Konect | GILBARCO VEEDER-ROOT

The Business of Uptime

How High Uptime and Integrated Operations Unlock EV Charging ROI at Scale.

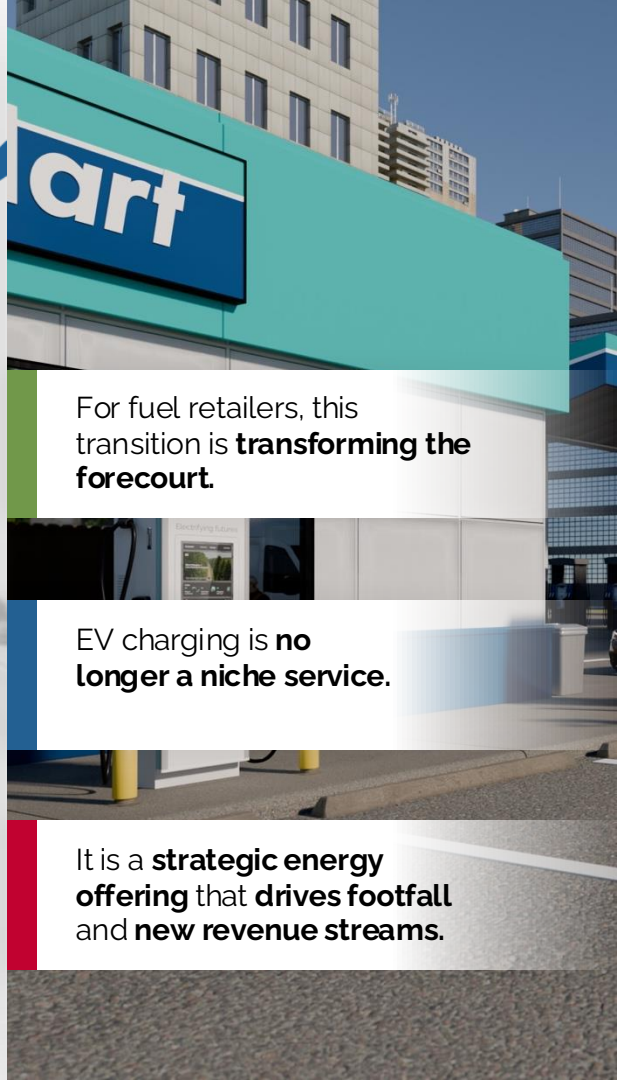
Konect

The EV Charging Market Is Accelerating

Electric mobility is scaling rapidly across the United States:

- **1.56m plug-in cars, vans, and light trucks** were sold in the U.S. last year (Source: Argonne National Laboratory)
- **39% of US light-duty vehicles** are forecast to be electric by 2030 (Source: EV Volumes)
- **13 states and D.C.** have adopted California's 2035 all-EV target for light-duty vehicles.
- **Battery costs have fallen 84% since 2014** and are expected to fall another 30% by 2030 (Source: BloombergNEF).
- OEMs have invested **$312bn in US battery and EV production** to support growing demand (Source: Atlas EV Hub).
- Export markets, including the EU and Canada, are **phasing out non-EVs during the 2030s,** which will influence vehicles being imported into the US.

Electrification is inevitable and it's an exciting opportunity for forward-thinking fuel retailers



For fuel retailers, this transition is **transforming the forecourt.**

EV charging is **no longer a niche service.**

It is a **strategic energy offering** that **drives footfall** and **new revenue streams.**

