

The Fast Charging Usability Index

02/09/2025 A new standard for Europe's charging ecosystem.

As electric mobility accelerates across Europe, the usability of public fast charging infrastructure is emerging as a key success factor. While technical availability shows whether a charging point is online, operational, and available, it does not guarantee a smooth charging experience.

This study introduces the Usability Index – a new industry benchmark developed by Porsche Consulting in collaboration with &Charge GmbH – to evaluate the usability of fast charging points. Based on extensive data from five major European markets, it measures the gap between technical availability and actual usability of fast charging points. In addition, the study uncovers critical challenges and outlines a framework for operational excellence. A four-step approach provides actionable guidance for charge point operators to improve usability and deliver a more seamless customer experience.

Read the study in full length: The Fast Charging Usability Index

MEDIA ENQUIRIES



Jan Boris Wintzenburg

Director Communications and Marketing
Porsche Consulting GmbH
+49 (0) 152 3911 8663
jan_boris.wintzenburg@porsche-consulting.com

Link Collection

Link to this article
https://newsroom.porsche.com/en/2025/company/porsche-consulting-fast-charging-usability-index-40391.html

Media Package
https://pmdb.porsche.de/newsroomzips/71ece793-ef5a-40ed-b41a-535f3c2fbc9d.zip

External Links
https://www.porsche-consulting.com/