



EV Charging Apps

Synthesising user feedback

September 2023

BERLIN / HELSINKI / LONDON / MUNICH / STOCKHOLM / STUTTGART / TAMPERE

futurice



Customer feedback and what to do about it

Using direct app store review data, this is an objective, user-centred look at the top-rated EV charging apps in the UK.

As the EV market in the UK continues to grow at pace, so too does the demand for performant EV charging apps. This class of app is still in its infancy, with some operators opting for white-label solutions to keep costs down and focus investment on scaling network infrastructure.

That is starting to change, with a growing recognition that future value in the EV charging space will come from data and digital, and building the necessary capabilities to serve stakeholders from across the future energy ecosystem.

Companies that are able to improve their digital propositions in the short-term will be well placed to capture this future value, and charging apps have a central role to play in this story.

This report is an unvarnished and unbiased synthesis of app store customer reviews for 19 leading UK EV charging apps.



Going beyond

The direct user feedback in this report gives a valuable snapshot into how individuals interact with EV charging services and apps.

However, although many reviews give suggestions for the future, what we're usually seeing is a current or historical view.

The future opportunities for these apps are varied and significant. At Futurice, we uncover what's possible and deliver what's valuable. Our full-stack of digital capabilities – combined with our experience of developing EV charging services for some of Europe's largest energy companies – can help you win in a fast moving and increasingly competitive market, in a sustainable way.

To go beyond, we suggest a set of high value, low cost activities across product strategy, design and tech to set your digital products on the right path. You'll see activities and output on the next page.

UX
Assessment

Product
Deep Dive

Code &
Architecture
Review



Accelerating change

UX assessment

1-2 weeks

- Heuristics, UX best practices, and accessibility review
- User segmentation review, user interviews
- Analytics review
- Review of business objectives, KPIs, product vision, supported by stakeholder interviews

Outcomes

Set of valuable insights and recommendations on how to enhance a product's user experience and commercial performance.

Product deep dive

1-2 weeks

- Market analysis to assess competition and target audience
- Feature audit to evaluate functionality and user experience
- Review product strategy and operating model
- Assess product metrics and performance

Outcomes

Aligned vision, prioritised features, identified product gaps. Better informed resource allocation and operating model improvements for competitive advantage and growth.

Code & architecture review

1-2 weeks

- Analyse code quality for readability, maintainability, coding standards and security best-practice.
- High -level architecture evaluation
- Review of DevOps and test automation capabilities.
- Performance benchmarking to assess speed and responsiveness.




















Outcomes

Set of recommendations to improve code quality, reduce technical debt, enhance performance, and improve deployment cadence.



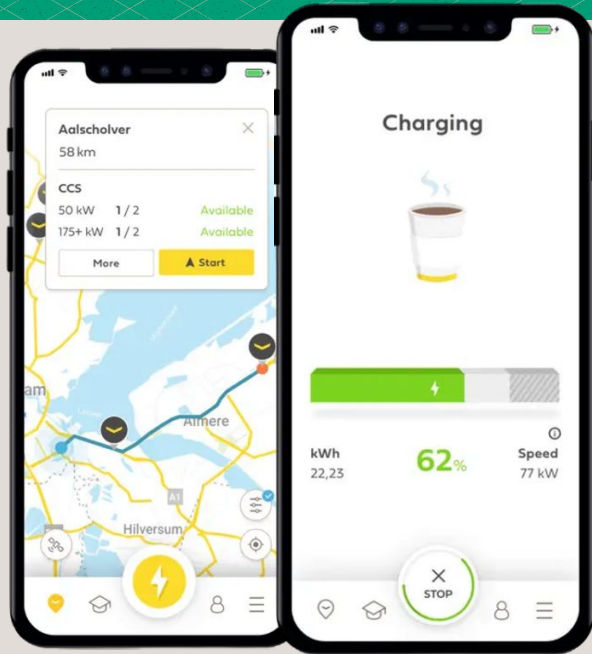
To discuss working together, contact us at co-create@futorice.co.uk

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	5	ZapMap	4.5 ★		15	Myenergi	2.5 ★
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	10	Wallbox	3.6 ★				

★ These are ordered by the combined average ranking for Android and iOS.
Ratings information was recorded in September 2023.

01 Fastned



iOS

4.7/5, 424 Ratings

Android

4.7/5, 1.38K Ratings



Customer feedback

Fastned's mobile application receives a range of opinions from its users. While some applaud its user-friendly interface and efficient features, others point out areas that could benefit from improvement. This division in user sentiment is particularly noticeable in aspects such as account creation, payment options, and global usability.

Strengths

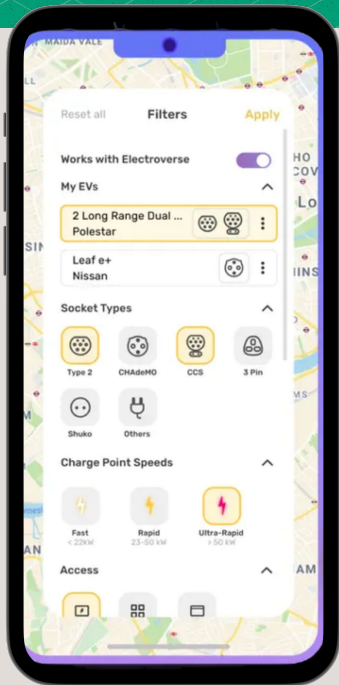
- A majority of users find the app's interface straightforward and easy to navigate
- The in-built map is praised for its functionality, allowing users to find charging stations easily
- Autocharge and Route Planner are highly appreciated for simplifying the charging process
- At select stations, Fastned's quick charging feature has been well-received

Areas for Improvement

- Several users have reported difficulties in setting up accounts
- Problems are reported when adding payment cards
- Better optimisation across platforms is needed to address crashes and poor performance
- The relative lack of stations in specific areas including Newcastle and London is also mentioned, indicating an opportunity for network expansion

Overall, the Fastned app presents a balanced portfolio of features that largely meet users' needs for EV charging. However, areas like account creation, payment options, and device compatibility emerge as pain points that could be addressed to provide a more seamless user experience. As EV adoption continues to grow, focusing on these areas for improvement could further solidify Fastned's position as a leading EV charging service.

