Funded by
the European Union

Horizon Europe

EUROPEAN COMMISSION

European Climate, Infrastructure and Environment Executive Agency (CINEA)

Grant agreement no. 101056765

Electric Vehicles Management for carbon neutrality in Europe

Deliverable D6.2
Engagement activities report in Azores demo

Document Details

Due date	31-01-2026
Actual delivery date	27-01-2026
Lead Contractor	SEL
Version	1.0
Prepared by	Catarina Rocha (SEL), Catarina Nogueira (SEL), Joana Leite (SEL), Rui Martins (SEL), Francisco Soares Branco (EDP NEW), Marta Brandão (EDP NEW), Samuel Matias (EDP NEW), Cindy Guzman (INESC ID), Carlos Martins (EDA), Miguel Quinto (SRTTE)
Reviewed by	Matej Zajc (UL), Ilias Manitaris (HEDNO)
Dissemination Level	Public

Project Contractual Details

Project Title	Electric Vehicles Management for carbon neutrality in Europe
Project Acronym	EV4EU
Grant Agreement No.	101056765
Project Start Date	01-06-2022
Project End Date	30-05-2026
Duration	48 months

Document History

Version	Date	Contributor(s)	Description
0.1	24-11-2025	Catarina Rocha (SEL)	First version
0.2	26-12-2025	Catarina Rocha (SEL), Rui Martins (SEL), Joana Leite (SEL)	Version ready for revision
0.3	09-01-2026	Matej Zajc (UL), Ilias Manitaris (HEDNO)	Internal review
1.0	26-01-2026	Catarina Rocha (SEL)	Final version

Disclaimer

Acknowledgment

This document is a deliverable of EV4EU project. EV4EU has received funding from the European Union´s Horizon Europe programme under grant agreement no. 101056765.

Funded by
the European Union

[1] https://ev4eu.eu/

Executive Summary

This report presents the engagement activities carried out under **Task 6.2** of the EV4EU project, focusing on the Portuguese demonstrator in the Azores. The main objective of this task was to design and implement strategies that fostered effective communication, trust-building, and feedback collection amongst participants across three demonstrator sites: **EDA's headquarters**, **LREC's office building**, and **private households**.

The engagement approach combined **in-person and remote sessions**, **surveys**, **interviews**, **knowledge sharing** about electric mobility and Vehicle-to-Everything (V2X) technologies, **continuous support** through digital channels such as WhatsApp, and interaction with the **Living Energy[2] platform**. These activities aimed to:

- Explain the project's objectives and technologies to participants.
- Ensure smooth interaction between users and project partners.
- Collect insights on user experience and expectations to inform future developments.

Key findings indicate that **face-to-face engagement sessions** were highly effective in building trust and clarifying project details. The **WhatsApp channel** provided quick support, although it initially caused communication challenges, and its governance had to be adjusted. The **Living Energy platform** offered an innovative way to engage participants, but its impact was limited by connectivity issues in some households. Surveys and interviews revealed that participants valued contributing to sustainable technology development, and specially at EDA they appreciated the opportunity to charge electric vehicles (EVs) for free. However, limited EV access at LREC decrease participation rates, and technical problems with the smart charging algorithm posed significant challenges at both EDA and private households.

Overall, Task 6.2 successfully achieved its engagement objectives, generating valuable lessons for future projects. Recommendations include prioritizing early in-person engagement, simplifying communication channels, and tailoring strategies to different user profiles. These insights will support the design of more effective engagement methodologies in upcoming initiatives promoting electric mobility and V2X technologies.

[2] Living Energy is a living lab developed by SEL "consisting of an energy community of living-buildings, such as residential or services, that allows to better understand how people use energy and their preferences in real-life". (Source: https://www.smartenergylab.pt/living-energy/)

Table of Contents

List of Figures

List of Tables

Keywords, Acronym

EV	Electric Vehicle
EV4EU	Electric Vehicles Management for carbon neutrality in Europe
PHEV	Plug-In Hybrid Electric Vehicle
V2X	Vehicle-to-Everything

1 Introduction

1.1 Scope and Objectives

This report provides a description of the engagement activities done during Task 6.2 in the Portuguese demonstrator, specially focusing on the impacts and learnings that those initiatives had both on demonstrator participants and project partners.

1.2 Structure

The document is divided between the following sections:

- A section dedicated to listing and explaining engagement activities prepared and implemented throughout the task, mentioning their purpose and expected outcomes;
- An analysis of the outcomes derived from those activities, including both the point of view of the demonstrator participants and the project partners;
- Main conclusions and future recommendations.

1.3 Relationship with other deliverables

This document reports on activities performed in the Portuguese demonstrator, adapted to its specificities, which are described in D6.1 – *Implementation plan for the Azores demo* [1]. Some of the activities were coordinated with research studies done in Task 3.1, with results documented in D3.7 – *EV users Needs and Concerns – Demonstrators' experience report* [2]. Finally, results from the Portuguese demonstrator will be shared in detail in D6.4 – *Evaluation and lessons learn of the Azores demo*, which will complement conclusions from this document.

2 Engagement Methodologies

In this chapter, a brief context of the Portuguese demonstrator is given, including a small description of its three sites (EDA's headquarters, LREC office building and a group of private houses), mentioning the user profiles considered for each of these locations. More details regarding the description of the Portuguese demonstrator are available in [1].

A section is also dedicated to list and explain activities prepared and implemented as engagement actions in the Portuguese demonstrator. A brief description of their pertinence is presented, as well as an activity timeline.

2.1 Portuguese Demonstrator brief context

The Portuguese demonstrator is divided into three types of locations, each one with participants from different user profiles:

- The EDA Headquarters' site is used by EDA employees that have personal EVs or plug-in hybrid electric vehicles (PHEVs), or occasionally employees that drive EVs from the EDA fleet;
- The LREC site is used mainly by a technical employee that is allowed to drive the EV rented for the project, but is also available to any employee or visitor at LREC;
- 6 private households (initially 7) have individual installations that include a 7.4 kW EV charger, energy consumption meters, production and storage meters (when applicable), and a communication device that uses energy measurements to use in an algorithm that optimises the EV charger consumption according to energy tariffs and energy production (when available).

