

## SETTING THE STANDARD FOR ELECTRIC VEHICLE HOME CHARGEPOINTS

# Welcome to the Winter newsletter

Welcome to the Winter edition of the EVCC newsletter. Since the last newsletter EVCC has been growing its membership database, a list of which can be found [here](#), as well as growing its membership offering. EVCC can now offer its members discounts when signing up to EV-comply, a platform for both desktops and mobiles which allows installers to manage their customer engagement and back office more efficiently, and is in talks with Rightcharge to get EVCC members labelled on the Rightcharge website. EVCC is also giving its members the opportunity to write and tell it their thoughts and ideas on what is happening in the industry. In this way EVCC can understand its members' views more clearly and represent members better when contributing to working groups, campaigns, and any future consultations. Additionally, EVCC introduced an affiliate scheme for manufacturers, energy suppliers and others. Find these stories and more below. Thank you, and have a great Christmas.

Virginia Graham, Chief Executive of Renewable Energy Assurance Ltd

### EV Energy Taskforce to ensure consumers receive quality information and standards are maintained

The Electric Vehicle Energy Taskforce (EVET), established in 2018, previously brought together the auto and energy sectors to make proposals to Government and industry to ensure Great Britain's energy system is able to accelerate the mass take-up of electric vehicles (EVs).

Its first report was published earlier this year, and made 21 far reaching proposals to remove barriers and reinforce enablers.

At the invitation of Government, EVET has now moved into its 2nd phase ensuring these proposals are put into action. The group will now focus on turning these proposals into actions. The proposals include:

- giving consumers control of their data;
- ensuring the latest evidence of consumer requirements is available and utilised in EV charging and infrastructure programmes;
- coordination of the industry's consumer-facing information about EV's, smart charging and services;
- enabling smart charging by establishing minimum technical requirements;
- supporting the delivery of resilient charging infrastructure; and
- supporting the delivery of high-quality public charging by specifying UK-wide best practice for charge point and infrastructure planning.

Most applicable to EVCC members and consumers will be proposal 18, 'Informing consumers about EVs and smart charging products and services,' marked as high priority. Proposed actions are for EVET to develop scope of and then identify a body that will be responsible for coordinating industry's consumer-facing information, such as establishing a common language about smart charging products.

The gap analysis suggests the need to work up approaches for ensuring consumers receive consistent quality information, and develop an accreditation scheme to ensure standards are applied. At EVCC we are delighted to be able to say that we, and our members, are already doing this in the domestic chargepoint area.

EVCC continues to sit on the EV Energy Taskforce and contribute to discussions.

The full report 'Moving from Proposals to Actions' can be found [here](#).

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## Ban on new petrol and diesel cars in UK brought forward to 2030



New cars and vans powered wholly by petrol and diesel will not be sold in the UK from 2030, Prime Minister Boris Johnson has said. Though at present, some hybrids will still be allowed to be sold until 2035.

The announcement came as part of Mr Johnson's 10-point plan for a so called 'green industrial revolution,' aimed to tackle the climate crisis and create jobs.

Critics say the £4bn allocated to implement the 10-point plan is far too small for the scale of the challenge. But Business Secretary Alok Sharma has said the £4bn was part of a broader £12bn package of public investment.

Included in the 10 points:

- EVs: Phasing out sales of new petrol and diesel cars and vans by 2030 to accelerate the transition to electric vehicles and investing in grants to help buy cars and charge point infrastructure.
- Public transport, cycling and walking: Making cycling and walking more attractive ways to travel and investing in zero-emission public transport for the future.

£1.3bn is to be invested in EV chargepoints. Grants for EV buyers will stretch to £582m to help people make the transition. There is also nearly £500m for battery manufacture in the Midlands and the north-east of England.

In the race to clean up motoring, the UK is now in second place after Norway, which has a fossil fuel vehicle abolition date of 2025.

Overall, the plans are aimed to put the UK on track to meet its goal of net zero emissions by 2050.

However, a ban in the 2030s will do nothing to tackle the long tail of polluting cars that will be left on our roads for many years to come.

The full details of the 10-point plan can be found [here](#).

## CMA to address range anxiety with consumers



The Competition and Markets Authority (CMA) has announced that it is taking a close look at the EV charging sector, to ensure the sector works well for people now and in the future, which will help to build trust in the service and address any competition issues.

Research shows that "range anxiety" or not being able to recharge while out and about is a major concern for many consumers – it is essential that drivers can access a chargepoint when they need one. If people can see that the service will work for them, they are more likely to make the switch to electric vehicles, which is crucial to achieving Government's long-term ambitions for a net zero economy by 2050.

The CMA's work will centre on 2 broad themes:

- how to develop a competitive sector while also attracting private investment to help the sector grow; and
- how to ensure people using EV chargepoints have confidence that they can get the best out of the service.

The CMA has said that it intends to conclude its market study well within a 12-month deadline, as time is of the essence.

Market studies can make recommendations to government or other bodies, and issue guidance to businesses and consumers as needed.

All updates on the CMA's work in this area can be found on the [electric vehicle charging market study case page](#).