02 Octopus Electroverse



iOS

4.7/5, 4.2K Ratings

Android

4.5/5, 1.49K Ratings



Customer feedback

Reviews are mixed, with praise for its simplicity but frustrations over compatibility issues, GPS limitations and missing features. Sentiment is divided regarding usability and functionality.

Strengths

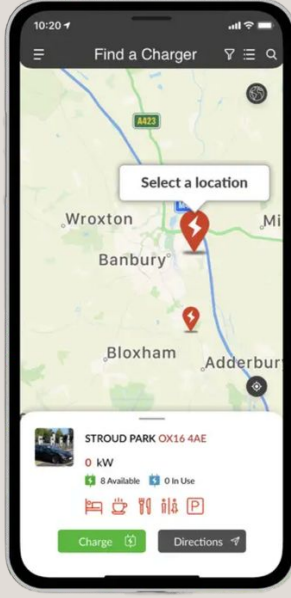
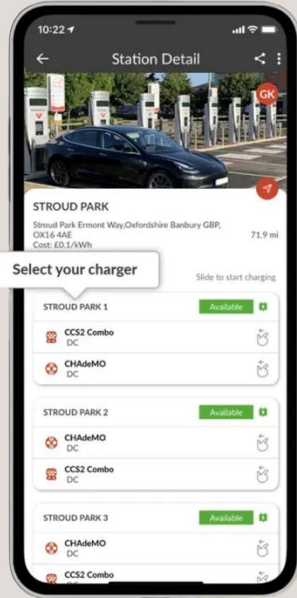
- Ease of use praised, with simple tapping and plugging in to start charging
- Effectiveness in finding charging stations highlighted
- Positive experience noted when used in other countries

Areas for Improvement

- Fails to open on Android Auto car screens, generating error
- GPS doesn't auto-update on Android Auto without phone use
- Lacks ability to filter stations by price for cost management
- Inaccurate GPS location detection mentioned, requiring search
- Absence of charge level, time and cost indicators disappoints some
- Clunky map feature and interface called out
- Compatibility issues on specific car models and devices

While the app delivers a straightforward charging experience, priority attention should be given to fixing Android Auto errors, enhancing the GPS capabilities, adding price filters and improving the interface based on feedback. Comprehensive diagnostics of compatibility issues, UI streamlining and continuous performance optimisation will be key to winning over users.

03 Instavolt



iOS

4.6/5, 1.4K Ratings

Android

4.5/5, 765 Ratings



Customer feedback

InstaVolt's mobile application elicits a range of opinions from users, from highly positive remarks on its user-friendly design and charging capabilities to pointed criticisms concerning app stability, pricing, and technical hitches.

Strengths

- Both Android and Apple app reviews often commend the app's ease of use and intuitive design
- Many users appreciate the fast charging capabilities provided
- The general availability and reliability of InstaVolt charging stations is positive for users
- Feature providing real-time info about charging stations and their status has been praised
- Several reviews have noted effective customer service

Areas for Improvement

- The app's stability, particularly frequent crashes in the latest version
- Users are frustrated with the requirement to continuously grant location permissions
- The cost of using InstaVolt's charging stations is considered expensive by some users
- Issues like faulty chargers and challenges with contactless payments have been reported
- Users have indicated the need for more information, such as charge power details, and clearer instructions on how to stop the charging session

In summary, the InstaVolt app generally fares well in terms of user-friendly design and effective charging capabilities. However, there are areas that require attention, notably the app's stability in its latest version, location permission requirements, and pricing structure. Addressing these issues could elevate user satisfaction and ensure a more reliable and cost-effective service.

04 Ionity



iOS

4.6/5, 1.4K Ratings

Android

4.4/5, 1.91K Ratings



Customer feedback

The Ionity app generates mixed feedback from its user base, receiving praise for some aspects of its interface but also facing criticism for charging reliability, user interface issues, and transparency in pricing.

Strengths

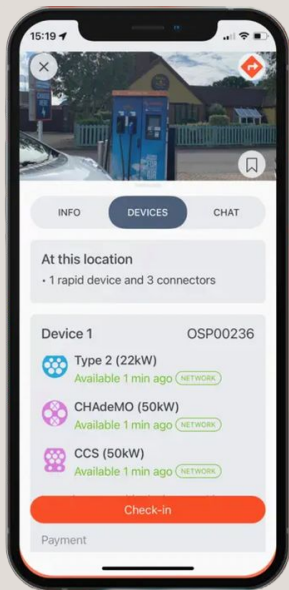
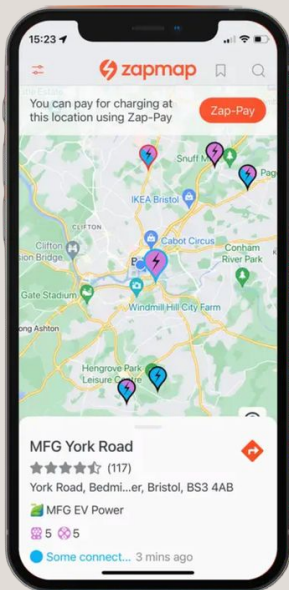
- Some users find the app user-friendly overall
- The app seems to be largely functional on a range of devices and operating systems