Considering these locations, the Portuguese demonstrator interacts with the following profiles:

- Employees at a company, charging their personal EVs or PHEVs (at EDA and LREC);
- Employees with authorisation to drive vehicles from the company fleet (at EDA and LREC, with the rented vehicle);
- Visitors at a company, driving an EV or PHEV (at EDA and LREC);
- People charging their own EVs or PHEVs at home (at private houses).

With different user profiles, tailored engagement activities become crucial to assure communication flows from the project to the participants, as well as reinforce the feedback loop from participants to project partners. Furthermore, these activities are also a gateway to support user experience analysis and measurements for D3.7 [2].

Having this in mind, T6.2 focused mainly on communication with different users, presenting the project and the functionality of each demonstrator site, as well as collect feedback and assure a two-way communication channel to provide closer support.

2.2 Methodologies chosen

As seen in the previous subsection, the Portuguese demonstrator is divided into different use-cases in different sites, and their participants have different user profiles. In this subsection, a list of activities is provided for each site, clarifying the pertinence and expected outcomes of each one.

Table 1: Activities planned for the Portuguese demonstrator

Demonstrator site	Activity	Pertinence	Expected outcomes
EDA	Engagement Session	Clarify how the EDA demo site will work, how to participate, and how to reach project partners if needed. Furthermore, it's also an opportunity to allow participants to meet face-to-face with researchers, so that trust levels in testing new technologies can increase.	Have an in-person session with representatives from all Portuguese partners from EV4EU, so that potential participants in the EDA demo site can understand how it works, and get to know the faces behind the technologies being tested, thus increasing trust in the project.
	Define contact point at EDA	Assure a quick and local contact point between participants and project partners, to expedite needed clarifications and support.	Have one project partner from EDA nominated as the contact point for all things related to EDA demo site usage. This person will then relay any information to other partners, and provide direct support to local participants (to the best of their abilities), involving other project partners as needed.
	Final survey to evaluate experience and expectations	Collect an overall perception of the demonstrator impacts on EDA employees, as well as desires for the future of electric mobility within EDA.	Answers from employees working at EDA's headquarters that had access to the demonstrator, understanding if they used it, and motivations to do so, or motivations not to.
LREC	Engagement Session	Clarify how the LREC demo site will work, how to participate, and how to reach project partners if needed. Furthermore, it's also an opportunity to allow participants to meet face-to-face with researchers, so that trust levels in testing new technologies can increase.	Have an in-person session with representatives from all Portuguese partners from EV4EU, so that potential participants in the LREC demo site can understand how it works, and get to know the faces behind the technologies being tested, thus increasing trust in the project.
	Define contact point at LREC	Assure a quick and local contact point between participants and project partners, to expedite needed clarifications and support.	Have one project partner from SRTTE nominated as the contact point for all things related to LREC demo site usage. This person will then relay any information to other partners, and provide direct support to local participants (to the best of their abilities), involving other project partners as needed.
	Final survey to evaluate experience	Collect an overall perception of the demonstrator impacts on LREC employees, as well as desires for	Answers from employees working at LREC's office building that had access to the demonstrator, understanding

	and expectations	the future of electric mobility within LREC.	if they used it, and motivations to do so, or motivations not to.
Houses	Engagement Sessions (multiple, in-person and remote)	Clarify how the Houses demo will work (adapted to each house), why participate, and how to reach project partners if needed. Furthermore, it's also an opportunity to allow participants to meet face-to-face with researchers, so that trust levels in testing new technologies can increase.	Have an in-person session with representatives from all Portuguese partners from EV4EU, so that recruited participants in the Houses demo can understand how it works, and get to know the faces behind the technologies being tested, thus increasing trust in the project.
	WhatsApp channel	Assure a quick and direct way of contacting each participant in the private houses' demonstrator, as well as allow for a sense of community within participants.	Have one person from each Portuguese partner available to participants through a dedicated support chat, as well as a chat with all participants and Portuguese partners' representatives to promote a sense of community and share relevant information.
	Flyers	Contribute to a deeper understanding of electric mobility and V2X technologies by participants, clarifying some myths and perceptions.	Produce and share a set of 5 flyers regarding the following topics: - Battery degradation - EV charging best practices - What is V2X - Benefits and impacts of V2X in the Portuguese demonstrator - Benefits and impacts of large-scale adoption of V2X
	Living Energy activities	Collect monthly feedback regarding demonstrator usage, to include in D3.7 [2]	Collect measurable feedback monthly, while engaging participants with the Living Energy platform, having the last feedback request include a balance of the experience in the demonstrator overall.
	Interviews August	Build upon the Living Energy activities' results, collecting more qualitative feedback, while strengthening the proximity between project and participants.	Interview all households' participants to collect qualitative and deeper feedback about their experience in the Portuguese demonstrator.

2.3 Activities performed

Activities listed in Table 1 were therefore planned, prepared and implemented throughout the course of T6.2 timeline (from November 2023 to January 2026). Figure 1 shows when different activities were implemented in the task timeline.

