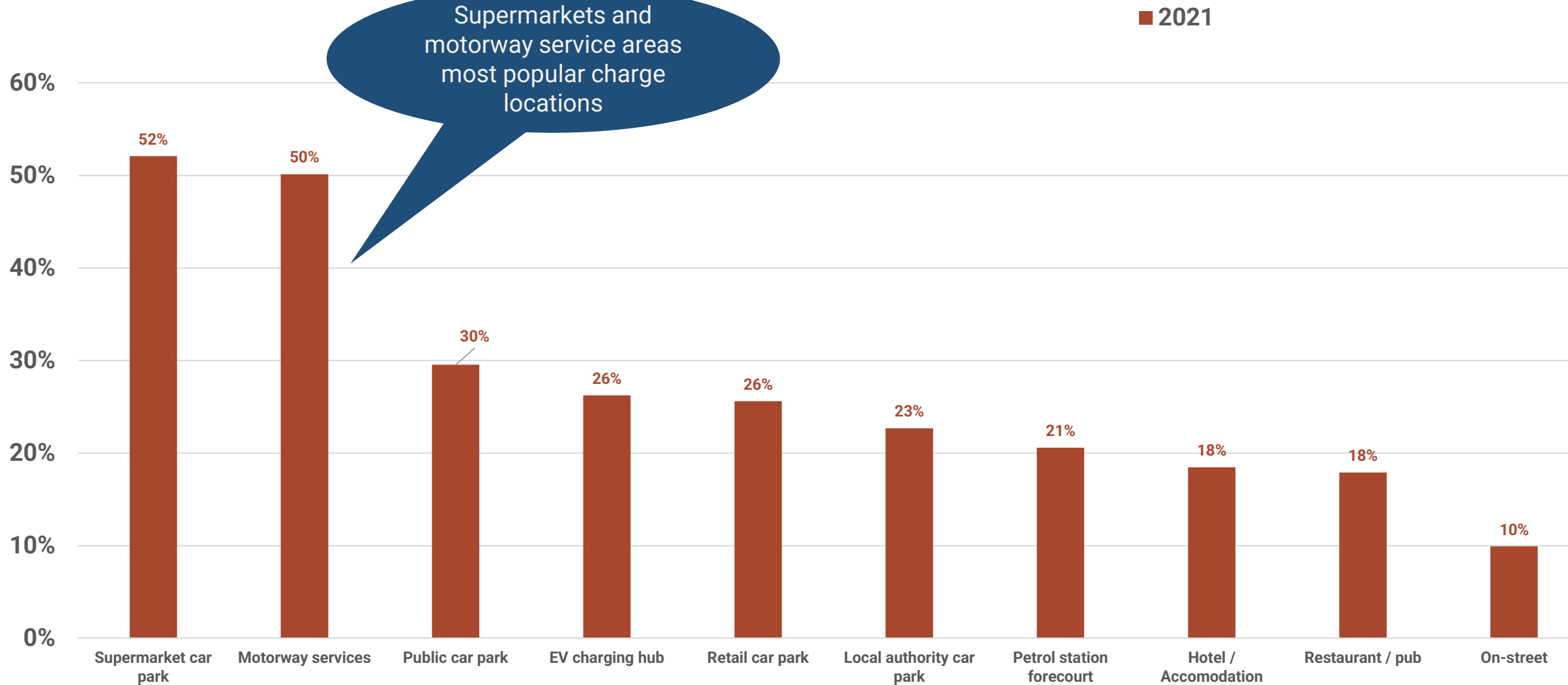
Detailed commentary: <https://www.zap-map.com/drivers-rate-electric-vehicle-charging-networks-uk/>

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



2021 has seen increased usage of high powered chargers, as more are installed

What type of public charging locations do you regularly use? *Select all that apply*



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 180000 UK users per month from a rapidly growing fleet of around 390,000 pure-EVs (Zap-Map's core user group) and 335,000 plug-in hybrids (SMMT: Dec 2021).

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





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