

## SETTING THE STANDARD FOR ELECTRIC VEHICLE CHARGEPOINTS

# Welcome to the Summer Newsletter

Dear EVCC Member,

I hope you enjoy reading the latest news from EVCC, our Affiliates and the wider chargepoint sector. You will see that we have recently introduced two more important benefits for our members, the Primary Authority arrangement and Adjudication. Happy reading and have a good rest of the summer.

Best Wishes, Virginia Graham

### Indra partners with Starla Energy



Courtesy: Indra Partners

Indra, an affiliate of EVCC, has entered into an exciting partnership with Starla Energy to supply Indra Smart Home Chargers to light commercial electric vehicle customers. Starla Energy is a provider of innovative solutions and services for EV charging to individuals and businesses.

Indra was selected by Starla Energy to provide its customers with a smart EV home charging solution which is cutting edge and very easy to use. Additionally, this innovative charger offers intelligent off-peak charging to reduce cost.

Chief Commercial Officer at Indra, Leighton King, is delighted with this prospect:

*"By installing our high-quality chargers, Starla Energy can provide its customers with an elegant but robust charging solution that enables users to optimise their charging schedules and tariffs to help them save money and the planet."*

Commercial Director for Starla, Martyn Broadhead, expresses confidence in this smart technology:

*"Indra has a great reputation within the developing EV smart tech sector based upon the excellent Smart PRO range which we believe to be the best pound-for-pound charger in the market. Its ability to take power from Solar PV systems as well as the grid is a big factor for us."*

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## Change in Primary Authority



Courtesy of Dominic Marley

EVCC is pleased to announce that it is in partnership with a new Primary Authority, Buckinghamshire and Surrey Trading Standards.

### Primary Authority Arrangement

Primary Authority is a statutory scheme established by the Regulatory Enforcement and Sanctions Act 2008. It enables a business to form a legally recognised partnership with a local authority (the 'primary authority') to get assured advice about how they can comply most efficiently with regulations. Under a co-ordinated Primary Authority Arrangement, a co-ordinator is chosen to co-ordinate the relationship between the Primary Authority and a group of businesses.

### Benefits for EVCC members

EVCC will work with the Primary Authority to create Primary Authority Advice for EVCC members. This advice will be tailored to the needs of EVCC members, making it simpler and easier to comply with relevant legislation.

EVCC members are automatically opted into the regulated group and by following the advice they are given, they can be confident they are complying with the law, and protected from enforcement action for the regulatory areas the advice covers.

The cost of participation in the Primary Authority is included in a member's annual membership fee.

For more information, please check [here](#).

## RECHARGE Report Published



Courtesy of Association for Renewable Energy & Clean Tech. (REA)

A roadmap to accelerate the deployment and operation of UK wide, inclusive, electric vehicle charging infrastructure is now in place.

The Association for Renewable Energy & Clean Technology (REA's) EV arm RECHARGE UK has published its report '**Charging forward to 2030**'. This report identifies the barriers to chargepoint deployment and provides a pathway for necessary changes to policy and regulation to meet 2030 requirements for EV chargepoint deployment. It also sets out the skills required to ensure deployment is successful and to ensure that chargepoints are safe and accessible.

Matthew Adams, Transport Policy Manager at the REA says there is need to continue the discussion.

*"Our key goal now is to promote these findings with stakeholders across Great Britain to engage with local authorities and devolved powers and discuss how they can overcome their unique barriers to chargepoint delivery and management."*

Recommendations identified in the report include:

- Providing regions and local authorities with the grid capacity to support EV charging demand.
- Breaking down policy and regulatory barriers which add significant cost and time to chargepoint deployment.
- Creating a skills campaign by Government to promote green skills and encourage more electrical engineers and installers.

You can read the full report [here](#).



## REA responds to Panorama



Courtesy of Dominic Marley

The UK experienced 30% growth last year in the deployment of public charging infrastructure.

That's according to REA, Association for Renewable Energy and Clean Technology, in its response to the BBC's latest Panorama programme on Electric Vehicles (EV's). The programme addressed the debate on whether the UK is ready for the zero emissions vehicle mandate, and concluded that the country's infrastructure would not be able to support 2030's expected demand for charging.

One assertion made is that it takes an hour to charge 38 miles of range. REA clarified this by stating most EV's today are capable of charging from 0 to 80% charge in under an hour at any rapid charge point.

Matthew Adams, Transport Policy Manager at REA addressed some of the conclusions:

*"The UK has over 40,000 public chargepoints, with 84% of EV owners able to charge at home. Therefore, only 16% of the over one million plug in vehicles on the road will need to use public charging infrastructure regularly, and with battery ranges going above 300 miles on many models, it is unlikely with the average journey in the UK being 20 minutes that these 16% of people will regularly use the public charging infrastructure.*

*"Also, Government is introducing tough new regulations (The Consumer Experience at Public Chargepoints 2022) which will require all new public chargepoints above 8kW and new and existing above 50kW will be fitted with contactless payment."*

REA recognises there are regulatory barriers which hinder the deployment of charge points and remains committed to providing suggestions on how these barriers may be resolved.