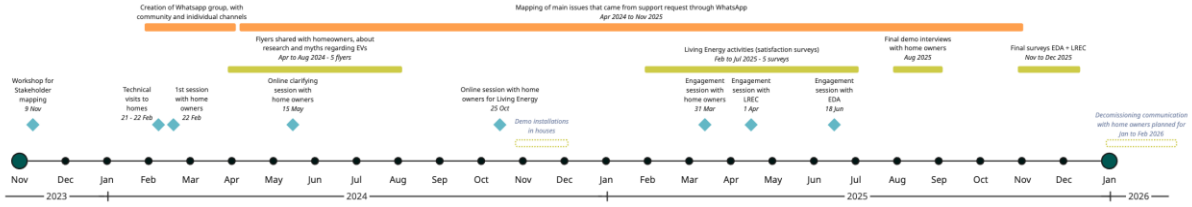

Figure 1: Task 6.2 timeline, with activities done (specific events with blue diamonds, events spanning through several months in green rectangles, and WhatsApp channel and support in orange rectangles)[3]

Note that some activities that were not in the initial plan were included in the timeline, since Task 6.2 was also a task to support installations and monitoring of the private houses' demonstrator site. This support entailed communicating with homeowners regarding technologies that would be installed in their homes, creating a quick and direct channel between participants and researchers implementing and testing the solutions. By the end of the demonstrator's monitoring activities, a communication will also be prepared to support the decommissioning efforts. This communication will be part of Task 6.2, but due to the project having been extended, these efforts will happen after the submission of the current document.

In this section, images and detailed explanations of some of these activities are available. Not all activities are detailed due to privacy issues related to personal information of partners and participants.

By the end of the task, an evaluation of all outcomes from these activities mentioned above was done, including a request to Portuguese partners to provide their own feedback about how activities went, what they had learned, and what benefits were drawn from them (therefore including both the participants' perspective and the project partners' point of view in the conclusions). The next section highlights main findings directly from participants' feedback provided throughout the task, as well as inputs from partners regarding key outcomes and learnings for the project.

Living Energy Platform

The Living Energy platform was introduced to homeowners early in the project, and a remote session for onboarding was prepared for 25th October 2025. In this session, live dashboards of the platform were shown, that exemplified the ones the homeowners would see after the installations done at their houses in the following month.

Dashboards available on this platform allow users to see their daily electricity consumption, since there's a sensor measuring total energy consumption directly from the participant's electricity meter. Detailed consumption views allow users to compare between different days, weeks or months, and it is possible to see consumption disaggregated by equipment monitored (in this case, homeowners had their EV chargers monitored, so it was possible to see how much of the total energy consumption came from EV charging). Finally, for users with solar photovoltaic production, it is also possible to see daily, weekly and monthly electricity production compared with consumption, which can help users

[3] Zoomed image available in APPENDIX A: Activities timeline.

understand where they can optimise their consumptions at home, maximising it in peak production hours.

With this platform, project partners could also send activities for homeowners, mainly to ask for opinions, feedback and experience reports through online surveys.

Below are some images of the homeowners' dashboards.

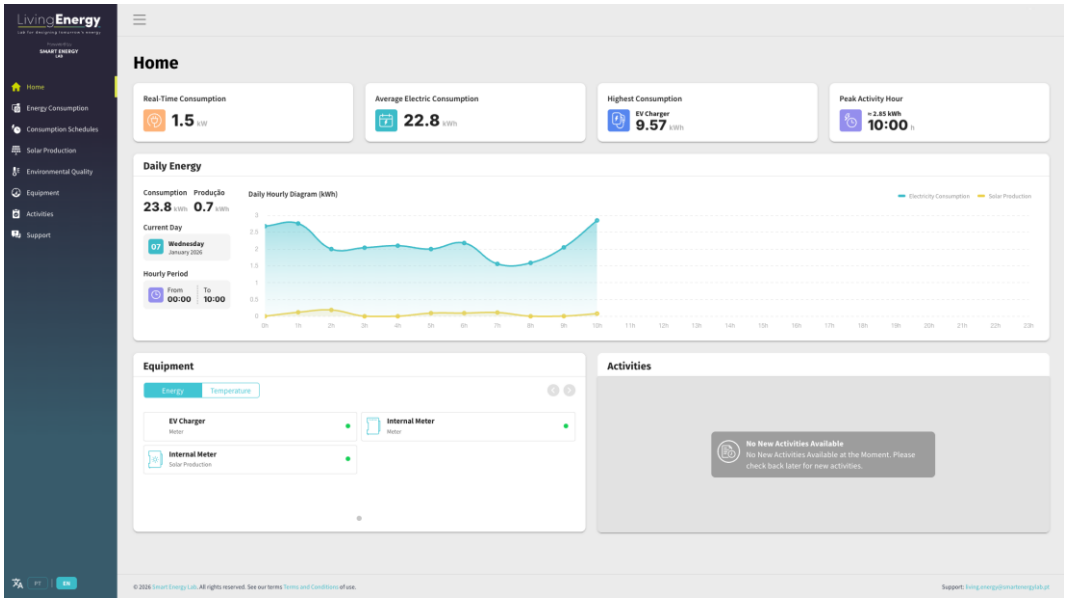

Figure 2: Living Energy's main dashboard view of one participant, taken on 7th January 2026