Areas for Improvement

- Users experience failed charging attempts, slow charging speeds, and disconnections
- Several users have reported difficulties with navigation and general usability
- Users call for enhancements in the app's journey planning features
- Some users have experienced compatibility issues that limit functionality
- A strong desire exists for more transparent pricing, including the display of costs in local currency and providing accurate cost estimates for charging sessions
- Users have noted a need for more efficient and responsive customer support

The Ionity app has room for significant improvements in several key areas that impact user satisfaction. Addressing issues such as charging reliability, usability, mapping and route planning, pricing transparency, and customer support would contribute to making the Ionity app a more dependable, user-friendly, and market-competitive option for electric vehicle charging.

05 Zapmap



iOS

4.6/5, 32.5K Ratings

Android

4.4/5, 3.62K Ratings



Customer feedback

The recent update of the app has generated a mixed response from users, with a range of feedback highlighting both strengths and areas for improvement. While some users appreciate the app's usefulness in finding charging points and planning journeys, others express significant frustration with its performance and the recent update.

Strengths

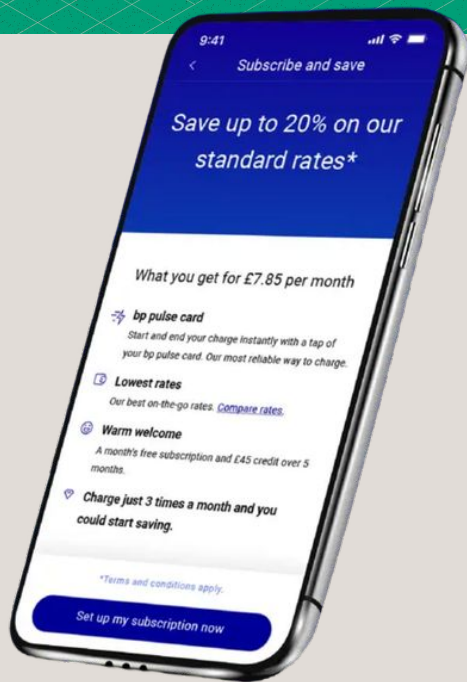
- Some users appreciate the app's utility in locating charging points and planning journeys with necessary rest breaks and charging stops

Areas for Improvement

- Users express discomfort due to the removal of the dark theme
- Difficulty in selecting specific networks and adding stops to routes
- Inaccurate information during route editing has been reported
- Users also report inaccuracies in chargepoint information, particularly regarding pricing.
- Bugs and errors in the registration process create frustration for users.
- Dissatisfaction arises from the high cost of unlocking certain features, such as Android Auto mode, through a subscription.

To boost user satisfaction, the app should reintroduce a dark mode and refine route planning features. Ensuring accurate chargepoint information, particularly on pricing, is essential for trust. A reevaluation of the subscription model for better value, coupled with resolving registration bugs, can smooth the user journey. Improved customer support responsiveness will also enhance user engagement and address concerns effectively.

06 BP Pulse



iOS

4.5/5, 293 Ratings



Android

3.9/5, 3.78K Ratings



Customer feedback

Reviews of the BP Pulse app are mixed, with some praising its simplicity and speed while many highlight issues surrounding functionality, design, customer support and overall user experience. Sentiment is negative regarding reliability.

Strengths

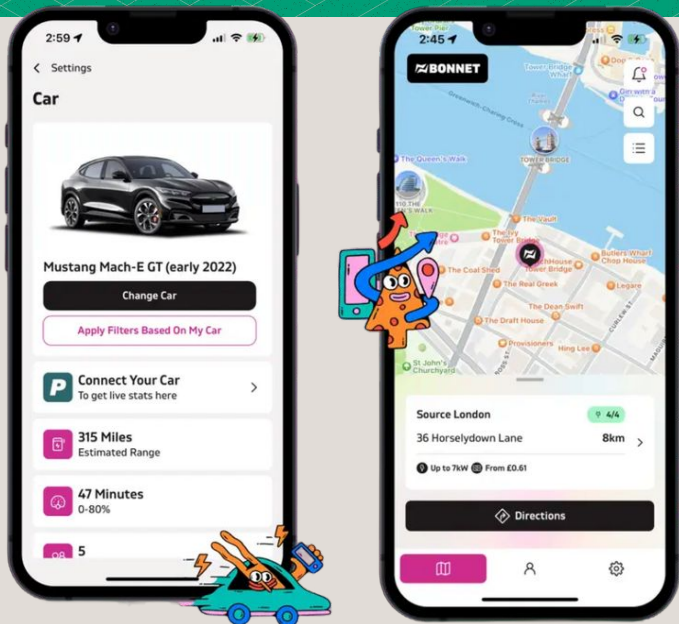
- Appreciation for fast charging interface by some users
- Simple app interface and low costs (compared to ICE fuel) praised
- Successful usage by some after overcoming initial challenges

Areas for Improvement

- Inability to apply membership discount codes
- Failure to display available account credits for tracking expenses
- Unreliable login process with frequent failures and looping
- User interface described as unintuitive and confusing
- Glitches, bugs and slow performance hamper usability
- Difficult registration, password reset and verification code issues
- Long customer support response times and unhelpful assistance

While the app offers some benefits like fast charging, critical improvements in login functionality, user interface, discount codes, technical performance and customer support are required to address extensive negative feedback. Comprehensive diagnostics, UI redesign, feature enhancement and robust testing should be prioritised to rebuild user satisfaction.

