

# Customer Perspectives

CSIP-AUS Connect 2025

Kristian Handberg



# What does JET Charge do?

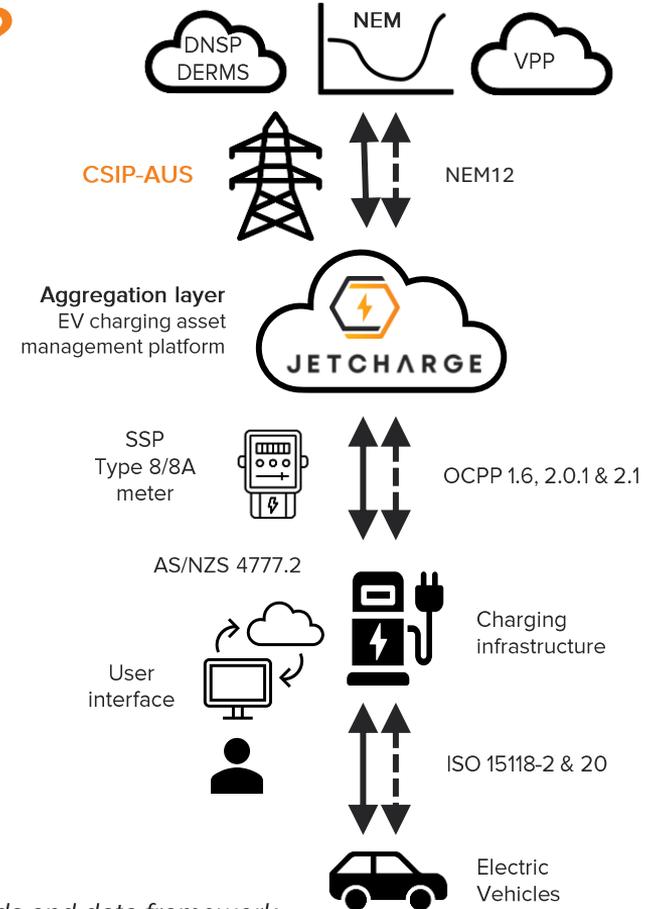
We solve customer problems with integration solutions for vehicles, buildings, networks, the electricity market and the user experience

Supplied HARDWARE for over 20,000 installations nationally

PROJECT DESIGN & DELIVERY for electrification @ scale projects like Brookvale bus depot and TGE Depot of the Future

In-house TECH STACK & SOFTWARE designed around local market needs

ASSET MANAGEMENT of over 3,800 chargers for mostly Enterprise customers



Application	Charging duty cycle	Energy market issues & opportunities
<p><b>Private / Fleet</b> (home)</p> 	<p>Overnight</p>	<ul style="list-style-type: none"> <li>✓ Off-peak</li> <li>✓ Single actor</li> <li>✓ Residential customer contracts &amp; solutions (e.g. VPP)</li> </ul>
<p><b>Apartments</b></p> 	<p>Overnight</p>	<ul style="list-style-type: none"> <li>✓ Off-peak</li> <li>✗ Multiple actors</li> <li>? Embedded networks</li> </ul>
<p><b>Fleet / Workplace</b> (depot / commercial premise)</p> 	<p>Overnight &amp; Daytime</p>	<ul style="list-style-type: none"> <li>✓ Off-peak &amp;/or solar sponge</li> <li>✓ Asset size</li> <li>✗ Multiple actors</li> <li>✗ Business customer contracts ⇒ ✓ Flexible Trading solution</li> </ul>
<p><b>Public</b></p> 	<p>On-demand</p>	<ul style="list-style-type: none"> <li>✗ Inflexible</li> <li>✗ Peak demand</li> <li>✓ BESS</li> </ul>

# Lessons from Australia's Biggest V2G Project

## Realising Electric Vehicle-to-Grid Services (REVS)

The REVS project deployed **50 ACT Government-owned Nissan LEAFs** and chargers **across Canberra**, making it the largest V2G trial in Australia to date.

**JET Charge designed and installed the system**, which included the complex task of a **hospital shutdown for V2G installation** and the **delivery of an aggregation and management platform** to coordinate fleet-wide operation.

Project Highlight:

**World-first FCAS response**  
during February 2024 storm.

16 EVs delivered 107 kW to the grid when Loy Yang power station tripped offline.

# The Moment of Truth

## 107 kW from 16 EVs during a Grid Emergency

At 1pm, 4 vehicles were charging and 12 were idle – yet all instantly switched to support the grid.

Together, they delivered the **equivalent of a small generator**, proving that EVs can provide critical grid services when it matters most.

<https://theconversation.com/when-transmission-lines-fell-16-electric-vehicles-fed-power-into-the-grid-it-showed-electric-vehicles-can-provide-the-backup-australia-needs-230673>

### Scaling potential

Just 105,000 EVs could fully cover NSW/ACT spare capacity.

