

Appendix 1

Notes of meeting of Residents EV Charging Working Party with BEO and Consultants WSP

BEO

Michael Bennett
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WSP

Matt Croucher
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Residents

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Introductions

Matt Croucher and Steve Longman of WSP were responsible for the original report which is on our BaseCamp pages

Introduction

The residents outlined the origin of the new Residents EV working party (REVWP), which arose from dissatisfaction with the current EV offer and alarm that we were going to get more of the same from the Phase 2 scheme. We learned that the Phase 2 scheme includes 32 new chargepoints in Andrewes, Defoe, Lauderdale, and Speed carparks, with each phase 2 carpark having 4 dual outlet chargers. Implementation of Phase 2 could be very quick, but a key uncertainty was a long-awaited firm date from UKPN.

Chargemaster made a 25% contribution to the cost of the new installation. We'll be advised later of the contractual relationship between Chargemaster and the City in relation to this new installation.

The BEO were asked to share the bid document with the REVWP. The BEO will take advice on the possibility of this.

Not discussed in the meeting but researched later.

The ORCS scheme allows for a maximum of 75% of the scheme cost, up to a maximum grant of £6,500 per chargepoint. It's probably safe to assume our project reached this maximum. So together with the chargemaster contribution of 25%, we're looking at a total cost of around £280,000 for our 32 points.

Discussion

A key point which arose towards the end of the meeting but is better put up-front. This phase two project was funded by the **Onstreet Residential Chargepoint Scheme (ORCS) [Link](#)** This cannot be used to fund individual “private” charge points, so could not have been diverted for our hoped-for at bay charging.

We then went through the REVWP’s report, which was submitted to the RCC.

Reliability

It seems that most of the reliability issues, which have concerned users arise from the Chargemaster’s use of old technology on the existing 30 chargepoints. The new Chargemaster points will be linked back to Chargemaster’s operating base via the internet and almost all problems will be observed, diagnosed, and potentially fixed remotely. There’s lots of “turning it off and turning it on again”.

The issues of connectivity will be resolved by the BEO installing new routers, near to the chargepoints. The existing 30 chargepoints will have this upgrade, together with the connectivity fix retrofitted. This will also result in uniform 7KW across the estate and the existing key operated chargepoints will be replaced with the RFID.

The new installation, will include a three year maintenance contract (TBC as discussions are ongoing).

Availability

- **Physical availability:** The improved reliability outlined above will enhance availability, but there remains the problem of overstaying and random parking. There are mechanisms for time-based charging in addition to kWh charging, but these are defeated by random parking and unhooking chargers after use. The BEO will rely on our CPAs to manage this.
- **Real time availability information:** Our consultants ISP were surprised that Chargemaster did not currently offer this service. They’re going to follow this up.

Useability (Access).

The constraints of the geometry of our car parks limits potential solutions to this problem. The BEO will be mindful of the problem in the choice of location of new installations.

Pricing and billing

This is a special area of tension and frustration for residents. It appears that the simple solution of establishing a direct relationship between Chargemaster and users is ready to be initiated, completely removing any intermediary role for the BEO. It seems that this an all-round win for everyone.

The Questionnaire

The resident’s EV working party have set up a questionnaire which is live. Right now (27 March 2021) there have been over 360 responses. The resident group has agreed to share the results of the questionnaire in raw data form both now at and at its closure.

The future

The upgraded management system would in principle enable numbers of chargers to be extended at relatively low incremental cost. However, each car park had its own physical characteristics which would affect feasibility.

Many residents have the long-term ambition of at-individual-bay charging. Combining the results of the questionnaire with future demand for parking spaces provides a likely demand for this option at around 200 users.

This is a challenge for the BEO and our consultants.