07 Bonnet



iOS

4.5/5, 512 Ratings

Android

3.7/5, 385K Ratings



Customer feedback

Reviews of the Bonnet app reveal a range of perspectives, with users highlighting both strengths and areas for improvement. While some appreciate the convenience and innovations like the refill program, others express frustrations regarding compatibility, pricing, reliability and customer support.

Strengths

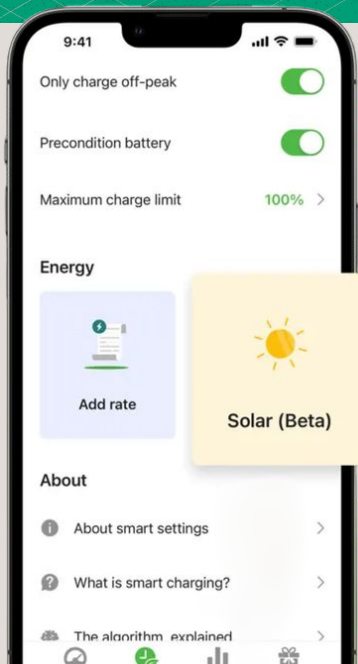
- Convenience and ease of use praised by some users, who find the app user-friendly
- Innovative features like the refill program seen as beneficial and cost-effective by some users
- Promotions and incentives appreciated for their positive impact on charging costs
- Fast charger selection and ease of payment noted as positives by some users
- Helpful customer service experiences reported by some users

Areas for Improvement

- Lack of compatibility with some car models, e.g. Kia Sorento PHEV4, Mercedes PHEV
- High pre-authorisation fees and pricing concerns compared to alternatives
- Limited availability of charging stations in certain areas leading to range anxiety
- Technical issues like account creation failures, loading problems impacting reliability
- Poor customer service experiences reported by some users
- Recent pricing structure changes seen negatively by some users
- Charging speed and efficiency falling short of expectations in some cases

While the app offers some innovative features and has been praised for convenience, several areas require improvement to enhance user satisfaction. Expanding compatibility, optimizing pricing plans, strengthening the charging network, addressing technical issues promptly, and improving customer support will be important next steps. Investing in app enhancements responsive to user feedback can improve perceptions of value and experience. Clear communication regarding changes is also key.

08 EV.energy



iOS

4.4/5, 597 Ratings

Android

3.6/5, 458 Ratings



Customer feedback

Reviews of the ev.energy app are polarised, with some users praising its ease of use and customer service while others criticise its functionality, reliability and design. Issues like poor solar charging performance, lack of customisation, and compatibility problems are frequently mentioned.

Strengths

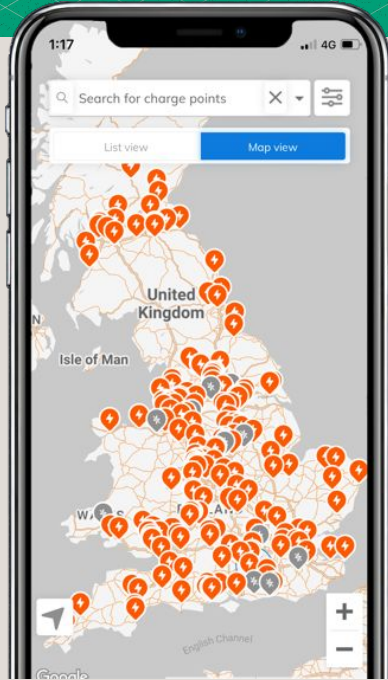
- Ease of use commended by some, who find the app straightforward
- Customer service team praised as being prompt, helpful and responsive
- Feature estimating charging cost seen as useful for planning by some users
- Potential for app recognized if issues are addressed and improved

Areas for Improvement

- Inability to manually control charging settings like output power
- Limited features like lack of timer options and vehicle removal
- Solar charging feature fails to activate fully or utilise solar energy
- Lack of integration options and public API prevents linkage with other devices/services
- Compatibility issues with certain charger models and brands
- Reporting features absent or malfunctioning, impacting usage tracking
- Unreliable performance, with app losing connection and requiring reboots
- Confusing, poorly designed user interface criticised for lack of clarity

While the app offers some positive features like charging cost estimates and responsive support, significant enhancements are required to address widespread complaints. Priorities include improving solar charging capabilities, adding customisation options, expanding hardware compatibility, boosting performance and stability, correcting reporting features, and refining the user interface. Keeping users informed about progress and demonstrating a commitment to continuous improvement will help rebuild trust.

09 Osprey



iOS

4.2/5, 63 Ratings

Android

3.4/5, 58 Ratings



Customer feedback

Reviews of the Osprey Charging app are mixed, with both positive and negative feedback. While some users find the app convenient for locating and using chargers, others report issues with high costs, slow charging, and poor functionality.

