

Zapmap EV-Charging Survey



The UK's most in-depth EV-charging survey reveals this year's winners and losers in the public-charging arena

Zapmap, the UK's leading charge-point mapping service, questioned 4000 EV drivers on their public-charging experiences in the UK.

Now in its sixth year, the survey asked respondents to rate their overall satisfaction with the networks they use regularly. The criteria included: reliability, ease of use, customer support, value for money and payment options.

The resulting data was collated to rank each network out of a maximum of five stars.

En-route/rapid charging Networks

Rank	EV network	Overall rating	Star rating
1	Fastned	4.3	★★★★★
2	mfg EVPOWER	3.9	★★★★☆
3	Osprey	3.8	★★★★☆
4	IONITY	3.7	★★★★☆
5	INSTAVOLT	3.6	★★★★☆
6	GRIDSERVE	3.2	★★★★☆
7	ChargePlace Scotland	3.1	★★★★☆
8	SWARCO E.CONNECT	3.0	★★★★☆
9	Shell Recharge	2.9	★★★★☆
10	bp pulse	2.3	★★★★☆
11	GeniePoint	2.0	★★★★☆

For inclusion in the Rapid/En-route rankings, networks must have at least 75 rapid/ultra-rapid devices (50 kW+), with over 20% of their network being rapid/ultra-rapid devices. They also need more than 100 survey responses. The Tesla network is excluded from the rankings, as most charge points are still only available to Tesla drivers.

Key charging insights from the Zapmap survey

- Of the EV users surveyed, 49% live in 'dual-fuel' households (ICE and EV), while 51% live in EV-only households.
- 80% of survey respondents have access to a home charger.
- 89% use public charging networks.
- GRIDSERVE, Pod Point and InstaVolt are the most used charging networks.
- GRIDSERVE is the most used charging network of all, with 36% of respondents having charged at one of its hubs.
- Rapid DC (25-99kW) remains the most popular type of charging device, having been used by 69% of respondents.
- One-in-two drivers use motorway services and charging hubs, displacing supermarket car parks as the most popular charging locations. This corresponds with removal of many free-to-use chargers at supermarkets this year.



Zapmap research provides unrivalled statistics and expert analysis on the shape and usage of EV-charging infrastructure, and the attitudes and behaviours of EV drivers.

www.zap-map.com

Zapmap Survey, October 2023. 3620 BEV drivers ranked each network they'd used within the previous 6 months.