



ChargePoint Releases Industry-First AI Solution to Enhance Driver Support and Improve Network Reliability

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CAMPBELL, Calif.--(BUSINESS WIRE)-- ChargePoint (NYSE: CHPT), a leading provider of networked charging solutions for electric vehicles (EVs), today announced an AI-powered driver support tool to rapidly accelerate the diagnosis and repair of charging stations in the field. The software utilizes AI for the first time in the EV charging space to identify physical charger issues, thereby improving their uptime. The software is the latest deliverable of ChargePoint's ongoing investment in charging station reliability.

ChargePoint announced an AI-powered driver support tool to rapidly accelerate the diagnosis and repair of charging stations in the field. (Photo: Business Wire)

The software is user-friendly on the outside, yet sophisticated behind the scenes. All a driver

needs to do when encountering a nonfunctional charging station is submit photos via an improved "report a problem" feature in the ChargePoint app. The app links the issue to the driver's location and analyzes the images for anomalies, discovered thanks to a multitude of inputs utilized to train the technology for the EV charging domain. Once the software identifies the issue, it relays the information to ChargePoint's Network Operations Center, eliminating the need for most on-site inspections, considerably shortening the time to resolution.

"By deploying AI technology that can diagnose hardware issues, ChargePoint has a critical new tool joining our Network Operations Center to ensure station uptime," said Rick Wilmer, CEO of ChargePoint. "This technology will enable us to triage and resolve physical issues that cannot not be detected via remote monitoring, demonstrating our commitment to innovations which deliver a reliable charging network."

Drivers who report an issue will be able to track repair status in their app, and their report will automatically generate an alert for that station's owner, streamlining a repair process which often requires their authorization.

For more information, please visit: www.chargepoint.com .

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About ChargePoint Holdings, Inc.

ChargePoint is creating a new fueling network to move people and goods on electricity. Since 2007, ChargePoint has been committed to making it easy for businesses and drivers to go electric with one of the largest EV charging networks and a comprehensive portfolio of charging solutions. The ChargePoint cloud subscription platform and software-defined charging hardware are designed to include options for every charging scenario from home and multifamily to workplace, parking, hospitality, retail and transport fleets of all types. Today, one ChargePoint account provides access to hundreds-of-thousands of places to charge in North America and Europe. For more information, visit the [ChargePoint pressroom](#) , the [ChargePoint Investor Relations site](#) , or contact the [ChargePoint North American](#) or [European press offices](#) or [Investor Relations](#).

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