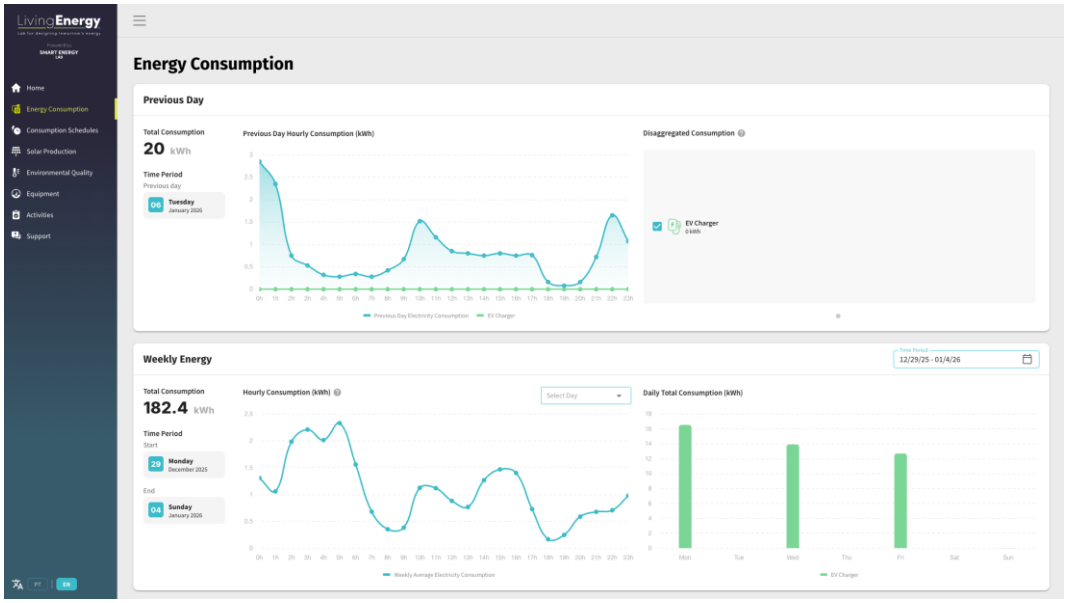

Figure 3: Living Energy's energy consumption dashboard view of one participant, taken on 7th January 2026

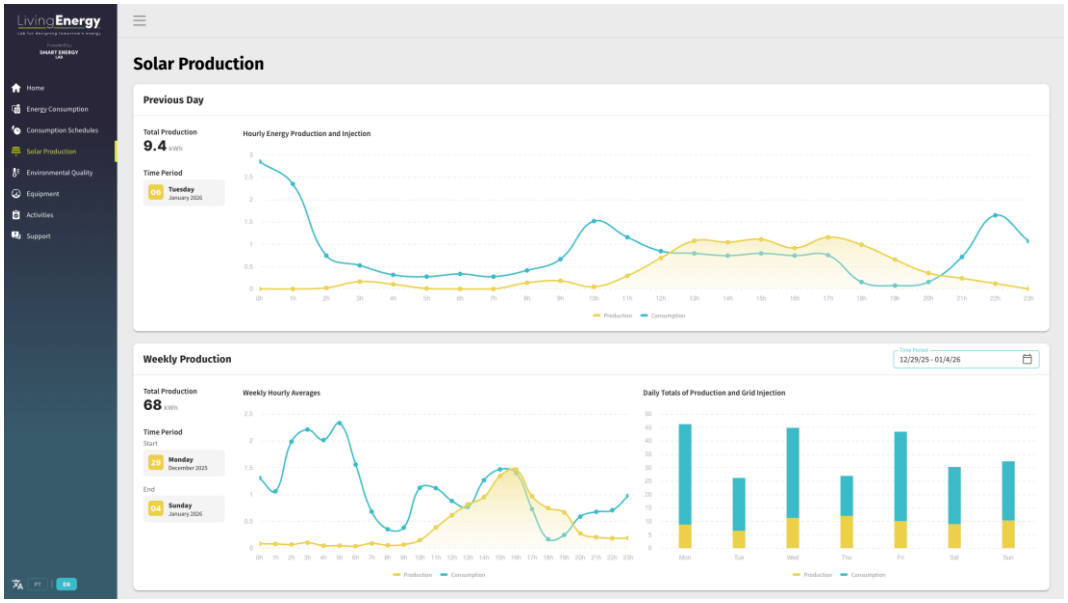

Figure 4: Living Energy's solar production dashboard view of one participant, taken on 7th January 2026

Engagement sessions at EDA, LREC and with Homeowners

During Task 6.2, several engagement sessions were organised, most of them were in-person events, with photos available below. These sessions allowed participants to meet project partners, better understand goals and technologies used, ask questions and share concerns.

Figure 5: Engagement session with homeowners (22nd February 2024)

Figure 6: Engagement session with homeowners (22nd February 2024)

Figure 7: Engagement session with homeowners (31st March 2025)

Figure 8: LREC's Engagement session (1st April 2025)

Figure 9: EDA's Engagement session (18th June 2025)

3 Engagement outcomes

In this section, activities listed previously are explained in more detail, including outcomes and main learnings derived from each one.

3.1 Outcomes and results from engagement activities

Considering the activities listed in Section 2.2, this section presents main learnings and reactions from both participants and project partners regarding each one of them.

Starting with the **engagement sessions** done with EDA, LREC and Homeowners, either in-person or remotely, they were a crucial moment to reinforce trust in the project. With these sessions, the project turned into specific people that were working on it, and that would be there to help and support participants when needed. They were also a great opportunity to better explain how the different demonstrator sites would work, and how to access them. It was very interesting to see the different questions and concerns raised during each session, and how having each partner represented by their specialist in the demonstrator reinforced a sense of trust in the explanations provided. During these sessions, the **contact point for EDA and LREC** demonstrators was also shared with potential participants, which were local partners that were physically nearby and available to support whenever needed, either by solving the issue themselves, or by directing to the project partner that could do it.

For EDA, it is possible to highlight the frequency of the EV chargers' usage (just between June and August 2025, a total of 119 sessions [2] were done at the EV4EU demonstrator. According to the results of the **final survey**[4] done at EDA, being able to charge their EVs for free, and contributing to research and development in sustainable technologies were the main reasons that led EDA employees to use the EV4EU demonstrator, with employees requesting more EV chargers, including employees from other buildings and islands that are requesting to also have chargers at their facilities.

At LREC, usage was exclusively done by an LREC employee that had access to an EV rented by the project. Other employees reported not having access to an EV, and that was their reason not to use the demonstrator, even though some shared concerns about the future of electric mobility, and how LREC should be ready for that scenario[5].

