

Francis Energy Boosts EV Charging Success with ChargeMate AI

With more than 1-in-5 charging attempts failing to start industry-wide, Francis Energy's pilot with ChargeMate shows how AI can reduce failed sessions and keep EV drivers charging.



San Francisco, California Sep 8, 2025 ([Issuewire.com](https://www.issuewire.com)) - [Francis Energy](https://www.francisenergy.com), a leading EV charging network operator, has partnered with [ChargeMate](https://www.chargemate.com) to deploy an AI-powered driver support assistant across 26 public fast charging stations.

The pilot delivered measurable results: Over 93% of driver questions were resolved without live agents, and 60% of drivers successfully completed their charge after initially encountering an issue.

The assistant, accessed via QR codes onsite, provides immediate, 24/7 EV charging support, including troubleshooting, payment help, and first-time charging guidance. It also captures damage reports and integrates directly with Francis Energy's operations team to streamline resolution.

"Francis Energy is up-leveling the EV driver experience, lowering operating costs, and optimizing charge success rates with ChargeMate," said Andrew O'Donnell, VP Network Operations at Francis Energy. "We've also been able to make more data-driven decisions with insights into the ease of use and overall customer experience."

Launched in just one week, the pilot required no hardware changes or complex integrations. ChargeMate's AI platform for EV charging networks also offers optional integrations with backend systems. Operators retain ownership of their data while gaining access to analytics dashboards and customized reports.

"This pilot demonstrates that a dedicated AI solution can meaningfully reduce unnecessary service calls while improving charging reliability," said Brad Crist, CEO of ChargeMate. "We're excited to partner with Francis Energy to set a new standard for the EV driver experience."

Why It Matters for Charging Providers & EV Drivers

As EV adoption accelerates, charging networks face growing call volumes and rising support costs. Each failed charging attempt impacts both customer experience and revenue. Francis Energy's results highlight how AI-powered customer support automation can:

- Increase EV charging reliability by resolving issues in real time
- Reduce live agent escalations and avoid unnecessary service calls
- Lower cost per resolved issue without adding staff
- Deliver actionable insights to improve charger performance

By providing automated, reliable support, ChargeMate helps EV charging providers scale operations, improve driver satisfaction, and strengthen charging success rates across their networks.

About Francis Energy

Francis Energy, based in Tulsa, Oklahoma, is a leading EV fast-charging network operator. It built the nation's first statewide contiguous DC fast-charging network in Oklahoma and has since expanded to more than 180 locations across 10 states, with development underway in over 20 states. The company provides reliable, affordable charging in rural and underserved communities.

About ChargeMate

ChargeMate provides AI-powered customer support automation for EV charging providers. Its platform helps drivers troubleshoot charging issues, resolve payment and activation issues, and automate work orders -- improving reliability, reducing support costs, and delivering actionable insights for operators.



Media Contact

ChargeMate AI, Inc.

*****@chargemate.ai

Source : ChargeMate

[See on IssueWire](#)