Views are welcomed on any of the issues raised in the Invitation to Comment by 5 January 2021.



## Government announces multimillion-pound plan to encourage EV uptake

Government has announced more than £20 million of funding for schemes designed to increase the uptake of EVs. Around £12 million will be spent on research projects into battery technology, while the government is also plotting other incentives, such as special parking spaces and dedicated EV car sales websites.

Government says it will support a “series of competitions”, through which researchers can pitch for a share of the money.

Among ideas are more chargepoints installed at “popular destinations” such as supermarkets and tourist sites, dedicated EV parking spaces which could be painted green, public signage for drivers, and the development of a battery capable of charging in just six minutes.

Furthermore, the DfT says it has worked closely with online

car marketplace Auto Trader, to develop a dedicated EV section on the company’s website.

The hub will feature specialist content and car reviews to help educate consumers and search filters for things like battery range and charging time.

That investment stands alongside a £9.3 million scheme offering businesses a try-before-you-buy system for EVs. Led by Highways England, Government-run organisation in charge of the nation’s motorways and major A-roads, the initiative will see local authorities encourage businesses to switch diesel vans for electric models.

### Costs of manufacturing EVs expected to fall to match regular cars

Analysis by UBS, and as reported by the Guardian, says EVs will cost the same to make as cars with internal combustion engines, by 2024.

The research is based on detailed analysis of batteries from the seven largest manufacturers.

It is reported that the extra cost of manufacturing pure battery EVs versus the fossil fuel equivalents will diminish to just \$1,900 (£1,470) per car by 2022, and disappear completely by 2024, a key milestone. Batteries account for between a quarter and two-fifths of the cost of the entire vehicle.

The reduction in battery costs would largely eliminate the financial case for hybrid vehicles also.

Currently, a new Volkswagen Golf costs about £20,280, whereas the ID-3, its first mass-market EV, will cost from £29,990.

The rapid reduction of battery costs is expected to trigger a faster switch to EVs than previously expected.

Globally UBS said electric cars’ market share would reach 17% by 2025. By 2030 electric cars should account for 40% of global sales.

### 90% of households not close to a chargepoint

A new study has shown that nine out of ten households in Great Britain that rely on public charging for EVs are not within close walking distance of a charger. That’s according to a study by Field Dynamics in partnership with Zap-Map.

The new research highlights the importance of understanding the location of residents who rely on public EV charging before planning residential charging sites.

Field Dynamics have used Ordnance Survey mapping to identify that almost eight million British households outside of London are ‘on-street’ residences don’t have access to off-street parking. These households will therefore rely on on-street EV charging should they move to an EV.

Matching that with data from Zap-Map, the study identified 7,563 chargepoint sites outside of the capital, and then analysed the number of on-street households within a five-minute walk of the nearest charging location.

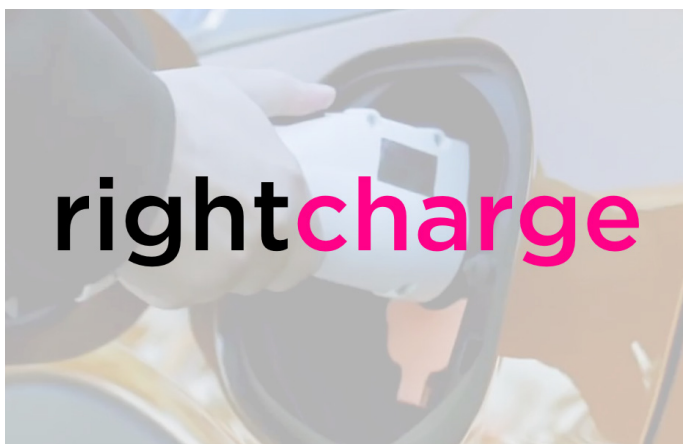
Only around one in ten households were inside a reasonable five-minute walk to charge their car, which reduces the convenience and appeal of switching to an EV for many drivers.

Brighton & Hove Council achieved 67% coverage of on-street households with the addition of just 139 charge points. It follows that most councils will need to install just a few hundred units to ensure there is access to a public charge point within a five-minute walk.

An interactive map of the results can be found [here](#), with further details of the study available [here](#).



## Rightcharge launch EV energy tariff comparison site



Rightcharge has launched the UK's first online EV energy tariff comparison service, which could save customers more than £230 per year on their energy bills. Drivers can also save more than £100 on the upfront cost of installing a charger.

Rightcharge's free online service enables drivers to find the most suitable energy tariff for them. Drivers can compare all available options, using information about their home and driving habits to tailor their results.

EV specific energy tariffs offer cheaper energy rates at times of low demand, such as overnight. Combining this with a smart charger, which can be scheduled to charge a car at the cheapest times, saves bill payers hundreds of pounds and helps to ensure the energy is as green as possible.

For example, by adopting a smart charger and a time of use tariff, drivers can charge overnight for as little as 5p/kWh – around 1p per mile. A Standard Variable Tariff, at an average 17p/kWh, would cost drivers four times more to charge their car – around 4.5p per mile.