Strengths

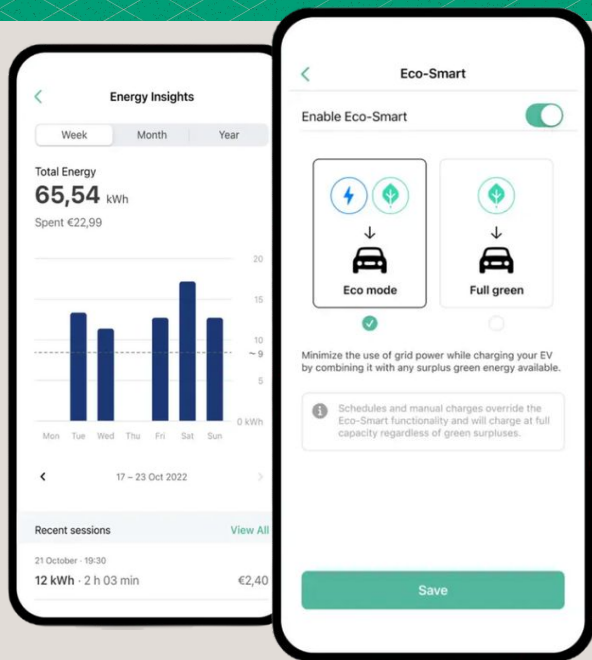
- Allows remote monitoring and control of charging sessions
- Provides easy access to billing/charging history information
- User-friendly interface appreciated by some customers
- Excellent customer service highlighted in resolving failed sessions
- Helps users conveniently locate charging points
- Simple signup process praised

Areas for Improvement

- High £1 per kWh pricing criticized as unreasonable and expensive
- Slow charging speeds and app performance disappoint some users
- Fails to reflect broken chargers and lacks in-app reporting feature
- Payment integration problems lead to transaction issues
- Lacks features for monitoring charging speed and curve
- Delayed updates to charger database inconveniences some
- Poorly detailed maps and small interface elements raise safety concerns

While the app offers useful features like charging point locators, urgent improvements are required to address consistent complaints regarding costs, performance, reporting tools, and customer service. Focus areas should include pricing re-evaluation, performance optimisation, charger database updates, in-app reporting capabilities, customer service strengthening, and interface enhancements.

10 Wallbox



iOS

3.8/5, 639 Ratings

Android

3.4/5, 2.07K Ratings



Customer feedback

The Android and Apple reviews for the Wallbox charger app reveal widespread dissatisfaction due to connectivity issues, poor performance, lacking features, and ineffective updates. While some improvements are noted in the Apple version, the overall sentiment remains negative.

Strengths

- Some positive feedback on improved stability in latest Apple version
- Apple users mention informative UI and efficient support
- Isolated praise for resolution of recent Bluetooth issues

Areas for Improvement

- Frequent connection failures with wallbox, Wi-Fi, and Bluetooth
- Unreliable performance for scheduling, charging, software updates
- Lack of detailed charging session data and other useful features
- Problems with QR code scanning and lack of manual override switch
- Firmware updates often cause more issues than they resolve
- Slow app performance and responsiveness frustrates users
- Poor customer service with unresponsive support team
- Inability to handle updates smoothly disrupts charging
- Lack of dynamic power adjustment and off-grid control

While minor improvements are evident in some areas, the app continues to fall short for most users due to persistent connectivity problems, unreliable performance, and absence of expected features. To rebuild confidence, priorities should include resolving connectivity issues, optimizing core functionality, strengthening customer support, streamlining updates, and enhancing the UI. Rigorous testing and quality assurance are needed to improve stability. Demonstrating responsiveness to user feedback will be key.

11 Tesla



iOS

3.5/5, 11K Ratings

Android

3.6/5, 32K Ratings



Customer feedback

Reviews of the Tesla app reveal a mix of positive feedback and areas needing improvement. Users appreciate remote monitoring and control capabilities but report connectivity issues, bugs, and a desire for expanded features. Sentiment is divided on the app's reliability and responsiveness.

Strengths

- Convenience of remote vehicle monitoring and control highlighted
- Ability to view and manage power systems from app praised
- Continuous improvements to app through updates acknowledged

Areas for Improvement

- Frequent disconnections between phone key and vehicle
- Slow response times and intermittent connection failures
- Inconsistent performance and reliability mentioned
- Lack of currency setting options and iPad app
- Difficulty contacting customer support for issues
- Absence of Apple Watch app disappoints some
- Bugs introduced in recent updates causing lost functions
- Requests for added features like route planning and overheat control

While the app delivers useful remote access and management capabilities, performance optimisation, expanded features, bug fixes and customer service improvements remain high priorities based on user feedback. Focusing efforts on faster response times, strengthened connectivity, UI refinements and support enhancement can help improve perceptions of app quality. Increased transparency and engagement with user input will also be beneficial.

12 Ohme



iOS

4.3/5, 2.1K Ratings

Android

2.5/5, 207 Ratings



Customer feedback

Reviews of the Ohme app are mixed, with connectivity issues, integration challenges, and customer support concerns reported along with positive feedback on pricing controls. There is a notable ratings disparity between iOS and Android versions. Users cite needs for improved reliability, functionality, and user experience.

Strengths

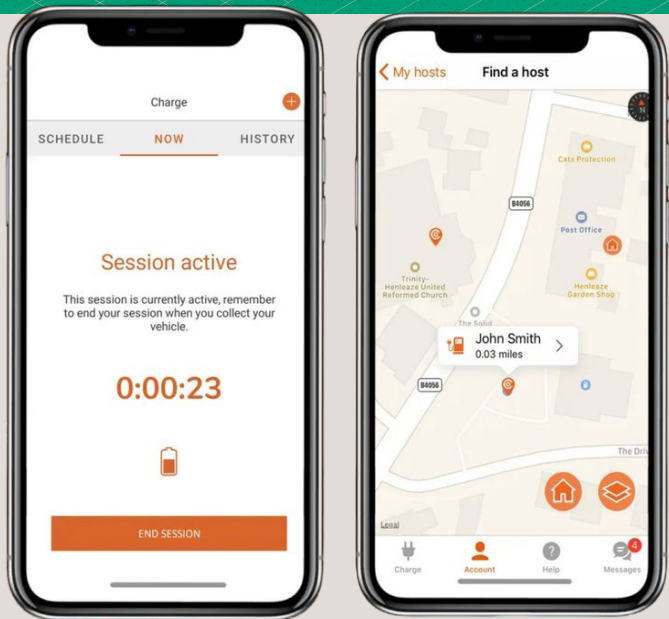
- Ability to limit charging to maximum prices appreciated
- Quick responsiveness of support team to queries praised

