

No driver left behind.

July 2026

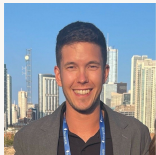
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Enera-at-a-Glance

Enera-at-a-Glance



Nicholas Marquardt
Co-Founder & CEO



Arnaldo Vera
Co-Founder & CTO



How can Enera help CPOs *delight drivers?*

1

Find the problems

Helpline Monitoring & Analytics

2

Solve the problems

Driver Support Agent

Network Operations Agent

Used today by:



99% charger uptime...

...but **30%** of charges fail

...it's hard to say why

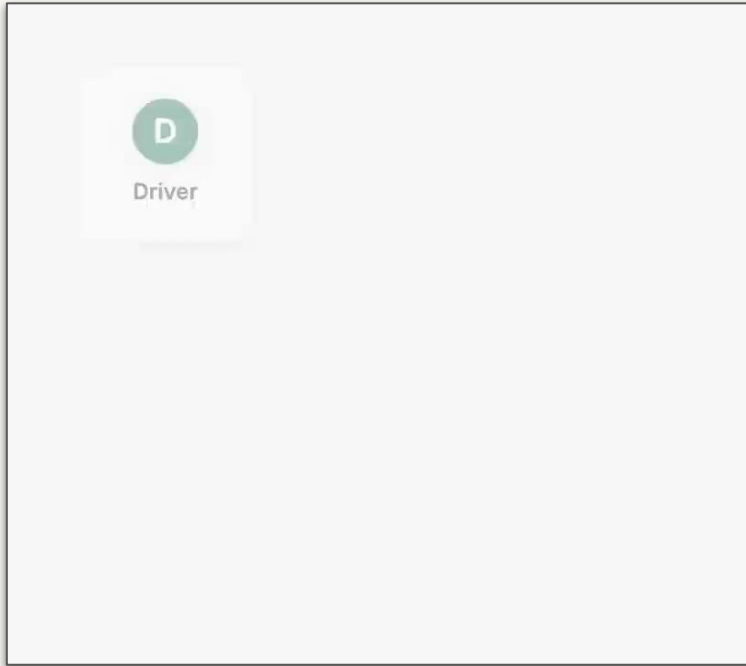
No one reason, instead many small ones. So:

