

NATURAL RESOURCES CANADA DETAILED ACTION PLAN

In response to the audit recommendations of the report on the Zero Emission Vehicle Infrastructure Program
 Fall 2023 Reports of the Commissioner of the Environment and Sustainable Development to the Parliament of Canada

Report Ref. No.	OAG Recommendation	Departmental Response	Description of Final Expected Outcome/Result	Expected Final Completion Date	Key Interim Milestones (Description/Dates)	Responsible Organization/ Point of Contact (Name, Position)	Indicator of Achievement (For Committee Use Only)
8.30	Natural Resources Canada should clearly define "underserved areas", establish specific targets and use a more strategic approach with criteria that prioritizes electric vehicle charging projects across Canada in areas where others may not invest in charging infrastructure or in areas where there are significant gaps in coverage. This approach could help to ensure that all areas across Canada would benefit from the Program's funding.	<p>Agreed</p> <p>Natural Resources Canada (NRCan) is continually reviewing research to better understand the underserved areas or gaps in Canada's charging infrastructure. Based on this research, ZEVIP is currently focused on level 2 charging in multi-unit residential buildings, workplaces, and fleets.</p> <p>NRCan's approach is adapting to reflect the evolving infrastructure needs across Canada. For example, NRCan is undertaking analysis of regional, provincial/territorial (PT) and municipal needs regarding the amount and type of charging infrastructure required over time. The department's approach will continue to be informed through research, engagement (such as the ZEV Council), and the development of a gap map (such as a visual interactive tool designed to help identify Canada's charging infrastructure gaps). Based on this input an updated approach to addressing charging infrastructure gaps and identifying targets focused on charger use types will be in place by mid- to late 2024, to inform ZEVIP funding decisions for the next request for proposals.</p>	<p>ZEVIP's funding will be distributed strategically based on charging needs for Canadian informed by research, analysis, and engagement.</p> <p>NRCan's analysis on both underserved areas both in the context of geographical and specific charger use cases (e.g., multi-unit residential buildings) informs the design of the program.</p>	Summer 2024 with some aspects on going	<ul style="list-style-type: none"> - Undertake and publish research and analysis of regional charging needs (Summer2024). - Update website with information on public EV charging gaps (Fall 2024). - Incorporate changes to request for proposals (RFP) (June 2024). - Utilize mapping tools as part of the next RFP to prioritize funding in underserved areas for public charging infrastructure (Fall 2024). - Engagement – NRCan will continue to engage with industry, provinces/territories, municipalities, non-government organizations and Indigenous representatives to inform its policy and program work (ongoing). 	NRCan Anna van der Kamp, Executive Director, Transportation and Fuel Decarbonization Programs, Fuel Sector	
8.32	In order to improve transparency and accountability for results, Natural Resources Canada should determine what portion the Zero Emission Vehicle Infrastructure Program will support of the 50,000 zero-emission vehicle charging port target that the department shares with the Canada Infrastructure Bank.	<p>NRCan agrees.</p> <p>NRCan has worked with CIB to confirm the proportion of the 50,000 chargers and hydrogen refuelling stations expected to be supported by NRCan's Zero Emission Vehicle Infrastructure Program (ZEVIP) and CIB's Charging and Hydrogen Refuelling Infrastructure Initiative (CHRI). To date, CIB announced funding for 2000 public fast chargers. CIB will announce its final contributions by winter 2024.</p>	NRCan and CIB have clarified the expectations for the number of charging ports each organization is expected to support through NRCan's ZEVIP and CIB's CHRI in the Memorandum of Understanding (MOU).	March 2024	NRCan and the CIB update their memorandum of understanding to articulate their respective targets (March 2024). Completed	NRCan Anna van der Kamp, Executive Director, Transportation and Fuel Decarbonization Programs, Fuel Sector	
8.39	Natural Resources Canada should establish and use appropriate performance indicators along with a) relevant and reliable data on the progress and results of the Zero Emission Vehicle Infrastructure Program to inform decisions, take	<p>NRCan will work to update performance indicators and collect relevant and reliable data to inform effective program tracking and reporting. Updated indicators will be identified by the end of 2024.</p> <p>NRCan is implementing a Client Relations Management system, which will streamline program information collection and improve reporting efficiency. Transition to this system is underway, with full implementation expected to be complete by end of winter 2024.</p>	<p>a) Select Program performance indicators that are specific and relevant to informing program objectives and outcomes.</p> <p>NRCan has collected relevant and reliable data to inform effective program tracking and reporting based on program performance indicators.</p>	<p>a) Update program performance indicators – December 2024</p> <p>Update ZEVIP website – ongoing</p> <p>Implement Client</p>	<p>a) Program performance indicators and program tracking.</p> <ul style="list-style-type: none"> • Review program indicators for updates (Fall 2024). • Update Program performance indicators (December 2024). • Improve program data collection 	NRCan Anna van der Kamp, Executive Director, Transportation and Fuel Decarbonization Programs, Fuel Sector	