Areas for Improvement

- Connectivity issues linking cars and chargers to app
- Inaccurate reflection of charging schedules and levels
- Conflicts with other controllers create confusion
- Requirement for additional hardware like brainbox seen as a drawback
- Delayed or lacking responses from customer support team
- Charging functionality limited, with no options to set start times
- Bugs reported, including problems with tariff rate inputs
- Overlapping time slots and account deletion issues highlighted
- Poor communication between car, charger and app

While the app offers useful pricing controls, substantial improvements in connectivity, energy provider integration, charging features, customer support and usability are needed to address widespread complaints. Prioritising stable connections, clearer guidance around hardware needs, resolver errors, optimising scheduling capabilities, and UI enhancements will help rebuild user confidence. Leveraging user feedback and demonstrating responsiveness can steer the app in a more positive direction.

13 Cocharger



iOS

3.3/5, 34 Ratings

Android

3.2/5, 58 Ratings



Customer feedback

The Co Charger app aims to enable EV owners to share chargers and earn income. However, reviews of the app reveal a divergence of opinion.

Strengths

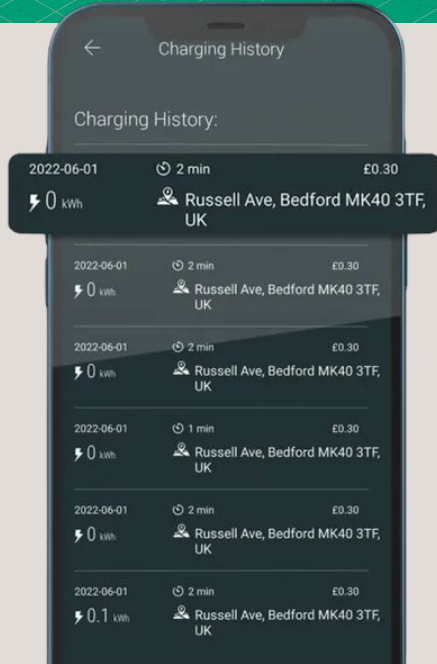
- Some users find the app easy to use and appreciate the concept
- The ability to earn money by renting out chargers is seen as a benefit
- Those who have hosted sessions praise the smooth transaction process
- Prompt customer service assists users facing issues

Areas for Improvement

- The interface is described as clunky and unintuitive by many
- Search functionality is limited, making finding hosts difficult
- Separate accounts for hosts and users reduces flexibility
- Technical problems like registration errors and messaging issues occur
- Overnight charging and availability management features are lacking
- Excessive personal data required before accessing map is concerning
- Pricing adjustments and a desktop version would be useful

While the Co Charger app offers the innovative concept of peer-to-peer charger sharing, significant interface, functionality and flexibility issues undermine the user experience. Focusing product development on enhancing the UI, integrating host/user roles, fixing technical glitches, incorporating requested features and addressing privacy concerns would help realise the app's potential. With EV adoption rising, improving Co Charger's usability and experience could position it as a leading peer-to-peer charging solution.

14 Connected Kerb



iOS

3.1/5, 31 Ratings

Android

2.7/5, 38 Ratings



Customer feedback

Reviews are polarised, with some praising its simplicity and others criticising missing locations, payment systems and customer service. Issues like faulty chargers, slow performance and regional gaps are raised amid appreciation for its ease of use.

Strengths

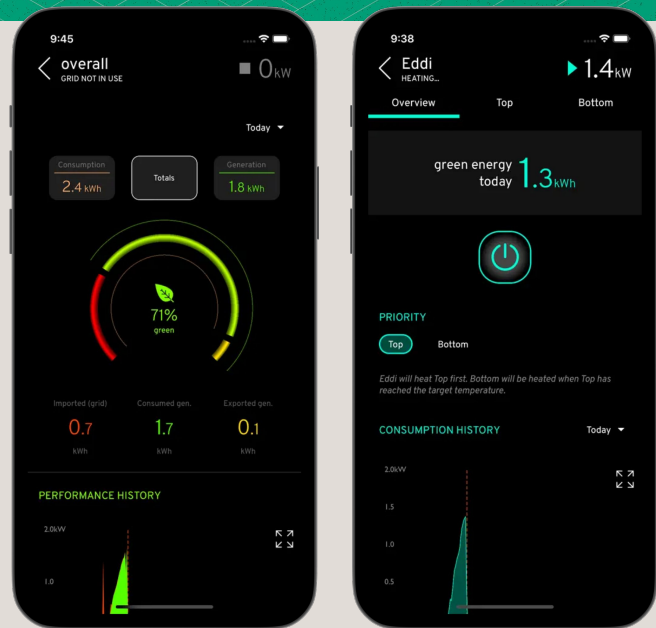
- Intuitive, user-friendly interface and navigation
- Convenience of pay-as-you-go charging model
- Reliability and effectiveness when functioning properly
- Polished user experience and informative charging summaries

Areas for Improvement

- Missing or inaccurate charger locations and lack of notifications
- Faulty or non-functional charging points frustrating users
- Mandatory registration with secondary service seen as cumbersome
- Lack of charging infrastructure in key regions like N. Ireland
- Difficulties with app payment system and lack of alternatives
- Slow loading times and compatibility issues on some devices
- Poor customer service experiences with unresponsive support
- Lack of live usage telemetry and contactless payment options
- Issues with account setup, payments, and refund procedures

While the app delivers a smooth user interface, the user experience is hampered by problems with charger availability, technical issues and suboptimal customer support. Prioritising accurate location data, expanding the charging network, adding payment options, optimising performance and boosting customer service could significantly improve reception. Increased transparency about charger status and responsiveness to user feedback are also important.