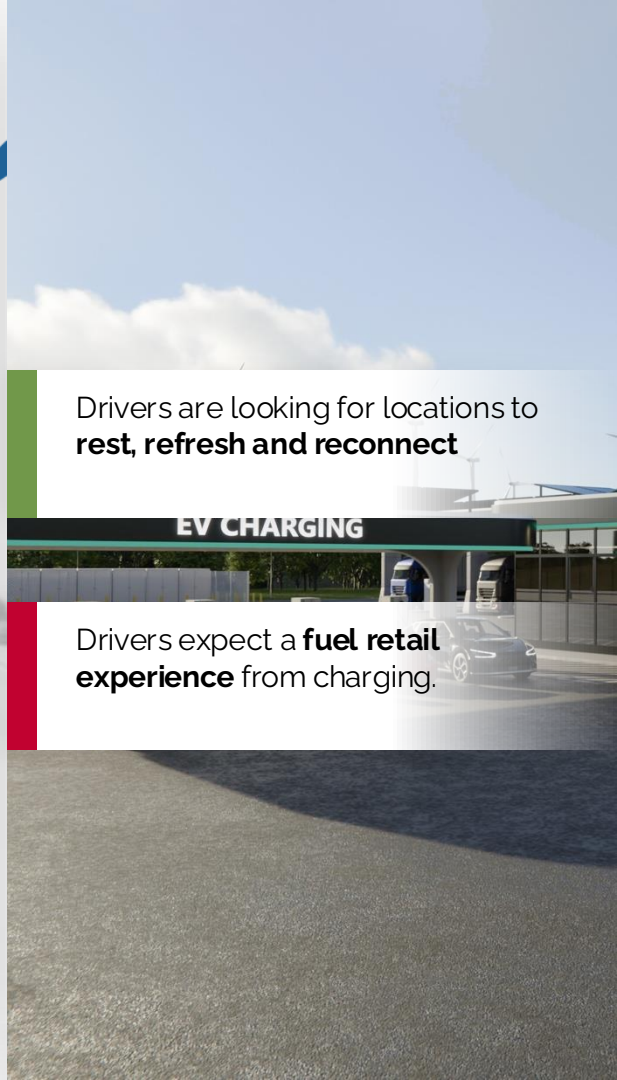
EV Charging as a Retail Growth Engine

Fast charging sessions typically last around 20 minutes.

- This creates **meaningful dwell time on site,** and makes the **wider forecourt experience vital**
- 97% of US EV drivers would select a charging site based on the available amenities (Konect Survey of 1,000 EV Drivers);
  - → **Rest**: 39% said they would use the toilets, while 22% would avoid sites that don't have them.
  - → **Refresh**: 38% expect to visit a shop or buy a drink or snacks.
  - → **Reconnect:** 36% of US drivers wanted WiFi, which is a good opportunity to collect contact details for targeted promotions.

Convenience is still an important factor, especially as the network grows.

- 79% of US BEV drivers would accept a detour of more than 10 minutes **to get everything they wanted.**
- **Location + reliability drive demand**



Drivers are looking for locations to **rest, refresh and reconnect**

Drivers expect a **fuel retail experience** from charging.

EV Charging is Entering Its Operational Phase

The first decade of EV charging focused on deployment

- Success was measured by:
  - → **number of chargers installed**
  - → **speed of deployment**
  - → **network coverage**

But as EV adoption accelerates, operators are now managing large, complex charging networks.

- And operations introduce new challenges.
- The challenge is shifting from:
  - → **deployment → operations**
- And the key question becomes: **How reliably can we operate EV charging networks at scale?**

Konect

But Scaling Changes Everything...

The first few charging sites often feel manageable.

- When a network is small:
  - → performance is **visible**
  - → issues are **contained**
  - → teams can **intervene manually**

But as networks expand:

- → hundreds of chargers must be **monitored**
- → multiple software systems **interact**
- → payment systems, grid management and connectivity must **coordinate**

At scale, EV charging becomes less of a technology challenge and more of an operational coordination challenge.

What worked at **five sites** becomes harder **at fifty,** and complex at **five hundred**

Fragmentation Is the Root Cause of Many Failures

As charging networks scale, operational complexity increases.

- Operators must manage **multiple systems,** including:
  - → charging hardware
  - → charge point management platforms
  - → payment systems
  - → network connectivity
  - → energy management
  - → field service

Each system generates its own data and alerts.

- Diagnosing failures across these systems becomes complex.
- EV charging becomes an **operations challenge** rather than simply a **hardware challenge.**

The Market is Raising The Reliability Bar

As charging networks expand, reliability is becoming the central operational performance metric.

- Several forces are increasing the importance of uptime:

01 Policy

- NEVI requires 97% uptime for funded chargers (Even stricter abroad where the UK now mandates 99% uptime)

02 Customer expectations

Drivers increasingly expect charging to work every time they arrive

03 Network scale

Operators are moving from pilot sites to national networks.

