

# Success Story



## Executive Summary

Reedy Creek Improvement District (RCID) with offices in Lake Buena Vista, Florida, was established in 1967 with the purpose of supporting and managing economic development and tourism. Its boundaries encompass nearly 25,000 acres covering two counties in Central Florida.

It oversees land use and environmental protection for 19 landowners, including Walt Disney Co., and its wholly-owned affiliates. Part of its responsibilities is the deployment and maintenance of Electric Vehicle (EV) charging stations in public garages comprising approximately 9,000 parking spaces.

## Challenge

*"Our legacy EV chargers from another vendor were continuously breaking. At one point we had five out of nine that were broken, and we were having a hard time getting them repaired. NovaCHARGE came in and installed nine new, networked, state-of-the-art chargers in a single day. Their follow-up, rarely needed, has been phenomenal. What a difference a day makes for our management team and our EV customers."*

**Steve Mendygral**  
Supervisor, Parking Operations

RCID came to NovaCHARGE in the fall of 2021 with a dilemma. They had years ago selected a "name brand" EV charging infrastructure partner to deploy EV stations and infrastructure in three garages at the Disney Springs tourist destination. Known internally and to the public as the Lime, Orange, and Grapefruit garages, each garage had multiple EV charging stations in place.

The legacy vendor was often hard to get a hold of and at one point five of the nine chargers were not operating. EV drivers trying to get a charge were so frustrated with outages they would flag down garage employees and use the courtesy phones to summon help. Often the only help that could be offered was to have EV parkers drive to another garage where a charger was working.

## How We Helped

Leveraging the existing electrical infrastructure, NovaCHARGE installed nine of its NC8000 Level 2 charging units across the three garages. These chargers are the newest in the NovaCHARGE line-up and while the same units were already operating in many municipal fleets, office buildings, and multiple-dwelling units (MDUs), RCID was the first public implementation of these units.

RCID was able to take advantage of NovaCHARGE's next-generation ChargeUP cloud-based app that makes it easy for consumers to access chargers and provides site managers with a remote, networked administrative management console.



## Results

Once permits were obtained, a NovaCHARGE implementation team deployed nine chargers in the three locations in one day. When one issue cropped up after implementation, NovaCHARGE had a team on site within two hours.

With the highly reliable NC8000s in place, RCID has already seen a huge increase in overall charger usage. Daily charging sessions across all the chargers increased 49% from the first month of installation to the second month, alone.

RCID treats the entire installation as a kind of "set-it-and-forget-it" solution. Of course, garage employees are no longer being flagged down and the customer-issue phones no longer ring with problems about EV charging at Reedy Creek.