The most activities were prepared for the homeowners, since they were the ones the project needed to keep the most engaged for a longer period. That meant organising multiple engagement sessions, both remotely and in-person, to present several stages of the project. The participants were contacted initially by local partners, and the demonstrator leader selected the ones that had the best setups for the use cases being tested. When Task 6.2 started, these participants had already been selected, but no activities had been done yet, besides a survey to understand their houses' characteristics. The first step was to get to know the participants, and for them to get to know the project better. Simultaneously, it was necessary to conduct technical visits to each house, to ascertain the details of each installation needed. Therefore, an **in-person engagement session** was organized in February 2024, in the same week as technical visits to each house done by project partners. These activities

[4] Detailed results in APPENDIX B: Final surveys' results.
[5] Detailed results in APPENDIX B: Final surveys' results.

allowed to answer both the project's technical needs, and to gain trust from the participants, as they were now meeting the people that would be working with them for the following 2 years.

After this first engagement session, a **direct channel** was created with **WhatsApp**, to allow for both a direct support to each participant, but also to create a sense of community amongst all participants. With this communication line in place, a more recurrent and personal link was created between partners and participants, and this was the chosen channel to share various **flyers** with the participants regarding various information about electric mobility, battery degradation, V2X technologies and impacts, etc. These flyers were prepared by SEL and EDP NEW and worked to clarify myths and perceptions previously held by participants. When asked about it, participants reported it was very easy to understand the information, even though some were familiar with most of it.

The installations needed for the Portuguese demo happened in November 2024, which meant a new engagement session (this one done remotely), to showcase Living Energy, a platform developed by SEL and included in the Portuguese demonstrator to increase engagement with homeowners. This session happened by end-October 2024, to prepare homeowners for what they would be able to see using the Living Energy platform, and to do their sign-up process with live support.

Living Energy was then used to share **activities** during the demonstrator, collecting feedback to include in D3.7 [2]. These activities culminated in **individual interviews** with 4 of the 6 homeowners[6] that were still active participants in August 2025.

From the analysis of the activities and interviews [2], it was possible to see that participants were generally satisfied with their new EV chargers (the ones that had new chargers installed), but there were significant issues with the algorithm, which lead to difficulties in charging their EVs, and consequently being unsatisfied with the project in some critical moments. The Living Energy platform was viewed positively by those who could access it, but its use ended up being somewhat limited, due to connectivity problems experienced in some houses, making those participants less likely to check it regularly. Overall, experiences with the demonstrator did not significantly change these participants' perceptions of EVs, though some mentioned having learned more about smart charging and battery management. V2X was already a familiar concept to most, and even considered promising at a system level, but its adoption seems to still face resistance due to unclear economic benefits and concerns about battery health, even after a lot of information being provided about these issues.

3.2 Main findings and key learnings

Looking to the outcomes of the different activities put in place to promote engagement, it is possible to observe the following:

- Having in-person sessions to explain project details and opening the floor to discussions and questions is a very positive way to get people interested and engaged, and builds trust in the project by presenting the people behind the technology.

[6] The two remaining participants either gave no availability to the interview, or it had to be postponed, and was not possible to reschedule later on.

- The WhatsApp channel for homeowners proved crucial to provide direct and quick support to each participant, even though it ended up not fitting the purpose of community creation, since participants only used their WhatsApp personal support channel, and not the community one.

- Having partners from all Portuguese project entities in the homeowners WhatsApp channel seemed a good idea to promote transparency, but ended up causing some communication issues during some critical moments, and one participant ended up leaving the project. From then on, it was decided to have only one partner responsible for answering participants' request (even though other partners were kept in the chat, to facilitate technical support).

- Even though it did not fully work for all homeowners (due to connectivity issues), Living Energy was seen as a very engaging way to see energy consumptions at home, and one participant even reported it helped in defining new habits to promote a greater energy efficiency at home.

- Collecting feedback from homeowners through a combined quantitative and qualitative method (Living Energy activities and individual interviews) provided interesting insights for both the engagement analysis and for the demonstrator experience analysis available in D3.7 [2].

- Collecting feedback from EDA and LREC through an online survey (quantitative method) proved very efficient in reaching a larger audience that had less constant contact with the project.

4 Conclusions

This deliverable presents the engagement activities done throughout T6.2, which had the purpose of engaging participants from the three Portuguese demonstrator sites — EDA headquarters, LREC office building, and private households — with special focus on the homeowners.

These activities aimed to ensure effective communication, build trust, and promote easy and regular feedback collection. The mentioned activities included in-person and remote engagement sessions, surveys, individual interviews, knowledge-sharing initiatives, continuous support through digital channels such as WhatsApp, and interaction with the Living Energy platform. Overall, the engagement strategy successfully fostered participant involvement, provided valuable insights for the project, and highlighted the importance of tailored approaches for different user profiles.

The following sub-sections define main challenges and provide recommendations for future engagement activities in such projects.

4.1 Main Challenges

Some challenges emerged during the implementation of engagement activities, namely:

- **Technical limitations**: Connectivity issues in some households reduced the effectiveness of the Living Energy platform and limited participants' ability to monitor energy data;
- **Algorithm performance**: Problems with the smart charging algorithm led to dissatisfaction among homeowners during critical moments, as well as among EDA employees, impacting overall trust in the demonstrator;
- **Communication complexity**: Including all partners in the homeowners WhatsApp support channel initially caused confusion in responses, leading to participant frustration and even one participant withdrawal from the project;
- **Limited engagement at LREC**: Usage was restricted to one employee due to lack of access to EVs among other staff, reducing the demonstrator's visibility and impact at this site.

4.2 Recommendations and suggestions

Based on the lessons learned from this task, the following recommendations are suggested for future projects, as well as for further developments during and after EV4EU project:

- **Prioritise face-to-face engagement early**: Initial in-person sessions proved highly effective in building trust and clarifying project objectives. Future projects should consider including these interactions at the start, engaging with curious participants and promoting knowledge-sharing amongst all.
- **Simplify communication channels**: Assign a single contact person to support specific types of participants (tailoring it to various user profiles and needs), to avoid confusion and ensure timely responses.

- **Diversify engagement tools to promote better feedback loops**: Combine quantitative (like surveys) and qualitative (like individual interviews) feedback methods to capture comprehensive insights from all types of participants and stakeholders involved.