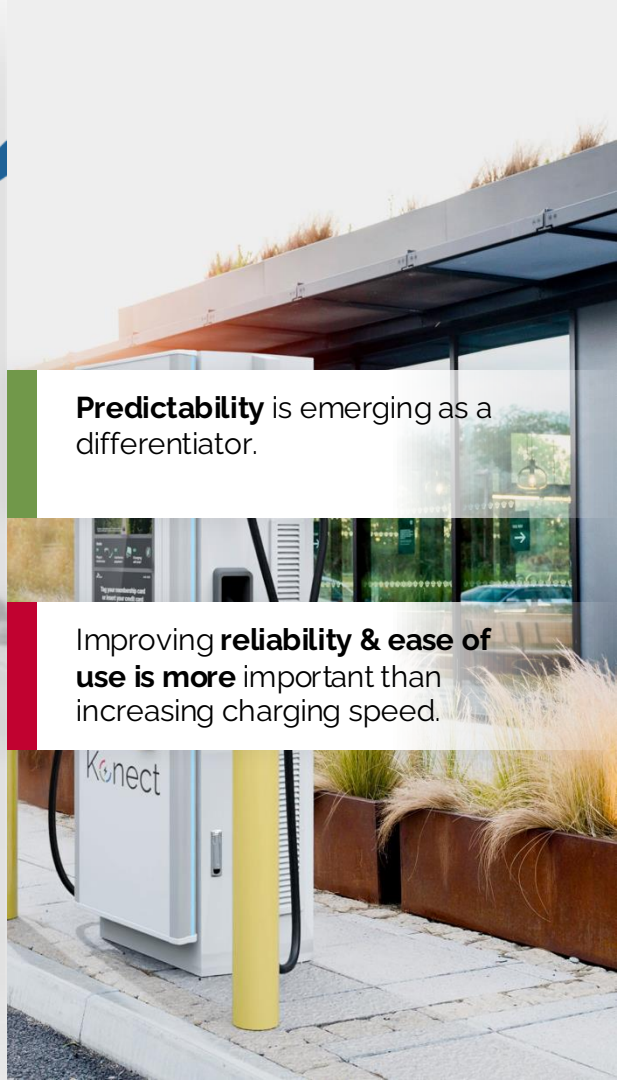
Reliability Still Limits the Charging Experience

Konect Pulse Survey 2025 of 1,000 US EV Drivers:

- **36%** said they **avoid locations with unreliable chargers**
- **29%** prefer to have **more than one charger** on site.
- Reliability is therefore becoming **one of the most important differentiators** between charging networks.

The 2025 JD Power EVX Public Charging Study highlights progress but also ongoing challenges:

- **14% of EV drivers** reported visiting a charger without successfully charging
- This is the **lowest level in four years**
- However, **60% of failed charging visits were caused by faulty equipment**
- This shows that **reliability improvements are happening,** but **downtime remains a significant barrier.**



Konect

How Does Uptime Impact Retail Economics?

The economics of EV charging are driven by uptime, and uptime is driven by throughput.

- Charging revenue depends on four factors:

Utilization

X **Energy delivered**

X **Price per kWh**

X **Availability**

- If a charger is unavailable, **no charging session occurs,** and revenue immediately drops to zero.

Availability is the **gatekeeper.**

Downtime directly impacts **charging throughput, site economics & brand trust**

Integration Enables Scalable Charging Networks

Instead of disconnected systems, integrated architectures create coordinated operations.

- This enables three key advantages:

01 **Unified visibility**

Operators gain a single view of network performance.

02 **Clear accountability**

Issues follow one escalation path instead of multiple vendor handoffs..

03 **Faster resolution**

Integrated data enables faster diagnosis and remote fixes.

Konect

What's The Value of an Integrated Solution?

Non-Integrated

1. Driver identifies fault, calls help desk
2. Call centre help desk logs fault
3. Back end operator investigates fault
4. Back end providor creates ticket with HW OEM
5. HW OEM diagnoses fault
6. HW OEM raises ticket to field service
7. Field service diagnoses fault and orders spare parts
8. HW OEM provides spare parts
9. Field service installs parts required