By asking questions about a homeowner's car and driving habits, Rightcharge finds bill payers the cheapest and greenest energy tariffs on the market, that will ensure their EV is charged at the lowest cost possible.

Rightcharge's free online tool can be found [here](#).

Rightcharge offers two other core services; a tool comparing domestic EV chargers, and a network of installation companies to install your charger, all of which are government-approved to safely install home EV chargepoints.

EVCC is currently in discussions with Rightcharge to have EVCC members labelled on the [Rightcharge website](#).

## EVCC gets ADR Approval



On 1st September, the Chartered Trading Standards Institute (CTSI) awarded EVCC approval as a consumer ADR scheme, under arrangements delegated by the Secretary of State for the Department of Business, Energy and Industrial Strategy (BEIS)

The award was for the purposes of the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015.

Should a consumer and an EVCC member have a disagreement and be unable to find a resolution, then EVCC offers consumers access to its Dispute Resolution Process. A trained EVCC case worker will mediate between the parties and use their best endeavours to broker a resolution that is fair and acceptable to both parties.

In the event that the case worker is unable to broker a resolution, the consumer may request access to the independent Arbitration Service through EVCC. For more on this click [here](#).

## EV-comply

Software developer, EV-comply, has developed a web application and app for installers of EV chargepoints so they can manage their customer engagement and back office more efficiently and work paperlessly.

From customer enquiries through to job completion, EV-comply automates admin tasks and makes them simpler. The software can guide you step by step through processes whilst maintaining your EVCC and/ or OLEV compliance throughout.

The app can also be used to complete surveys and installations, capture evidence, record signatures, take pictures, access manuals and guidance and more.

For more information see EV-comply's [website](#).

Additionally, EVCC member's can get a discount when signing up to use EV-comply's platform.



## Electric Vehicle Consumer Code announces affiliate scheme

EVCC has now opened its doors to EV chargepoint manufacturers, energy suppliers, and other 'affiliates' who are exposed to the installation market.

Two influential manufacturers, myenergi and GARO, have become Affiliates of the Code. This commits them to working with their supply chain to ensure their installers meet the high consumer protection standards required by the Code.

The Code has an important role to play at a time when Government is reviewing grant support to the EV charging sector as part of its Comprehensive Spending Review. As the installation of home chargepoints has increased over recent years, so have complaints from consumers. Citizens Advice reports that, between July 2019 - June 2020, they received calls from consumers citing:

- faulty or bad installs
- disagreements over contract terms
- overcharging or unexpected charges,
- being pressured into buying a charge point
- unclear warranty terms
- difficulty contacting installers and disagreements when getting issues fixed.

Jordan Brompton, co-founder of myenergi said on the EVCC Affiliate scheme:

'myenergi has joined EVCC as an affiliate, to give consumers the assurance that the installers they are working with adhere to high standards and hold consumer protection in high regard.

Installers should want to become members of EVCC to show that they meet standards, have nothing to hide and give consumers clarity, confidence and peace of mind. In addition, and by doing so, installers should win more business.'

### For more information...

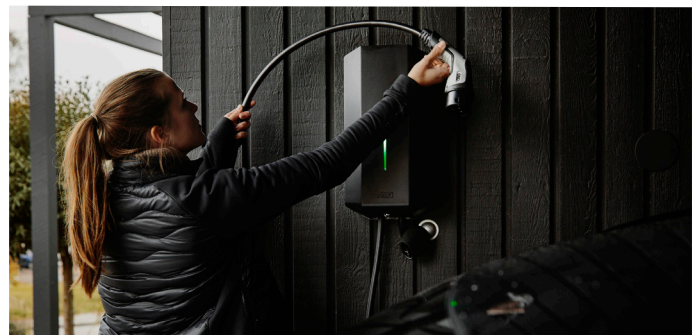
- Visit: [www.electric-vehicle.org.uk](http://www.electric-vehicle.org.uk)
- Email: [info@electric-vehicle.org.uk](mailto:info@electric-vehicle.org.uk)

## About myenergi



myenergi is a British company working in the EV charging and domestic renewable energy space and looking to change the world through their green technology, to create a more sustainable future. They are the manufacturer of the eco-smart EV charger - the zappi, as well as the eddi, harvi and the myenergi hub, all built here in the UK. They have supplied tens of thousands of homes and businesses globally with their smart devices, giving consumers the power to control their home's flow of energy. Surplus energy from renewable energy systems can be used by myenergi's devices to charge your vehicle or heat your home.

## About GARO



GARO Electric is a UK EV charging provider and part of the long established GARO Group. The company's Nordic counterparts are market leaders in the region due to their extensive history, knowledge and expertise in this space.

GARO offer a range of wall mounted chargers to UK consumers through electrical wholesalers and approved installers. All GARO charging stations are manufactured in Europe, resulting in immediate stock availability, quality production and speedy timeframes. All GARO chargers can be placed both indoors and outdoors at home or work, smart functionality and a simple charging procedure with built-in protection for personal safety.

A three-year warranty is standard across the range and all products installed by approved contractors are supported by technical service engineers.