- **Adapt engagement strategies to different user profiles**: For individual and direct contact with sensitive participants (like homeowners that had emerging technology installed and being piloted at their homes), provide easy to use and quick communication channels, that build a sense of easiness of reaching out for support in critical moments. For company-wide demonstrators (like the ones at EDA and LREC), consider having a dedicated contact person on site, that is easily reached by any employee in need of assistance. For sites with limited EV access, consider alternative activities (e.g., knowledge-sharing sessions, simulations) to maintain relevance and interest on the topics explored.

- **Promote transparency and literacy**: Prepare and share informative materials (flyers, digital content, or other formats) to address misconceptions and reinforce knowledge about emerging technologies like V2X.

5 References

[1] J. Mateus *et al.*, “Deliverable D6.1 Implementation plan for the Azores demo,” Nov. 2023.
[2] C. Rocha *et al.*, “Deliverable D3.7 EV users Needs and Concerns – Demonstrators’ experience report,” Dec. 2025.

APPENDIX A: Activities timeline

Detailed view of activities' timeline for Task 6.2, broken into part 1 (Figure 10) and part 2 (Figure 11).

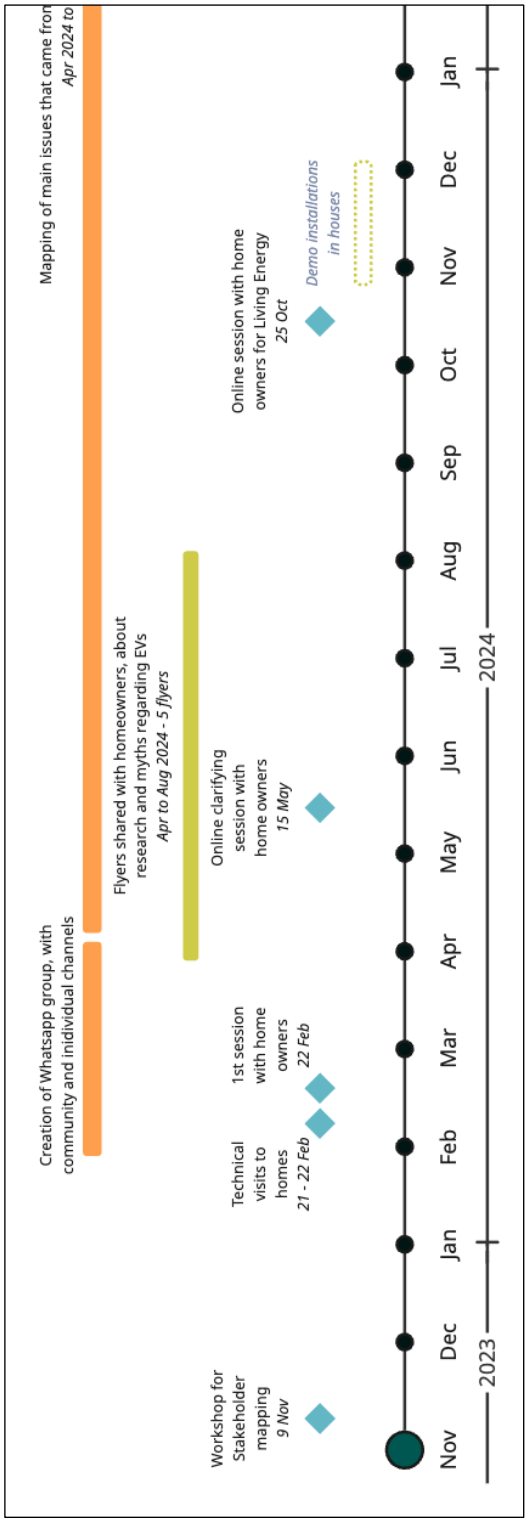

Figure 10: Activities timeline (part 1)

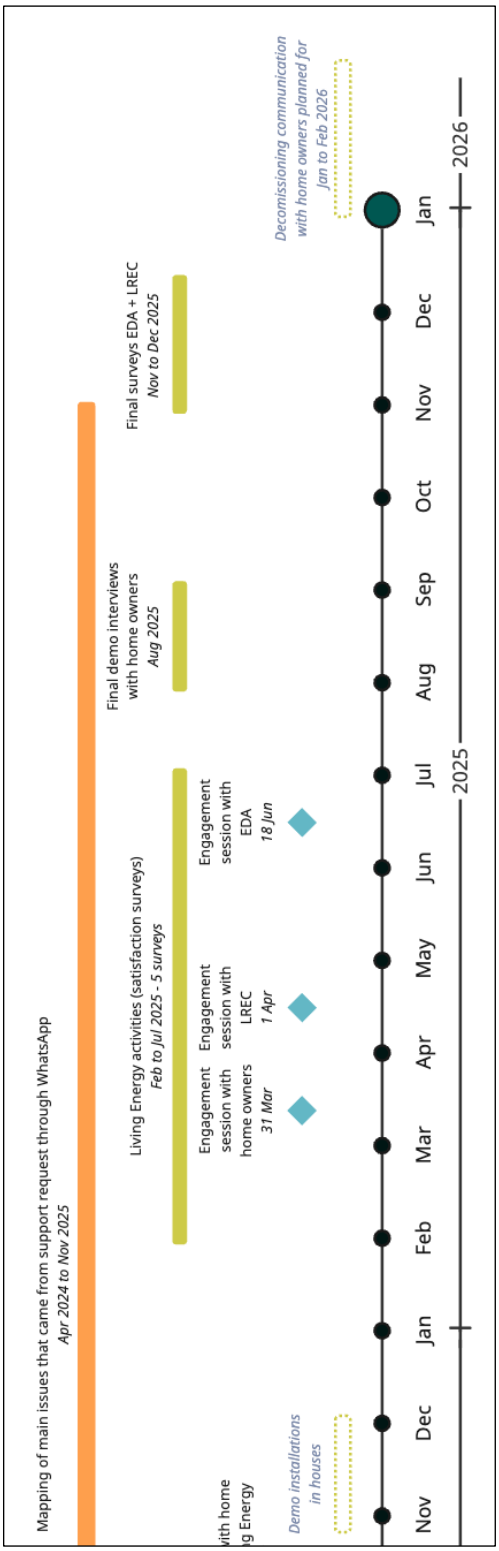

Figure 11: Activities timeline (part 2)

APPENDIX B: Final surveys' results

As part of the engagement activities planned in this task, final surveys to evaluate experience and expectations were prepared and shared at EDA and LREC. The answers were collected using the Survio platform, between 3rd and 15th December 2025, having been shared by EDA's and SRTTE's project partners.