15 myenergi (including Zappi)



iOS

2.5/5, 329 Ratings

Android

2.5/5, 564 Ratings



Customer feedback

Reviews of the app highlight significant issues with performance, stability, features and device connectivity that negatively impact the user experience. Sentiment regarding the interface and support channels is mostly negative.

Strengths

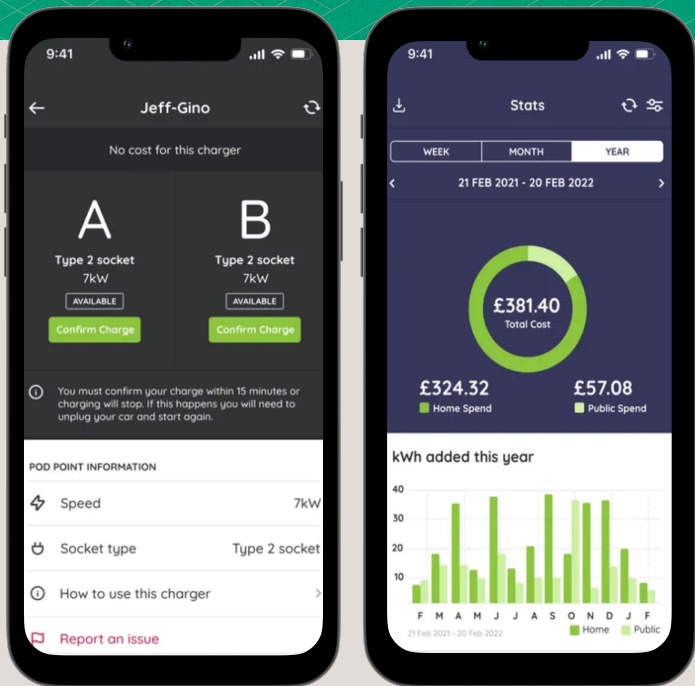
- Provides basic functionality when stable and connected

Areas for Improvement

- Frequent freezing, hanging and unresponsiveness of app
- Updates have removed some desired features
- Poorly designed interface criticised for unintuitive navigation
- Lack of key features like green energy tracking and tariff views
- Scheduling and device control problems with Eddi and Zappi
- No ability to set specific charging times or confirm settings
- Unreliable performance with crashes and connection losses
- Compatibility issues with certain devices and operating systems

The app suffers from substantial issues surrounding stability, feature availability, UI design, device connectivity and customer support according to reviews. Comprehensively addressing performance optimisation, expanding features, improving interfaces and enhancing support should be prioritised. Rigorous QA testing and a commitment to regular improvements based on user feedback will also help rebuild satisfaction levels over time.

16 Pod Point



iOS

2.1/5, 725 Ratings

Android

2.4/5, 920 Ratings



Customer feedback

The Pod Point app aims to enable easy electric vehicle charging but faces significant issues per user feedback, undermining core functionality and the charging experience. Improvements across stability, visibility and support are needed to address concerns.

Strengths

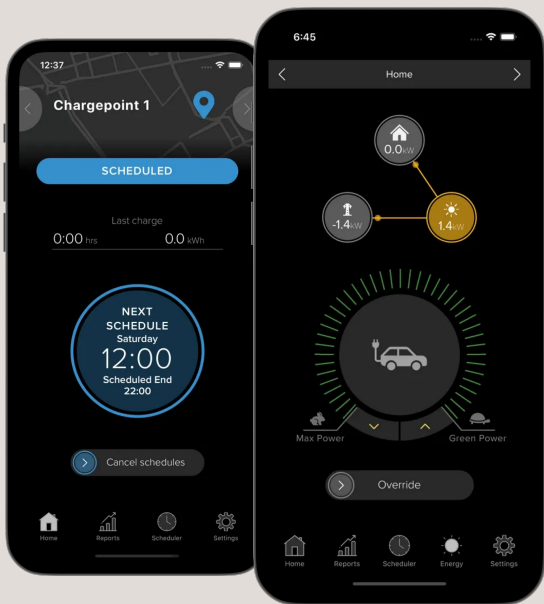
- No major strengths were indicated from the reviews.

Areas for Improvement

- Inability to view charging costs prevents informed decision-making when planning charging sessions
- Inaccurate maps and charger availability data create difficulties in locating and reserving chargers
- Frequent technical problems like login failures, syncing errors and app freezes after updates negatively impact usability
- Slow and ineffective customer service, especially for refunds, causes frustration for users needing support
- Lack of features like user-controlled charging fails to meet expectations for home charger management
- Buggy overall app performance with unreliable functionality disappoints users

The reviews reveal flaws across critical functionality like cost visibility, maps, stability, support and home charging features that hinder the Pod Point user experience. Prioritising solutions for urgent concerns like inaccurate maps, frequent crashes, and poor refund handling is essential to rebuilding confidence. Increased responsiveness to user feedback via regular app updates and transparency around improvements being made can help restore confidence.

17 Konnect + - Andersen A2



iOS

2.1/5, 97 Ratings

Android

2.1/5, 43 Ratings



Customer feedback

Reviews of the charging app highlight major frustrations with unreliability, lack of control, and problems with stability and scheduling. While some interface aspects are appreciated, overall sentiment regarding functionality is negative.