Solution

Amplify then ***Act*** on the voice of the customer

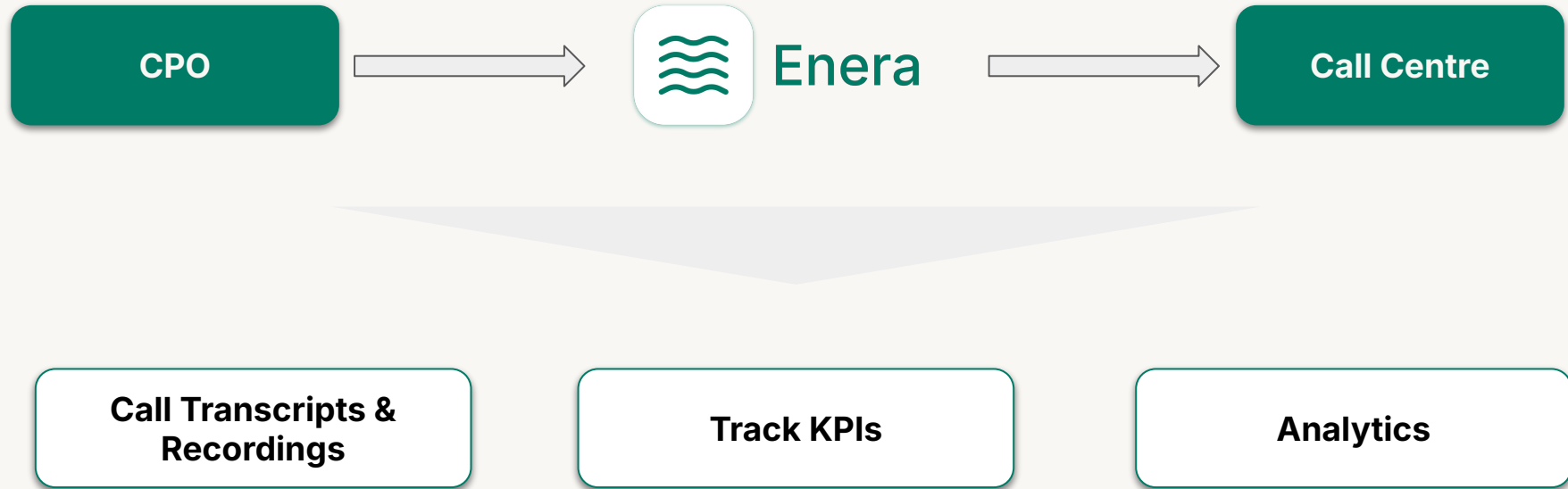
Call Monitoring

***Amplify* through Call Monitoring**



- Records, transcribes and analyzes every driver call
- Surfaces where systems are failing
- Works alongside your call centre
- No integrations required, live in one hour

Enera's Control Room Can Help



By passing your calls through Enera's Control Room, we give full oversight on how to improve and how your call centre partner is doing

Setup Takes 1 Hour & No Integrations

Setup:

- CPO to share Call Centre's Direct Dial In (DDI) number with Enera
- CPO to change call forwarding to Enera number

Legal:

- Both parties to sign Data Processing Agreement
- CPO to inform Call Centre calls are being recorded
- Enera to add warning to IVR to inform drivers calls are recorded

Setup is done live on one call

Call Recordings & Transcripts

Recent Calls

214 of 214 shown

Quick Filters:

All Sentiments

All Call Reasons

Actions

SELECT ALL

Apr 15

7:41 AM

5m 20s

Connector locked to ev

The driver called because the charging cable was locked in the charger at their apartment block and they could not unplug the car to leave for work...

Resolved

0.60

Shadow

Cable Locked

Charger Reset

Late For Work

Apartment Charger

Resolved Quickly

Apr 14

8:57 PM

6m 10s

First line resolved other

The driver called because the charging connector would not release from the charger itself at a Weev ultra rapid site in Central Park, Mallusk. The...

Resolved

0.62

Shadow

Connector Stuck In Charger

Charger Reset

Ultra Rapid

Polite Customer

Resolved On Call

Apr 14

6:43 PM

4m 00s

First line resolved other

The driver called because a charger was not working after they appeared to press the emergency stop/release button. The agent identified the...

Resolved

0.45

Shadow

Charger Unavailable

Emergency Stop Button

Remote Reset

Rfid Card Issue

Motability Card

Resolved On Call

Apr 14

6:41 PM

6m 35s

App query

The caller, an AA patrol officer assisting a customer, reported that the QR code and app were not recognizing the charging points, so they could not...

Resolved

0.15

Shadow

App Not Recognizing Charger

Qr Code Issue

Search No Results

Aa Patrol

Charger Id Provided

Apr 14

6:30 PM

2m 45s

Payment query

The caller contacted support because they wanted to pay over the phone after the barcode/QR scanner option was not working. The agent...

Callback Required

0.10

Shadow

Payment Issue

Barcode Not Working

App Confusion

Ad Hoc Payment

Needs Follow Up

Apr 14

6:26 PM

1m 15s

Abandoned short call

The transcript contains only automated hold messages from Weev. No live agent speaks and no customer issue is stated before the call ends.

User Abandoned

0.00

Shadow

Hold Queue

No Agent

Short Call

Abandoned

All call transcripts, filterable by customer mood, call outcome and call reason

Call Details

Callback Required

Neutral

Apr 14, 06:28 PM (2:45 mins)

Payment query

Charger & Vehicle Info

Charger: Not Provided

Not Provided

Not Provided

Model: Not Provided

Call Summary

The caller contacted support because they wanted to pay over the phone after the barcode/QR scanner option was not working. The agent explained that payments cannot be taken on that line and discussed using the barcode without the app, then said they would check whether the Tesla app would work, indicating the issue was still in progress at the end of the transcript.

Full Transcript

Agent

Hello. Thank you for calling Weev. You're speaking to Emily. Could I take your name, please?

Annotations

Agent

It's customer code.

