

California Hydrogen Car Owners Association

HYDROGEN DRIVER AMBASSADOR PROGRAM

Drivers helping *drivers.*

A field guide for California Hydrogen Car Owners Association (CHCOA) members validating station status, reporting false signals, and building driver confidence across California's hydrogen network.

AMBASSADOR SUPPORT GUIDE

Prepared with the Hydrogen Fuel Cell Partnership

PROGRAM LAUNCH

FALL 2026

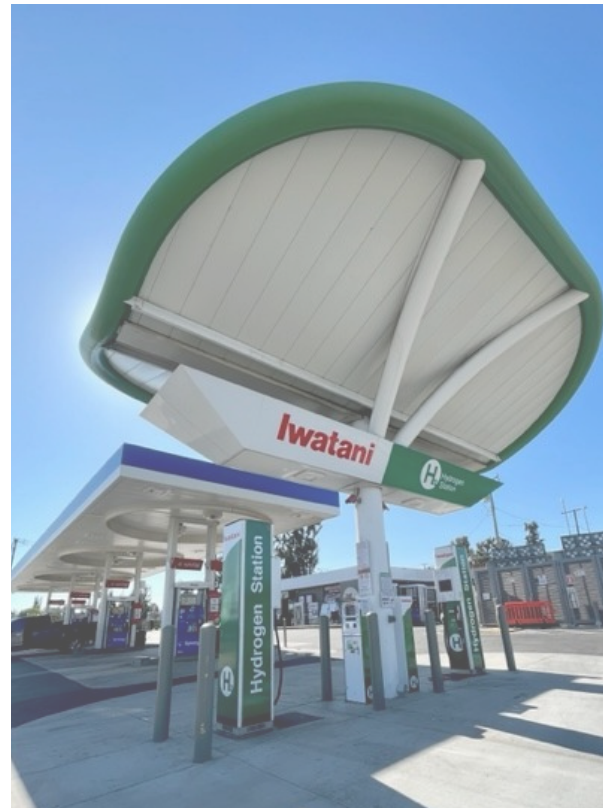
Why this guide exists.

You know what drivers actually see at the station. That's why your perspective is exactly what the network needs.

The Station Operational Status System (SOSS) at m.h2fcp.org is how hydrogen drivers across California find working stations. When SOSS is accurate, drivers arrive with confidence. When it isn't, drivers get stranded, frustrated, and (sometimes) walk away from hydrogen altogether.

CHCOA and the Hydrogen Fuel Cell Partnership (H2FCP) built the SOSS Ambassador Program to close that gap. Ambassadors are CHCOA members who periodically validate station status, report inaccuracies through SOSS's new Report Incorrect Station Status feature, and help other drivers do the same.

This guide serves two purposes: a field guide for current Ambassadors and an introduction for CHCOA members considering joining the Ambassador program.



● PROGRAM AT A GLANCE

Launched: Fall 2026

Partner: Hydrogen Fuel Cell Partnership (H2FCP)

Coordinated by: California Hydrogen Car Owners Association (CHCOA)

Your commitment: Under five minutes, when you're already at a station.

01

Drivers helping *drivers*.

This guide is for CHCOA members interested in becoming an Ambassador. Every station report, every conversation at the pump, every note we send back to H2FCP: it all starts here.

What we *believe*.

Hydrogen drivers are the network's ground truth. No sensor, dashboard, or vendor report knows the station like the person standing at the dispenser with a fill in progress. That's the whole idea behind Ambassadors: we take that lived knowledge and give it a voice.

Ambassadors aren't inspectors or station staff. We're not hall monitors. We're good neighbors. We share what we see, honestly and consistently, so the next driver has a better chance of a fast, smooth fill.

The next driver pulling into this station is depending on the last driver who was here. That's you. That's us.

— THE CHCOA
AMBASSADOR ETHOS

THE AMBASSADOR CREED

- ✓ **Report what I see:** not what I assume.
- ✓ **Leave the network better than I found it:** one honest signal at a time.
- ✓ **Meet other drivers where they are:** first-timers, veterans, skeptics alike.
- ✓ **Send feedback:** H2FCP can only fix what it hears about.

● INSPIRED BY, IN PARALLEL

Iwatani's station teams operate under Omotenashi: sincere hospitality without expectation of reward. CHCOA Ambassadors bring the same spirit from the driver's side of the pump: peer-to-peer care, freely given.



Your role, *simply put.*

Three things we ask and a short list of things we don't.



Report incorrect signals

If SOSS says "online" or "limited" and the dispenser is bagged (or vice versa) use the Report Incorrect Station Status feature. See page 08.



Talk to other drivers

Answer questions when they come up, and point drivers to SOSS.



Send structured feedback

Share what you see. Patterns you notice, gaps in the system, driver concerns you hear repeatedly. CHCOA collects and channels them back monthly.

● YOU ARE

- Volunteer peer, not a paid inspector.
- Trusted signal in the SOSS network.
- Friendly face for hydrogen drivers.
- Free to opt out of any interaction that feels off.

● YOU ARE NOT

- Expected to service, repair, or troubleshoot equipment.
- Stand-in for station staff or a 24/7 support line.
- Required to intervene in tense situations (always defer to station customer service number).
- Speaking on behalf of H2FCP, fueling company, or any automaker unless specifically briefed to do so.

Validating a *station*.

Five easy steps. Follow when you're already there, no special trip required.