Note that:

- LREC's survey was shared among 38 people working at LREC's office building[7]. 18 people answered this survey, which means a participation rate of 47.37%;
- EDA's survey was shared among 990 EDA Group employees across all the Azorean archipelago, even though only 402 (40.61% of all EDA Group) of those employees had access to the demonstrator site[8]. 114 people answered the survey, which means a participation rate of 11.52% (considering all EDA Group employees). Noting the percentage of employees at EDA's headquarters mentioned above, we can assume that around 40% of them had access to the demonstrator, which means 46 participants.

Below are the results obtained from both surveys.

Both surveys started with the question "During the period EV4EU chargers were available in EDA's/LREC's parking lot, did you use them on any occasion?". Figure 12 shows results for both EDA and LREC surveys. Figure 13 shows the same analysis for EDA, only now considering that just 46 participants were from EDA's headquarters (as shown above, mentioning that 40.61% of EDA Group's employees are from headquarters, and that translates to around 46 participants from the 114 had access to the demonstrator). Note that the same number of participants that used the demonstrator is shown in both graphs, since those are for sure employees that had access.

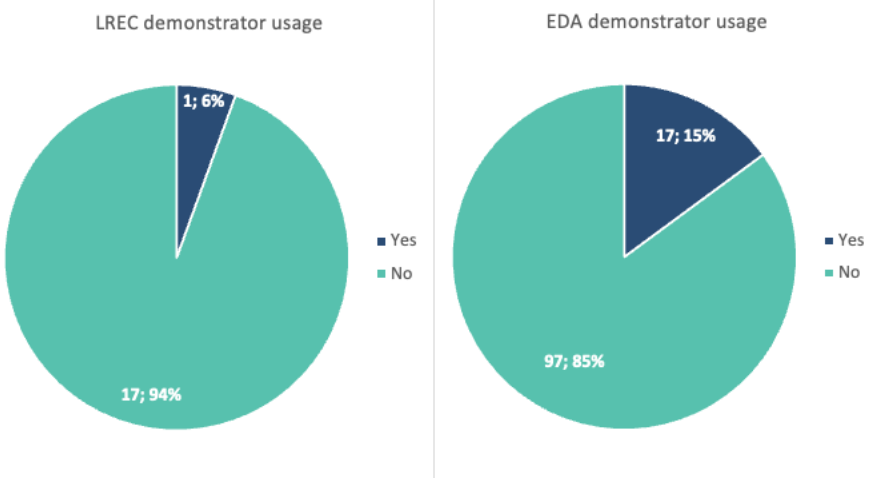

Figure 12: Number and percentage of participants in LREC (left) and EDA (right) that answered the survey, that either used or didn't use the EV4EU chargers

[7] Information provided by SRTTE partners on 15th December 2025
[8] Information provided by EDA partners on 15th December 2025

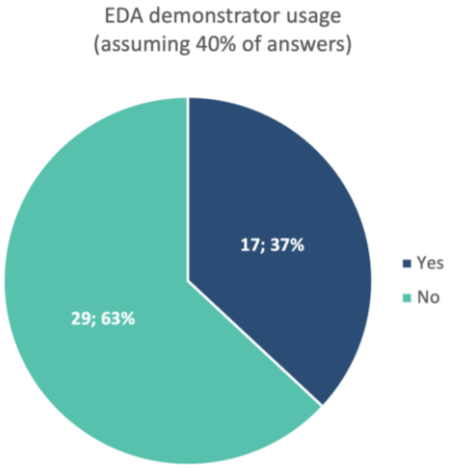

Figure 13: Number and percentage of participants in EDA that answered the survey, that either used or didn't use the EV4EU chargers (values reduced considering that only 40% were from EDA's headquarters)

The second question in both surveys was different depending on answering "Yes" or "No" in the first one. For those who answered "Yes", i.e., they used the project demonstrator, the question presented was "What was the main motivation that led you to want to use the chargers?". Figure 14 shows motivations listed in the multiple options question, as well as how many participants from EDA and LREC selected each one. Note that it was possible to select more than one.

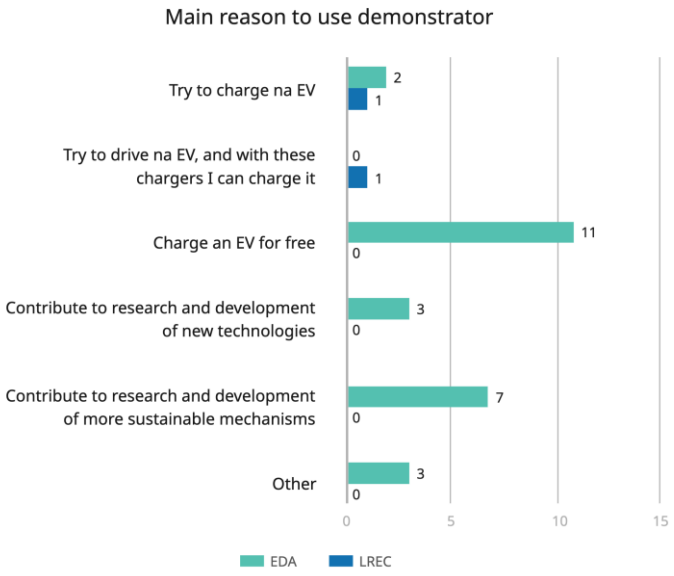

Figure 14: Number of participants that chose each option as a main reason to use the demonstrator, both at EDA and LREC

People answering "Other" at EDA mentioned contributing to the EV4EU project by a colleague's suggestion, having trouble charging at home, and having low battery in their EV.