Strengths

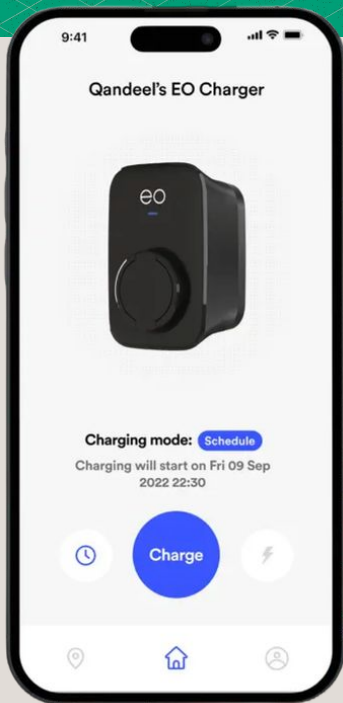
- User-friendly interface and dark mode visual theme praised
- Provides basic charging capabilities when functioning properly

Areas for Improvement

- Frequent crashing and overall unreliability of the app
- Lack of user control over charging rates and speeds
- Scheduling issues like deleted schedules and incorrect times
- Slow performance and data loading mentioned
- Connectivity problems and frequent loss of app access
- Difficulties logging in and changing timer settings
- Historical usage data often inaccessible or inaccurate
- Recent updates removed desired features or broke functions
- Lack of useful features like API or local storage access
- Unclear change logs confused users after updates

While the app offers a visually appealing interface, intensive efforts are urgently required to address stability concerns, scheduling problems, feature limitations and connectivity issues highlighted in reviews. Comprehensive diagnostics of reliability, rebuilding scheduling capabilities, performance optimisation and expanded features would significantly improve user satisfaction. An increased focus on user engagement and responsiveness to feedback would be ideal.

18 EO Charging



iOS

2.0/5, 22 Ratings

Android

1.7/5, 12 Ratings



Customer feedback

The EO Charging app aims to provide a seamless charging experience but faces serious issues per user reviews, causing frustration and limiting functionality. Significant improvements are required in core performance areas.

Strengths

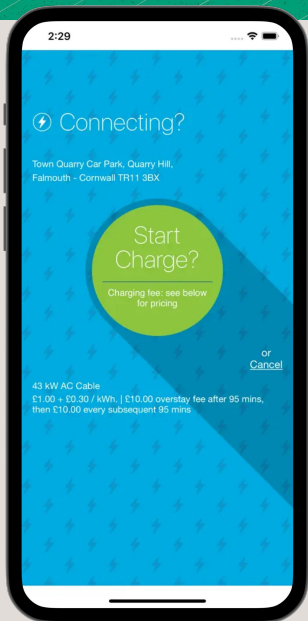
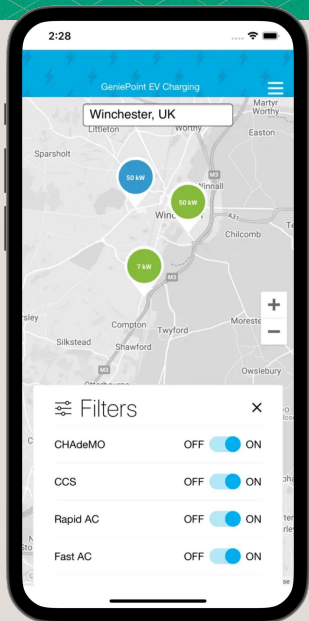
- No major strengths were indicated in the featured reviews.

Areas for Improvement

- The app fails to scan charger barcodes, preventing charger usage. This requires urgent resolution
- Smart features underdeliver and are deemed unreliable, disappointing users expecting an intelligent experience
- Frequent crashes on opening necessitate uninstallation and reinstallation each time. Enhanced stability is badly needed
- Apple users highlight the app offers no utility for public charging, a major shortcoming
- Support for older models like the Mini Pro 2 lags behind the main app, angering loyal users. Parity in features is expected
- Unresponsive customer service and lack of phone support frustrate users needing assistance

The reviews reveal an app falling short in fundamental areas like scanning, smart features, stability, and cross-platform support. Investing heavily in creating robust scanning capability, debugging crashes, upgrading legacy model support, and responsive customer service are essential to delivering the seamless charging experience users expect. Until quality and functionality reach competitive levels across core app experiences, adoption and customer satisfaction will continue to suffer.

19 GeniePoint



iOS

1.4/5, 197 Ratings

Android

1.4/5, 229 Ratings



Customer feedback

Reviews of the GeniePoint charging app are overwhelmingly negative, citing issues surrounding functionality, cost, reliability and customer service. Users express frustration and advise seeking alternative options.

Strengths

- Prompt and polite customer assistance praised

Areas for Improvement

- Inability to remove registered cards raises security concerns
- Charger ID inconsistencies lead to confusion finding stations
- Lack of contactless payment options like Apple Pay
- Described as slow, buggy, and poorly designed
- Excessive personal information required during signup
- Problems connecting to chargers and unavailable payment methods
- Cumbersome sign-up process riddled with errors
- Frequent logouts and other technical issues
- Lack of features for notifications or reporting
- Limited charging times and non-functional systems

The app suffers from a negative reputation surrounding unusable functionality, high costs, and poor reliability, according to reviews. Comprehensively addressing design flaws, expanding features, resolving technical issues and improving customer service will be essential next steps. Continued monitoring of user sentiment and being responsive to feedback can support incremental improvements over time.

Thank you!



David Mitchell

UK Managing Director
david.mitchell@futures.co.uk

07805 149369



Matthew Edwards

UK Managing Partner
matthew.edwards@futures.co.uk

07866 998769

futures

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