

Engineering reliability together

Every charging session starts long before a driver plugs in. It begins with countless decisions, refinements and conversations between the people who build and maintain the network behind the scenes. For Vattenfall and Alfen, that network has grown through years of collaboration, solving problems together, improving reliability and preparing for the next wave of electric mobility. From her role as a ChargePoint Engineer, Ashley Kioko sees this partnership up close. She works where hardware meets software, where new regulations meet product design, and where user experience meets technical reliability. Her perspective reveals how two organisations, each with their own expertise, have learned to move in the same direction.

Could you explain your role within Vattenfall?

"I work at Vattenfall as a ChargePoint Engineer. My role mainly involves firmware validation and hardware quality checks for our charging infrastructure. Essentially, I ensure that the charging stations we deploy meet the required technical standards so they can operate reliably in the field."

Vattenfall and Alfen have been working together for several years now. What makes Alfen a strategic manufacturer for your charging network?

"Partnering with Alfen gives us a strategic advantage because their technology aligns well with our needs as a large-scale charging operator. Their chargers support features like smart charging networks, open standards such as OCPP, and load balanc-

ing via charging profiles. These capabilities allow us to roll out and manage a dense and reliable charging network, especially in countries like the Netherlands, Sweden and Germany."

What technical features or innovations from Alfen stand out most to you in daily operations?

"One of the features that really stands out is their Smart Charging Network capability, which enables chargers to communicate and balance load intelligently. Their support for open standards like OCPP gives us flexibility in integrating hardware with our backend systems. Load balancing profiles are also essential, especially in urban areas where multiple sessions happen simultaneously. Together, these features help us maintain stable and efficient network performance."



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How has the collaboration between Vattenfall and Alfen evolved over time?

"Our way of working has evolved from a traditional supplier relationship into a true strategic partnership. We've established clear communication lines between the organisations, as well as structured processes for issue tracking and issue handling. We now collaborate much more closely — through regular meetings, shared problem-solving sessions and continuous improvement cycles. This makes it easier to align on priorities and respond faster when challenges arise."

What has been the biggest improvement since the partnership began?

"The biggest improvement is uptime. We now achieve an average uptime of around 98%, which is a significant step forward."

When we started this collaboration, one of our main goals was to reduce downtime and improve resolution times. Through better communication, better processes and better technical alignment, we've been able to reach that. It really shows the impact of working together in a structured and transparent way."

How do Vattenfall and Alfen stay aligned as technology, market needs and regulations change?

"We stay aligned through shared product development cycles and continuous communication about new hardware features and firmware capabilities. Regulations are evolving quickly — whether it's AFIR or national requirements like those in Germany — so our collaboration includes joint planning to ensure products are compliant"



Built to Move What Matters

and future-proof. The capabilities of the hardware must always match both market needs and new regulatory frameworks, and that requires ongoing coordination."

Display technology and user experience are becoming more important in the charging landscape. What developments are you seeing there?

"There's a strong demand for charging stations that have displays or touch screens. These make sessions more intuitive for users and also create opportunities to provide feedback or support at the charger. The new Twin 5 Plus includes a display and dynamic QR codes, which enables multiple ways to start a session. The new Eve Double Plus also integrates features that support AFIR requirements and Germany-specific regulations. These developments help make charging more accessible and user-friendly."

Collaboration is not just technical — it's also about people. What does the human side of the partnership look like?

"The human aspect is really important. It involves customer care, openness, and establishing trust between the organisations. Trust comes from consistent communication and having clear processes for resolving issues. It also means being transparent about timelines, challenges and responsibilities. Over time, this has helped strengthen the partnership significantly."

How do you approach new regulations together, such as AFIR and ISO-related requirements?

"We approach them through joint product design, shared planning and coordinated firmware roadmaps. Regulations like AFIR or ISO 15118 require both hardware and software adaptations, so we collaborate closely to ensure the chargers remain compliant. By aligning early in the process, we can design or adapt products that meet new rules while continuing to support customers effectively."

Looking ahead, what does the next phase of the collaboration look like?

"There are several areas we are excited about. One is developing AI-based solutions that can help resolve charging-station issues more quickly and accurately. Another is advancing vehicle-to-grid technology, so chargers become active participants in the energy system instead of passive endpoints. We are also exploring deeper data analysis and improved uptime solutions. All of these developments will strengthen the charging network and make e-mobility more accessible."

If you had to summarise the partnership between Vattenfall and Alfen in one sentence, what would it be?

"It's a strategic partnership where we make e-mobility more accessible through high-tech charging-station solutions and renewable-energy expertise."