Tracking the total charger power of electric vehicles in kW on February 13 2024, 1.05pm - 1.30pm

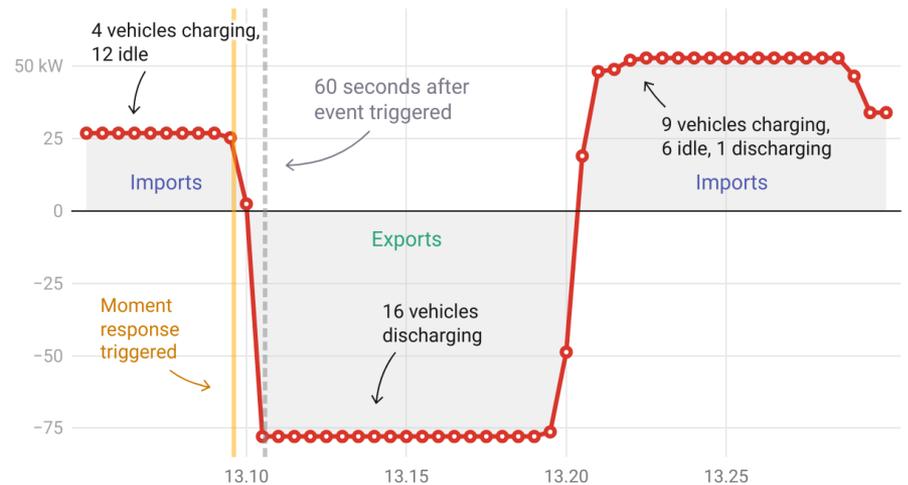


Chart: The Conversation • Source: Bjorn Sturmberg, AEMO • Created with Datawrapper

# Our Mission: EV Charging that Costs Nothing and Emits Nothing

Purpose Pillars: Accelerating Sustainability; Building the Industry; Equitable Transition



## Why it matters

Shifting transport from fossil fuels to renewable electricity has the potential to:

- Provide operator cost savings
- Enable renewables uptake
- Maximise emissions reduction



## How we'll do it

Demand profile optimisation (solar sponge)

Wholesale market + grid services  
→ net out network charges

Charging management solves for transport need, at least cost including battery life



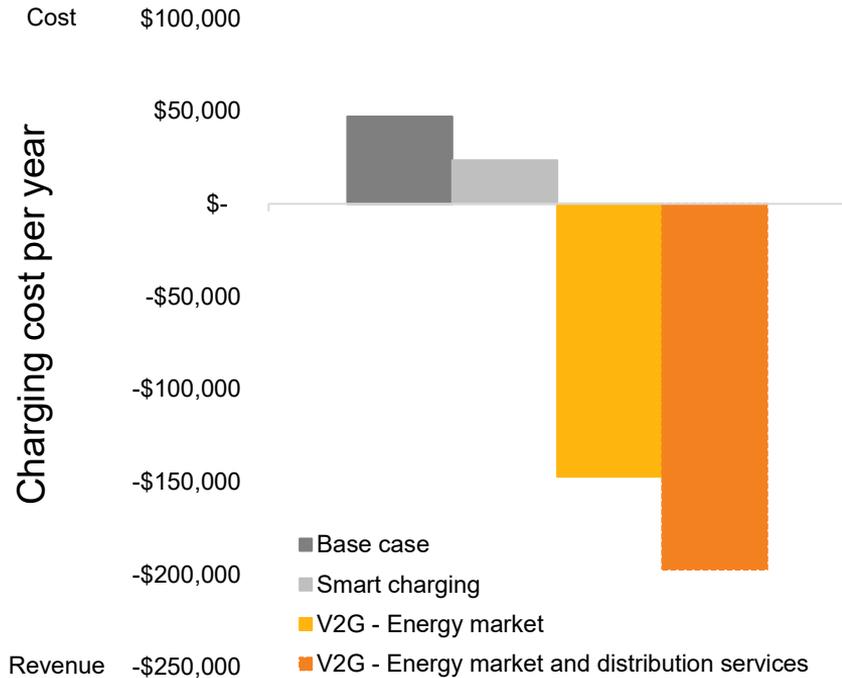
## Fleet application

Start day 80–90% SoC

- daily tasks
- plug in by COB
- discharge to evening peak
- recharge in overnight trough

Vehicles ready for next day duty

# ACT Govt Charging Cost Projections



## 130 V2G capable vehicles & chargers

- National average daily driving distance
- +/- 7 kW charge/discharge capacity
- 60% transactable battery capacity (80-20% SoC)
- 55% minimum dispatch availability across fleet
- 20 vs 10 c/kWh peak / off-peak electricity cost
- 10 c/kWh peak export
- \$50 / kW / year distribution services



# Helping Vehicle Operators Access Energy Market Benefits

Unlocking zero-cost, zero-emissions charging at scale



## Building the Platform

We're developing the technology stack that will **connect fleets directly to energy market opportunities**, turning vehicles into active energy assets.

## Zero-cost, zero-emissions charging

This is how EV charging can **cost nothing and emit nothing** - by combining smart management, grid services, and renewable energy.



## Work with us!

**Contact JET Charge** to explore how we might work together and help EV operators access energy market benefits for the good of all.



JET CHARGE



**Kristian Handberg**

GM Future Business & Origination

[kristian@jetcharge.com.au](mailto:kristian@jetcharge.com.au)

[www.jetcharge.com.au](http://www.jetcharge.com.au)

## Important Notice

JET Charge Pty Ltd (JET Charge) owns all Intellectual Property Rights in and to this document and any material provided, created or developed by or on behalf of JET Charge in connection with this document (Materials). Neither this document nor any Material may be reproduced, redistributed or commercially exploited without the prior written consent of JET Charge. The information contained in this document is provided as at the date of this document, and JET Charge makes no representations or warranties in respect of its accuracy at any future date. The information contained in this document may be subject to change due to, among other things, government regulation, changes in commercial or technological conditions, or consumer behaviour. In addition, the recommendations provided in this document is based on the industry experience and independent research of JET Charge. Its application to the addressee may be affected by circumstances of which JET Charge is not aware and JET Charge makes no representations or warranties as to any recommendation's suitability for the addressee.

"Intellectual Property Rights" means patents, design rights, trademarks, copyright, moral rights and rights to register those or like rights, and rights to protect confidential information, trade secrets and know-how, whether at law or in equity, in Australia or elsewhere and whether or not in existence at the date of this document.