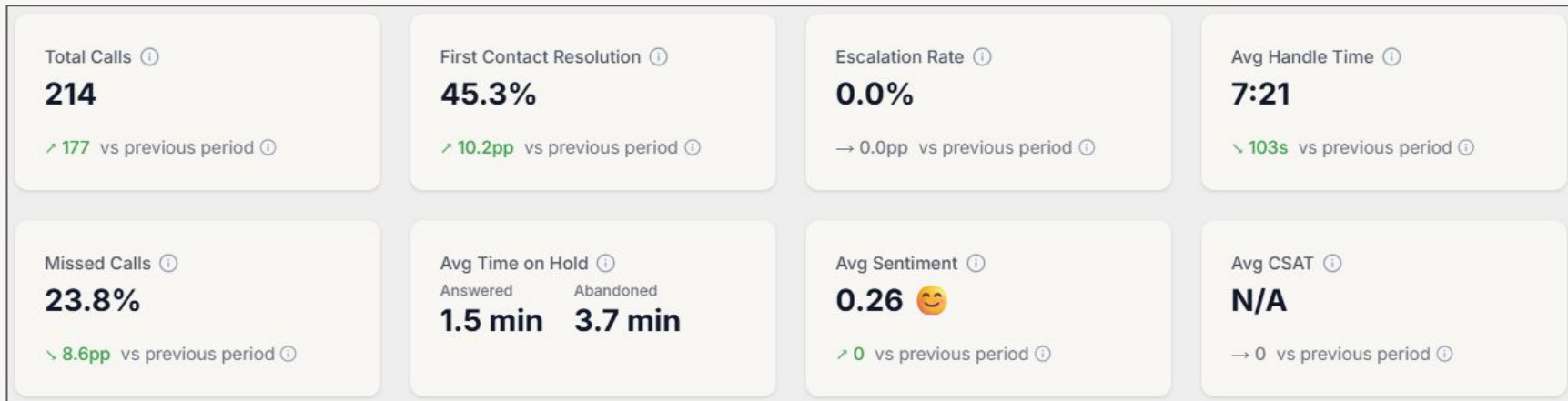
Annotations

Call Recording

0:00 / 2:45

Expand any to see summary of call, full transcript and audio recording

KPIs

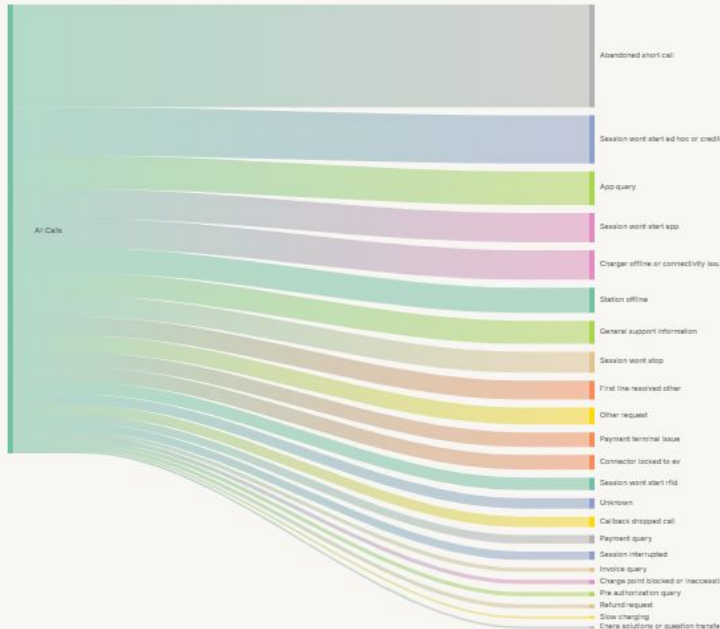


Live overview of your call center's performance

Analytics

Call Reason Flow

April 2026



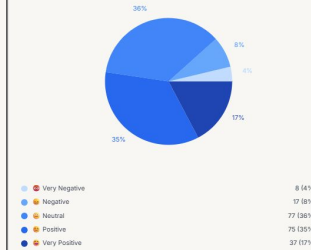
Call Outcomes

April 2026



Sentiment Intelligence

April 2026

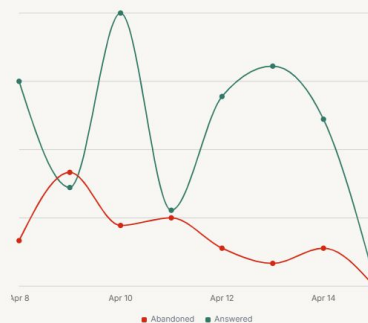


Understand:

- Why are people calling?
- What are the common themes where we fail? And those where we succeeded?
- Which Key Accounts do we need to nurture?
- Which chargers are problematic?