For those who answered "No", i.e., they did not use the project demonstrator, the question presented was "Why didn't you use the chargers?". Figure 15 shows reasons listed in the multiple options

question, as well as how many participants from EDA and LREC selected each one. Note that it was possible to select more than one, and that the last two options (excluding the "other" option) were only shown at EDA, which was the location that had multiple chargers available to all employees.

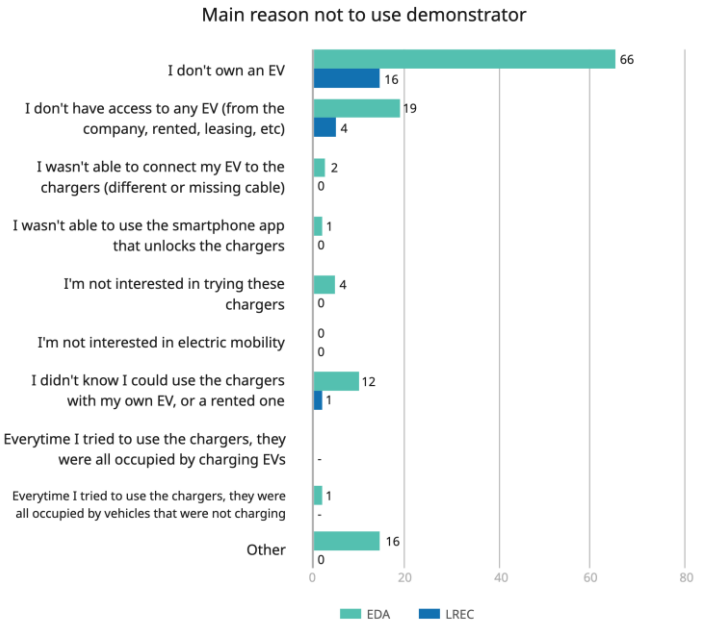

Figure 15: Number of participants that chose each option as a main reason not to use the demonstrator, both at EDA and LREC

People answering "Other" at EDA mentioned, 9 of them mentioned being from another island, and 2 worked at different buildings other than EDA's headquarters. The other 5 mentioned reasons like not needing to use the chargers or not being as practical as charging at home.

At EDA, an additional question was added to all participants, which was the following: "In a scale from 1 to 5 (1 meaning "not interested" and 5 meaning "very interested"), rate your level of interest in the topics listed below". Figure 16 shows the topics listed to be rated, as well as how many participants from EDA rated them in each level of interest.

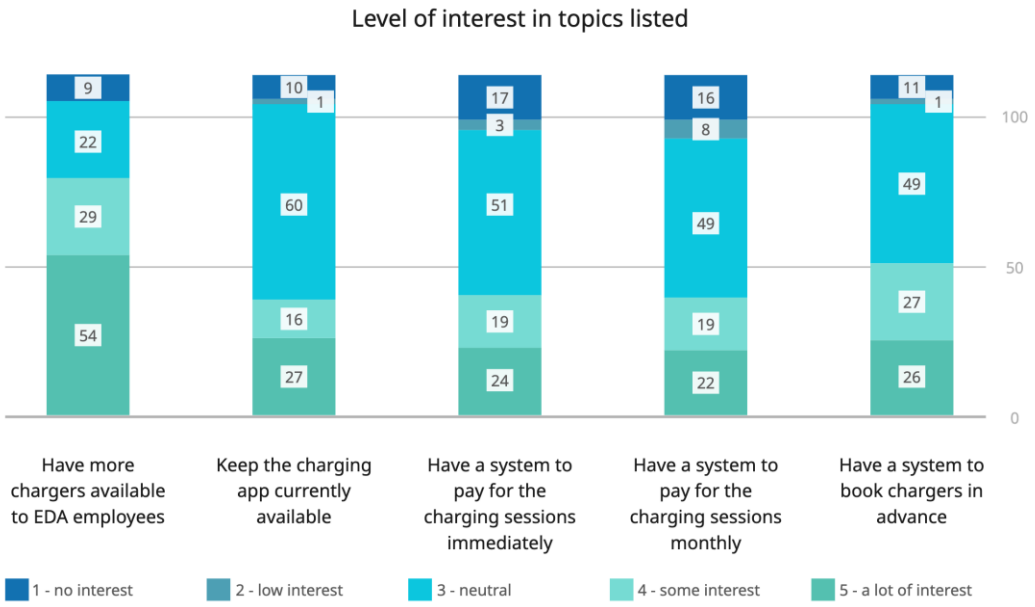

Figure 16: Number of participants at EDA that rated each option from 1 to 5 in terms of interest level

Finally, the survey for both EDA and LREC ended with the question "Do you have any suggestion or comment that you would like to add?".

At EDA, comments included topics like:

- Requests to have EV chargers in all EDA facilities, both in São Miguel Island and in other islands of the archipelago;
- Concerns about reducing (the best) parking spaces available to non-EVs, and therefore requesting that EV parking spaces are the furthest away from the entrance;
- Mentions to problems experienced with the EV4EU app available to allow usage of EV chargers, requesting a simpler one;
- Requests to have more chargers, specially the faster ones;
- Suggestion of having EDA endorse EV adoption in the archipelago, through incentives and acquisition support programs.

At LREC, comments included topics like:

- Concerns about the future of electric mobility, and how having EV chargers can prepare LREC for that future;
- Mentions to the need of paying LREC for the use of the chargers by visitors;
- Reference to the bigger picture of mobility, especially electric mobility, needing to look into the whole value chain of both energy and mobility.