## REA hosts Awards Night

Ubitricity walked away with the Local Carbon Transport Award at the British Renewable Energy Awards held in June. Ubitricity is the leading provider and operator of innovative public EV charging solutions in the UK.

At the 18th Awards, several companies, projects and individuals received awards for their contributions to the renewable energy and clean technology sector.

Chief Executive of the Association for Renewable Energy and Clean Technology (REA), Dr Nina Skorupska CBE stresses the importance of this award night:

*"Despite the industry facing a challenging year, the awards have chosen those who are resilient in the drive towards net zero. With the brilliant work showcased, we are truly inspired and energised to keep pushing forward towards a low carbon future."*

Other companies which won awards were Octopus Energy for the Customer Service Recognition Award and Oxon Energy for Installer of the Year Award. Other awards in the night included: Future Game Changers Award and Accelerating to Net Zero.

For a full list of categories and winners [here](#).

## EVIE Awards in the Spotlight

The Electrical Vehicle Innovation & Excellence Awards (EVIE) is once again in the spotlight.

The purpose of the awards night is to highlight innovation and excellence in the emerging EV sector. There are approximately 25 categories including Chargepoint Manufacturer of the Year, Contractor of the Year, EV under 30 Star, and Public Sector Infrastructure Strategy of the Year, among others. Entry into the competition is free for any company, project or individual who may be interested.

The 4th edition of this awards night is scheduled to take place on November 21, 2023 at the London Brewery.

For more information on this event, please visit the website [here](#).



## EVCC moves to Adjudication

On 3 July, EVCC became part of the Renewable Adjudication Service.

Adjudication is the final stage of EVCC's dispute resolution process. It is designed to provide a means of resolving a complaint which the parties have been unable to resolve between themselves or by using mediation, the first stage of the dispute resolution process.

An independent person, known as an adjudicator, considers all the evidence and documents submitted by the parties before reaching a final decision. Once a decision is published, both sides review it. If accepted by the consumer, it is final and binding upon both parties. In this case, the consumer can expect the EVCC member to comply with it quickly, as the compliance process is robust, timebound and simple.

Head of Dispute Resolution, Abena Asare-Frimpong, highlights the benefits:

*"Adjudication empowers consumers to make a choice on whether to accept a decision made by an adjudicator. If a consumer rejects a decision, the option is available to pursue the dispute further through alternative means, such as the courts. EVCC members may provide comments on a preliminary decision before it is finalised."*

If you would like to know more about the Renewable Adjudication Service, please email: [disputeresolution@recc.org.uk](mailto:disputeresolution@recc.org.uk).

## EVCC Updates

EVCC Terms of Membership was updated on 03 July 2023. Summary of changes:

- New clause 4.22 relating to Primary Authority agreement
- Change to relevant definitions and clause 4.19 to reflect change from arbitration to adjudication

The Code was also updated on 03 July 2023. Summary of changes:

- New section, 3.7, on vulnerable consumers added
- Workmanship warranty length requirement changed from 3 to 2 years.

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## Call for Guest Bloggers

EVCC is calling for guest bloggers to feature on its website. If you have something to say about the domestic charging sector and you would like to see this featured on the EVCC website then please get in touch with your idea for your blog. Blogs can be aimed at consumers or installers, or the public more generally.

EVCC is also calling for photos of chargepoint installations, which we can use on our website and on other promotional material. Should we use your photo then of course we will attribute it to you. If you are interested in providing a guest blog or a photograph, then please get in touch with us using [info@electric-vehicle.org.uk](mailto:info@electric-vehicle.org.uk).

## EVCC Member Benefits

By being an EVCC member, you are demonstrating to consumers that you are competent, qualified, reliable, and serious about offering high standards of consumer protection.

You will also:

- Stand out from your competitors
- Be listed on the EVCC website and increase your exposure
- Get assistance with resolving consumer complaints
- Get access to guidance, training and model documents, making technical and legal compliance straightforward
- Get industry discounts
- Share your thoughts and ideas with us on the industry and any related topics. We will be your voice in the industry.

### Don't forget to display the EVCC badge

The EVCC logo indicates:

- EVCC members are reputable, competent and qualified installers
- That you offer the highest standards of customer service.

The EVCC logo is available in different formats, and as a van sticker. Contact EVCC should you need to get yours at [info@electric-vehicle.org.uk](mailto:info@electric-vehicle.org.uk).