Calls Over Time

April 2026



Driver Support Agent

Act through AI Agents



- Once failure patterns are clear, Enera AI Agents handle frontline calls automatically
- Pulls context from the user and CPMS to understand and resolve the situation
- Live agents handle exceptions, emotional situations and specific requests

How do we get it setup?

CPO Inputs:

FAQs, training and design



Enera Inputs:

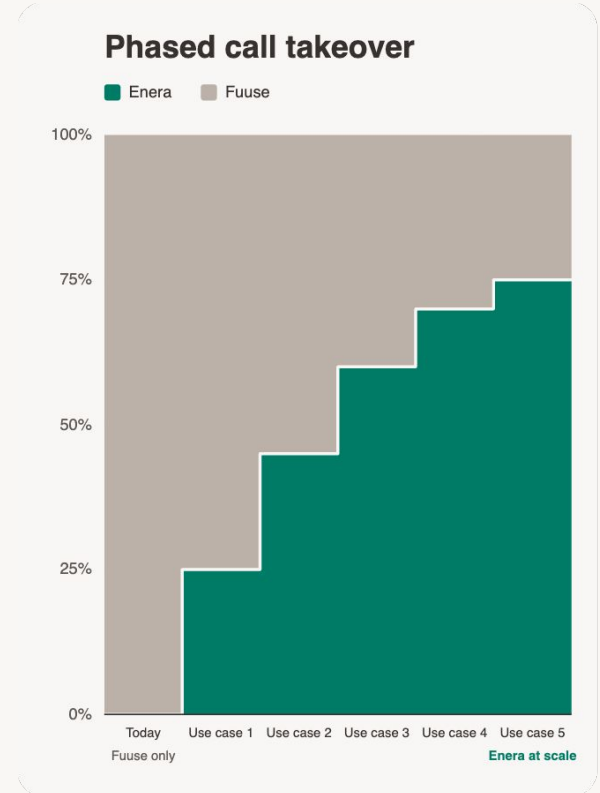
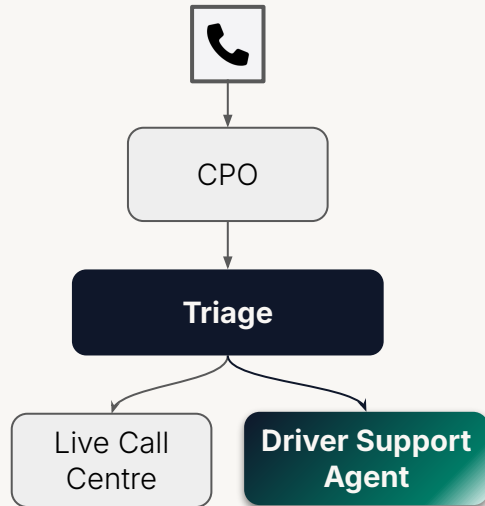
Control Room data
and Enera knowledge
base

Systems:

CPMS, ticketing
and telephony

What are we offering?

- A *progressive* rollout of an autonomous driver support system
- Designed around CPO feedback
- Instead of rip and replace, we go use case by use case, based on control room learnings



