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ENERGY SERVICES BY ACDI



Electric Vehicle Charging for Healthcare Centers

Providence Medical Center of Everett, WA



Situation

Similar to other types of commercial buildings, healthcare facilities and hospitals are seeing an increased demand for EV charging stations. Doctors, administrators and patients are seeking reliable charging stations, not only with a modern design but also ease of use. Equally important is choosing a responsive provider that is guaranteed to deliver best-in-class customer and maintenance service.

Providence Medical Center (PMC) contacted SemaConnect to upgrade their current EV charging stations, after several years of dealing with issues and complaints.

Challenge

PMC already had 16 stations, installed by an alternative EV charging provider located throughout their parking. Many of these stations were often out of service for extended periods of time, and calls to the EV Provider resulted in little to no response. Patients and visitors had no way to charge their EVs. Hospital staff, faced with unreliable EV stations, had to make alternate arrangements.



SemaConnect's open network has made EV charging stations accessible to more than 1 million EV drivers in the U.S.



Why Medical Facilities Need EV Charging for staff and patient charging Supporting green initiatives Fleet opportunities

Solution

After encountering multiple issues with their stations and little urgency on their current provider to resolve downtimes, PMC decided to talk to make the switch. Providence Medical Center decided to begin removing their existing stations and replace them with SemaConnect charging stations, utilizing a staggered timeline approach.

Three key features stood out about SemaConnect: the hardware, software, and service. With SemaConnect's best-in-class stations in place, patients and employees would have access to easy-to-use stations with the highest reliability on the market. With the SemaConnect Network, 95% of all station issues can be resolved remotely and within hours of reporting, not days or weeks. And the remaining 5% of problems, SemaConnect's full replacement warranty solves the problem. Should PMC need a replacement, SemaConnect would replace the station free of charge.

Results

Over the last four months, SemaConnect has already replaced the first two stations at the Providence Medical Center and is working to upgrade the remaining charging stations. Even now, with only two SemaConnect stations so far, PMC has reported an increase in usage and no station outages. Patients and staff finally have a new, reliable solution to charging at Providence Medical Center!