

JET Charge and RACV roll out mass EV charging upgrade

Client Royal Automotive Club of Victoria

Project RACV Rollout

Project Summary

RACV partnered with JET Charge to manage the rollout and upgrade of its existing EV charging network across more than 23 sites – including public resorts, destination charging locations and office fleet charging stations.

JET Charge provided a complete turnkey solution, overseeing equipment supply, construction and ongoing maintenance, while ensuring minimal disruption to operations.

Here's how we did it

Customer

RACV has 2.1 million service members across all its products, including insurance, roadside assistance and clubs and resorts.

RACV has long been committed to sustainability and the transition to cleaner transportation. As a leader in the automotive and travel industries, they have invested in EV charging for almost a decade to support both its members and the broader community. [In FY24, the RACV Charging Network reported over 82,000 charging sessions across 59 EV charging stations, as part of their Energy Efficiency Program.](#)

By upgrading its charging network with JET Charge, RACV aims to provide a seamless and dependable charging experience for members and guests – reinforcing its commitment to a cleaner and more efficient future.





Challenges

Hardware selection: RACV required a reliable solution to replace ageing and outdated charging units. JET Charge worked with RACV to conduct in-depth due diligence on hardware options, ultimately selecting Kempower for its quality and adaptability.

Complex infrastructure and power: Each site had unique infrastructure and power availability, requiring tailored solutions.

Logistics management: Managing the long lead arrival of charging equipment in bulk and scheduling installations across multiple sites in the shortest timeframe, posed a significant challenge. To ensure consistency and efficiency, JET Charge aimed to use the same engineering, installation and commissioning teams wherever possible, despite geographical constraints.



Very pleased with the JET Charge project team in early project planning and documentation to ensure a straight-forward, efficient and consistent project installation by multiple different network partners across Victoria."

Daniel Fitzpatrick, Senior Project Manager

Solution Implementation

By partnering with JET Charge, RACV gained a complete project delivery package – including site design, permitting and delivery – allowing their team to remain focused on performance metrics and contractor management.

JET Charge's extensive experience with Kempower hardware enabled us to optimise deployment, leveraging our familiarity with the product and its modular power capabilities to ensure each site met performance and power constraints.

Because this was a long-duration project spread across multiple locations, JET Charge assembled a core team of project managers, administrators, commissioning technicians and engineers to provide consistency while working closely with local Network Partner installation teams.

The team collaborated with RACV on a sequenced installation plan – commencing with one site per week, over a seven-week period. Depending on size, each site was completed within 1-2 weeks. This staged approach allowed RACV to notify EV drivers of downtime in advance and minimise inconvenience, ensuring a smooth and transparent rollout.

With Kempower chargers being sea-freighted from Finland, and RACV seeking fast replacement of outdated charging units. JET Charge coordinated directly with the manufacturer to apply RACV branding before delivery, reducing on-site installation time and minimising downtime for customers.

By working closely with RACV to streamline installation, reduce on-site time and coordinate proactive communication with end users, JET Charge helped minimise customer disruption during the transition. The modular and scalable Kempower system now enables RACV to better support EV drivers at its resorts, fleet offices and destination sites – while also allowing room for future expansion.

Outcome

Throughout 2024, JET Charge successfully upgraded EV charging infrastructure at approximately 23 RACV sites across Australia, delivering a reliable and future-ready solution. The result is a robust and scalable EV charging network that enables RACV to track site performance, monitor energy usage and evaluate return on investment, ensuring long-term value for their members. With ongoing maintenance and support from JET Charge, RACV has the confidence that its charging infrastructure will continue to perform long-term, enabling seamless electrification across its properties.

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The technical stuff

- 4 x Kempower Rectifier Cabinets
- 10 x Kempower Satellites
- 20 x Kempower Station Chargers
- 3 x EV Distribution Boards
- Chargefox transaction management