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	<p>action, and provide transparent reporting on the results of Program funding contributions and performance of funded projects.</p> <p>b) a collaborative approach with stakeholders, including in the exchange of information and data, to inform efforts to address the gap in electric vehicle charging infrastructure by 2030</p>	<p>NRCan will build on existing methods of communicating program results (such as Program website, Electric Charging and Alternative Fuelling Stations Locator, Open Map data viewer, Government of Canada Proactive Disclosure, and the ZEV Web portal). NRCan will make existing resources more accessible to increase awareness regarding Program progress and existing gaps by providing links to resources and adding relevant metrics on the Program website.</p> <p>Through the ZEV Council and engagement with stakeholders and other government representatives, NRCan will continue to work collaboratively with stakeholders to identify and improve metrics of communicating program achievements.</p>	<p>NRCan has made ZEVIP results more publicly accessible.</p> <p>Processing of program data more efficiently through the implementation of a Client Relations Management system.</p> <p>b) Efforts to address EV charging infrastructure has been enriched through collaboration with ZEV Council and other stakeholders.</p>	<p>Relations Management system – Spring 2024</p> <p>b) Engagement with ZEV Council (March 2024) and stakeholders July 2024 / with option for renewal</p>	<p>and tracking through Implementing Client Relations Management system (Spring 2024).</p> <p>b) Enhance engagement with stakeholders including:</p> <ul style="list-style-type: none"> • Engagement with ZEV Council – <ul style="list-style-type: none"> ○ Meetings quarterly throughout 2024. ○ Meetings of the Charging and Refueling Working Group at least bi-monthly from June 2023- July 2024 (with option to extend) and related products. • Engagement with stakeholders such as at the Electricity Mobility Canada conference (ongoing). • Update how ZEVIP results are communicated to the public (Fall 2024). 		
8.49	<p>Natural Resources Canada should examine how the criteria to assess the Zero Emission Vehicle Infrastructure Program projects or how the Program could be adjusted so that future funded public electric vehicle charging ports provide users with an increased level of convenience and confidence in the reliability of ZEVIP-funded charging stations, through the adoption of good practices from other countries and jurisdictions such as improved data collection and minimum reliability standards for charging stations.</p>	<p>NRCan agrees.</p> <p>NRCan is currently evaluating methods to best address charger reliability and user experience for public fast charging. Currently public fast charging represents only 20% of the program's supported projects, with most remaining funds supporting level 2 private charging in MURBs, workplaces and fleets.</p> <p>Efforts to address the reliability and user experience of public chargers funded by the program include developing indicators for reliability with the ZEV Council and collecting and monitoring available reliability data. Furthermore, NRCan is currently evaluating potential program changes to address long-term reliability and user experience challenges. Timing of implementation of these changes are expected mid to late 2024, in advance of the next RFP.</p>	<p>ZEVIP's RFPs incorporate additional elements focused on charger reliability and user experience for public fast charging.</p> <p>Where appropriate, the program incorporates best practices from other jurisdictions in future program iterations if funding is renewed.</p>	Spring 2024	Revised RFP to better address reliability of funded public fast chargers (spring 2024).	NRCan Anna van der Kamp, Executive Director, Transportation and Fuel Decarbonization Programs, Fuel Sector	

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8.53	<p>To reduce delays in making funding decisions and consequently delays in the installation and operation of electric vehicle charging infrastructure, Natural Resources Canada should</p> <ul style="list-style-type: none"> a) complete the implementation of its automated IT system to help manage the Zero Emission Vehicle Infrastructure Program b) Streamline its application process to reduce delays in funding decisions. 	<p>NRCan agrees.</p> <p>NRCan is currently implementing a Client Relations Management system to increase program efficiency, streamline application processes and data management. The system is expected to be in full operation by the end of winter 2024.</p> <p>NRCan will evaluate its application processes to find further efficiencies where possible before the launch of the next program call for proposals.</p>	<p>Application processes and funding decisions are more expedient through the implementation of a Client Relations Management system.</p>	Spring 2024	<p>a) and b) Implementing Client Relations Management system including for:</p> <ul style="list-style-type: none"> • processing claims (March 2024 – Completed) and • applications when the next RFP is launched (spring 2024). 	<p>NRCan Anna van der Kamp, Executive Director, Transportation and Fuel Decarbonization Programs, Fuel Sector</p>	