

Appendix 2

EV Charging Working Party
Meeting Notes 18 May 2021

BEO

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Residents

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Agenda

Existing Facilities

- Update on Improvements in reliability
- Update on improvements in availability
- Update on changes to charging structure
 - Pricing
 - Billing system

Phase 2

- Programme of work
- Communications with residents/house groups

The questionnaire

The future

AOB

Meeting

Phase 2 and Improvements to Phase 1 operations

- **Programme** Work on Phase 2 has commenced and the scheme for 32 new chargepoints in Andrewes, Defoe, Lauderdale, and Speed car parks will be completed by end July.
- **Improvements in reliability** In parallel with the implementation of phase 2 improvements will be made to the reliability and availability to the chargepoints. A new maintenance contract has been agreed with Chargemaster, which will enable many repairs to be made on-line. This new system will be implemented along with Phase 2
- **User interface.** It appears that some problems of reliability and availability have arisen from inadequate documentation resulting in user error. Officers agreed, with assistance from resident members, to produce a user guide to

reduce user error. Martin Luff (resident member of the WP) has provided a draft FAQ for the User Guide. It's attached to this note.

- **Communications.** It was agreed that communications with all residents on the implications of the implementation of Phase2 need to be handled sensitively and that any significant communications would be passed through the WP with a promised half-day turnaround by resident members of the WP

Costs, pricing and billing systems

- **Maintenance** A new maintenance contract has been agreed with Chargemaster, which will cost, for the whole estate around £15,500 for the first year and around £6,000 pa thereafter, with no call out charge. It remains to be seen how this cost will be recovered. Three options could be considered.
 - Make this a general service charge item, to be recovered from all leaseholders,
 - Add these costs as a general charge to the carpark account,
 - Recover the charges from EV users only.

These options will be put to the June RCC/BRC meeting cycle.

- **Billing System and cost to users.** Users will be charged 14p/kWh directly by Chargemaster with no intermediation or add-ons by the BEO. Despite this being a win/win all round for Chargemaster, residents and the BEO, this change in pricing structure will need to be approved by the June RCC/BRC meeting cycle.
- **Real-time availability information.** The provision of availability information to users has not yet been resolved. Chargemaster are attempting to include our sites in their London wide system with a notice that these sites are private. If this fails, we will need to consider establishing our own web porta

The questionnaire. The questionnaire was now closed with 450 responses. The results of the questionnaire will be analysed to help formulate the report to the RCC/BRC.

The Future

- **Phase 3** When Phase 2 is complete we will now have 62 chargepoints and around 75 EVs based in our carparks. This may seem a generous provision, but there still an opportunity to apply for a further grant which will take our total provision of chargepoints up to around 100. This opportunity will be monitored. Given the low take up of carparking spaces around the estate, the loss of general parking spaces was not thought to be a problem.
- **Individual at-bay charging.** It was acknowledged that this was an aim for a significant number of car users. Once the implementation of Phase 2 was complete, the infrastructure implications of individual chargepoints would be investigated.

Next meeting TBA Early July

Suggested FAQ's for users

- Will I still use my existing swipe card or do I need a new one? If I need a new one, would it cost anything?
- What if I lose my card? Who would I report this to in order to cancel it, and what would a replacement cost?
- Is there a subscription or do I just pay as I use the system?
- Do I pay in advance and top up as needed, or am I billed after use?
- How often will bills be sent and by what process (email, post, app, web-based account)?
- What information would be on the bill? Will it show me the dates of usage, times I plugged in and unplugged, power drawn per charge?
- Can I track my usage as I go - e.g., is there an app or online account that will show me the time of charge and power used immediately after using the system and allow me to see my usage history?
- Who reviews and sets the kWh rate? How will we be informed about any changes to that rate?
- If I think my charges are inaccurate or there is a problem, who would I contact?