1

Check SOSS before you arrive

Open m.h2fcp.org or the SOSS mobile view. Note what it reports for your station: online, offline, limited, or maintenance.

2

Observe when you pull in

Look for the visible signals: dispenser bags, out-of-service signage, queue length, staff activity, screens showing pressure or fault codes.

3

Attempt the fill (if applicable)

The most honest signal is a completed fill. If yours completes normally, that confirms "online." If it aborts, note the code or screen message.

4

Compare and decide

If SOSS matches reality? Great, you've silently validated it. If it doesn't, that's a false signal worth reporting (page 08).

5

Log and move on

File the report through SOSS. That's it.

● SAFETY FIRST

Never validate mid-fill. Never approach equipment that looks damaged. If something seems unsafe, back away and call the station operator's 24/7 Support Line. Full safety and etiquette notes on page 09.



What's a *false signal*?

A false signal is any gap between what SOSS says and what a driver would experience if they showed up right now.



Dispenser mismatch

SOSS shows "online" or "limited," but the dispenser is bagged, coned off, or has an out-of-service sign taped to it.



Screen says otherwise

The dispenser screen shows a fault code, "not ready," a pressure warning, or a message that the SOSS status does not reflect.



Fill aborts repeatedly

Your fill (or the fills of drivers ahead of you) keeps stopping short, without a clear cause. SOSS still shows "online."



Reverse mismatch

SOSS shows the station as "offline" or "maintenance," but it is clearly running, accepting cars, with no visible issues.



Partial availability

Either one of the two dispensers is down, or only 350 bars are available when 700 are listed. Any dimension SOSS overstates.



You're not sure

When in doubt, report it. H2FCP would rather triage an ambiguous report than miss a real one.

● RULE OF THUMB

If a driver arriving right now would be surprised by what they find, that's a false signal.
Please report it.

Reporting.

*The Report Incorrect Station Status feature is built into m.h2fcp.org.
Report in a minute, start to finish.*

1 Open the station's SOSS page

From m.h2fcp.org.

2 Select your station

Tap the station you're at. Its current status is shown at the top.

3 Tap "Report Incorrect Status"

The button appears on every station detail view. It's the whole feature: one tap opens the form.

4 Consider adding a short note (optional)

Explaining what's wrong is optional and much appreciated. One line is plenty. (e.g., Dispenser 2 bagged, dispenser 1 fine, or Screen shows P-101 fault.) Anything a technician would find useful.

5 Submit

H2FCP receives it in near real time. You'll see a confirmation. That's the whole loop.

Talking to other *drivers.*

THE TWO-SENTENCE PITCH

"I'm a CHCOA driver like you, and we help H2FCP keep the station map honest. If SOSS ever shows something wrong, there's a REPORT button right on the station page at m.h2fcp.org."

● DO

- Lead with empathy: most driver frustration is earned.
- Point to m.h2fcp.org: it does the explaining. Share the CHCOA sign-up link if there's interest.
- Know when to end the conversation.

COMMON OPENERS

- The first-timer looks lost. "First fill? Happy to walk you through it, and the screen prompts you every step."
- Someone's frustrated with SOSS. "I hear you. There's actually a way to flag that, and it only takes 20 seconds."
- Curious driver. "CHCOA is for drivers like us, and it's free to join. I've got a QR code if you want it."

● DON'T

- Promise a fix or timeline: you don't own the ticket.
- Diagnose equipment or approach dispensers to demonstrate.
- Argue with a driver who isn't interested. Smile and move on.
- Represent yourself as station staff or H2FCP personnel.

● SAFETY AND ETIQUETTE AT THE PUMP

No smoking or open flame within 25 ft of dispensers. Stay outside the fueling zone during another driver's fill. Never touch bagged, coned, or taped-off equipment.

Scripts and the *feedback loop.*

COMMON QUESTIONS

Q What is SOSS, exactly?

A The Station Operational Status System: H2FCP's list of open stations with real-time status.

Live at m.h2fcp.org.

Q Is my report anonymous?

A No. Users must sign in to report.

Q Will reporting slow down my fill?

A No. Reporting takes about 30 seconds and happens on your phone. This is separate from the dispenser.

Q Does H2FCP actually see these reports?

A Yes, and every report goes to the H2FCP team and factors into station status updates and station-operator conversations.

THE FEEDBACK LOOP

Individual reports go to H2FCP through SOSS. Bigger patterns (i.e., the things you notice over weeks, not moments) flow through CHCOA.

What to send back to CHCOA monthly

- Stations you validated (rough count is fine).
- Reports you filed and, if you know, whether the situation was resolved.
- Recurring driver concerns you keep hearing.
- Gaps in SOSS itself (e.g., things you wish it tracked).
- Anything H2FCP should hear directly from a driver.

● CADENCE

CHCOA hosts a monthly Ambassador check-in (virtual, ~30 min) and rolls a quarterly review of metrics with H2FCP. Attend when you can.

Thank you, *Ambassador.*



KEY CONTACTS

WANT TO BECOME AN AMBASSADOR?

h2tonps.org/whats-new-1

SOSS-STATION STATUS

m.h2fcp.org

Where you report false signals.

CHCOAAMBASSADOR COORDINATOR

info@h2coa.org

Monthly check-ins, questions, program feedback.

H2FCP PROGRAM LEAD

Ben Xiong

bxiong@h2fcp.org

Structured feedback, escalations, materials.