DAYS

Integrated

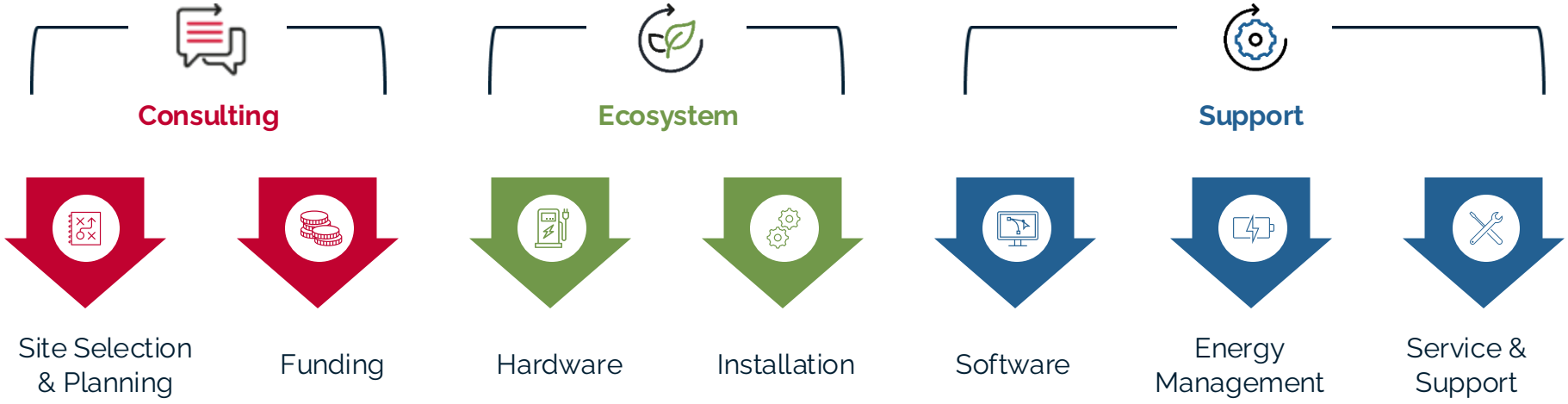
1. Issue identified by Konect NOC team monitoring charger remotely
2. Issue diagnosed and parts identified using HW proprietary Software
3. Field Service dipsatched with parts required

HOURS

With self-healing capabilities, **up to 80% of faults can be resolved without human intervention.**

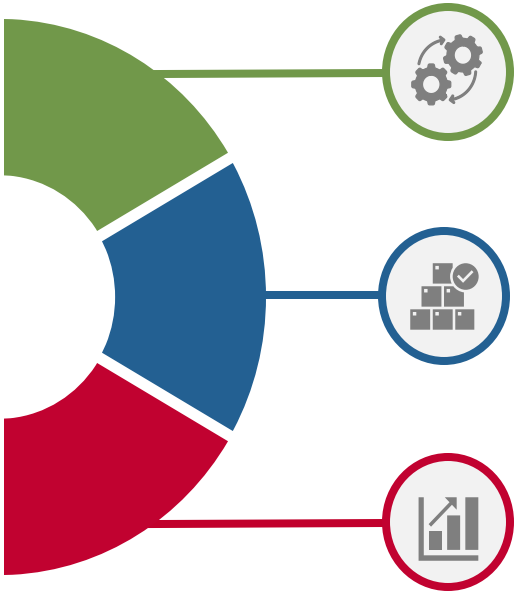
Konect

An Ecosystem Approach to EV Charging



Why Choose Konect?

We make the transition to electrification easy, seamless and profitable.



EASY

Built on GVRs trusted retail ecosystem, Konect's turnkey offering slots effortlessly into existing fuel and convenience operations, providing a vertically integrated end-to-end charging solution tailored explicitly to our customers

SEAMLESS

We provide all the building blocks required to create and operate a world-class charging network - all in one place, seamlessly integrated, with one business – This drives world class uptime without the friction of managing multiple vendors

PROFITABLE

We minimize upfront capital and ongoing operating expenses while unlocking new profit pools, creating a meaningful return on investment

Konect's Integrated Operating Model Address Real Pain Problems

EASY	SEAMLESS	PROFITABLE
Simplified Operations and Faster Deployment	Reliable and Unified Experience Across Every Touchpoint	Lower Total Cost, Higher ROI & Smarter Growth
Integration = simplicity, speed, and confidence in every rollout.	Integration = one experience, one ecosystem, one customer journey.	Integration = lower total cost, new profit pools, and meaningful ROI.

Konect

The Strategic Takeaway

As EV charging matures, the networks that succeed will not simply be those that install the most chargers.

- They will be the networks that operate their infrastructure most effectively.
- **Because:** EV charging doesn't scale without uptime.
- **And:** Uptime doesn't scale without integration.

Operators who invest in integrated operational systems today will achieve:

- Stronger uptime
- Lower operating costs
- Higher customer trust
- And more predictable financial returns.

Reliable operations is what will ultimately transform EV charging into a scalable and profitable energy network.

EV charging **doesn't scale without uptime**, and **uptime doesn't scale without integration**

Thank You

Merrick Glass: President, Konect – Gilbarco Veeder-Root

merrick.glass@gilbarco.com