Existing Deployments



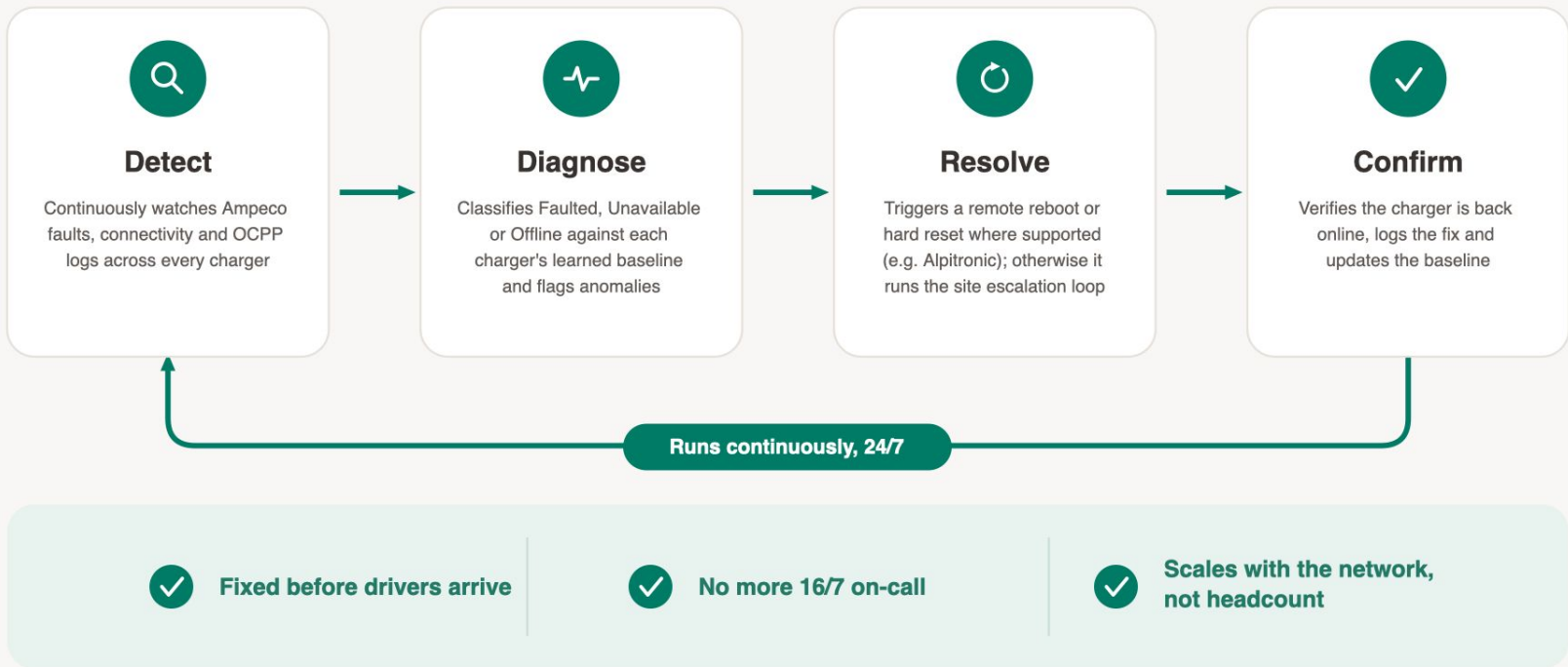
- Using a generic Irish call center
- Didn't think they were doing a good job, but didn't know
- Control Room showed they were missing 25%+ of calls
- Approach: reset and pray. Billing issues missed
- Giving bad impression of chargers
- Started with a two hour slot, now taking all calls between 9am-5pm
- 338 calls taken in last 30 days



- RAW shut out from user details by ChargePoint, we give them access to their customers
- Reservation agent for site hosts. Launching now
- Plus now Control Room
- Eventually broader driver support agent
- Progressive rollout

Network Ops Agent

Network Ops Agent



Next Steps

Next Steps

- []

Appendix

Hear

Control Room

£895

+

Price per call of:

- Enera AI: 0.00
- External Call Center: 0.69

Hear & Help

Control Room

+

Driver Support Agent

£2 per call

Network Operations
Agent

1.5 per month per
charger

Triage Agent

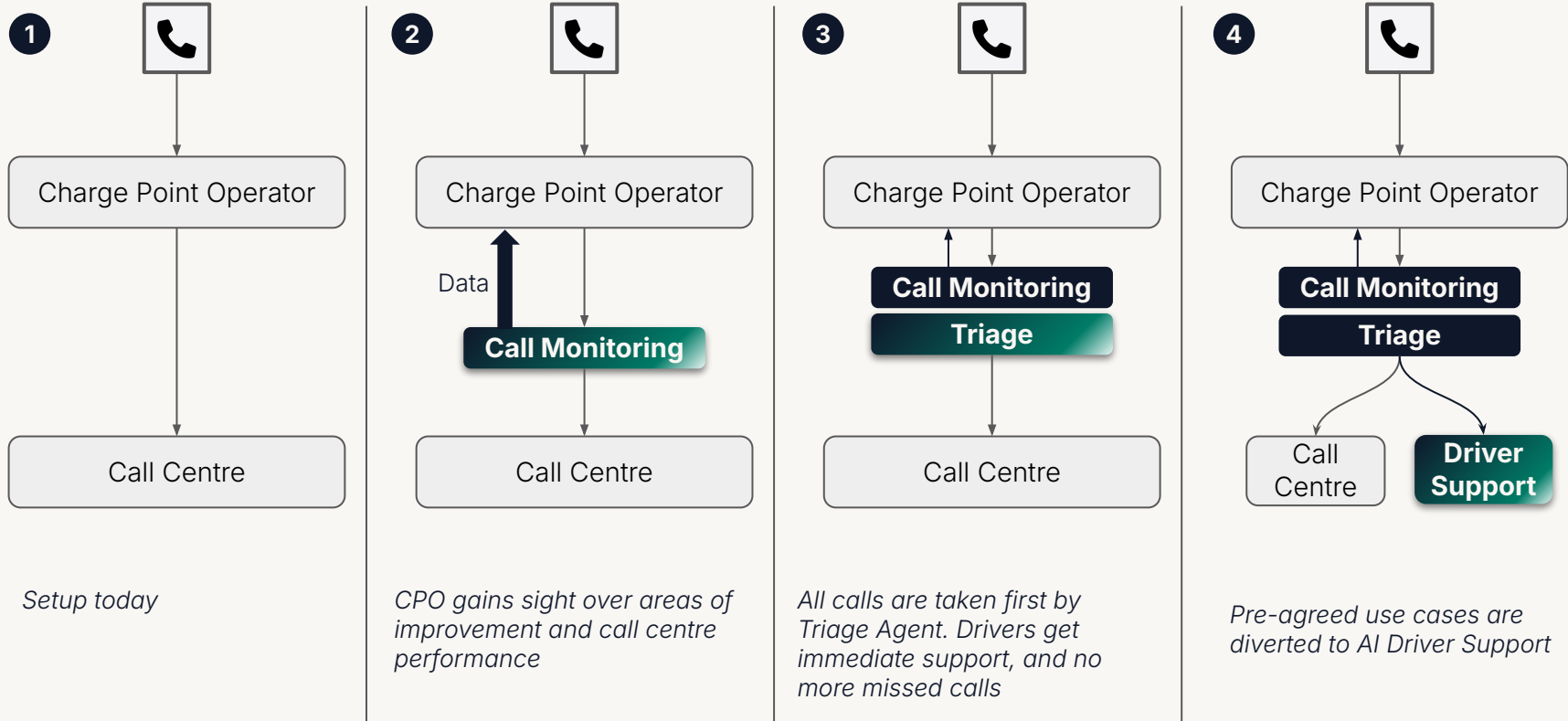
£0.40 per call

Proactive
Maintenance

£2 per action

BETA

Progressive Rollout



Team



Nicholas Marquardt
Co-Founder & CEO



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Co-Founder & CTO

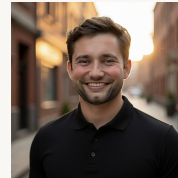
  



Imogen Bhogal
Fully Charged



Euan McTurk
Battery Electrochemist



Euan McTurk
Power CEO/Co-Founder



Will Marquardt
Technical Advisor

Demo Video - Troubleshooting



Demo Video - User Education



Speak to *Amelia*, our demo agent

- Try speaking to our demo agent yourself!
- You'll be connected to Amelia, the Enera Demo AI Agent. If you don't know what to say, maybe try these issues:
 - Cable is stuck
 - RFID reader isn't working
 - Charger is frozen

Call [+44 20399 42424](tel:+442039942424)

