



FLEX D Electric Vehicle Charger's
Frequently Asked Questions

Topic	Question	Answer
Chargers		
	How many Charging Points?	1 charging point with two charging heads
	What is the life span of the charging point?	The life span of the charger is around 8-10 years subject to usage.
	Where is the nearest EV Charging point to our location?	You can check this on ZapMap Find EV charging stations and pay for charging - Zapmap
	What type of charger would it be?	Freestanding or wall mounted depending on where the charger will go.
	How fast will it be?	7kW at least – 22kW if there is enough capacity
	Is a second meter an option?	Possibly
Payment		
	Can it only be used by users of a certain app?	No there are often multiple apps that can be used but depends upon the operator. It is also possible to get a special card if required for some locals All chargers will accept card payments.
	How do people pay? Contactless?	Will be contactless or via an app

	Who pays for electricity?	<p>If the meter in the village hall is used, then it will be via village hall account.</p> <p>A new meter might be required in some cases.</p>
	How is the pricing set?	<p>The EV charging tariff will be set by the Parish and public charging is usually charged at more than £0.45p-£0.50p per KW. The breakeven point for the Parish will be the cost of energy coming into the building, i.e. £0.30p per KW, plus a transaction fee that usually 7.5%.</p> <p>Please note that these figures are just for illustration.</p>
	How is money reimbursed?	The back-office supplier will transfer funds either monthly or quarterly.
Benefits	What's in it for Parish? What's in it for the village hall?	<p>Free of charge, fully funded EV charger installation – worth approx. £8,000</p> <p>Improved customer facility for village hall</p> <p>First publicly accessible EV chargers in some areas</p> <p>Income will contribute to car park upkeep</p> <p>Additional asset and improved customer facility for village hall</p> <p>Economic boost to your village – people spending money in your village</p>


		<p>whilst they wait for their vehicle to charge.</p> <p>Facilities for residents with electric cars.</p>
Contract	Legal agreement?	HDC will do the install and then there will be a document for the council to hand over the asset
	Who owns the asset?	The asset will be transferred to the Parish via a legal agreement
	<p>Is there a contract between the hall and the installer?</p> <p>What does this tie the committee into?</p>	<p>No, the contract will be between Harborough District Council and the Installer.</p> <p>Once installed the Parish own the asset and after the initial 3 years will be responsible for the operation and maintenance going forward.</p>
	What is in the contract with installer/grant funding to keep it for X months/years?	Currently there is nothing tying the installer and grant fund into keeping the charger for any amount of time.
Operational	<p>Are there any implications for staff time to administrate?</p> <ul style="list-style-type: none"> • Any back-office maintenance? • Reporting faults? And Who too? • Will they need log ins? • Will training be provided? 	<p>Faults generally handled by the operator via back-office software. It is helpful if someone keeps an eye on it say monthly to check usage. Faults can usually be reported via software too.</p> <p>You will be issued a log in so you can see how often the charger is used, if there are any issues etc.</p>

		Yes, training will be given on how to use the back office.
Maintenance	What is the Service and Maintenance cost of them after initial three-year funding ends?	£15 per bay per month this will be confirmed.
Additional Info	Signage to the charger? How do people know it's there?	Signage will be supplied, please see below an image of the signage. The charger will be on ZapMap
	What if the charge point is not well used? Can it be removed? Or switched off?	Yes, the charger point can be removed however there will be cost involved. Yes, the charger can just be switched off.

Signage

Roam will install and erect signage for each charging point and additional signage including instructions to help motorists understand the charging process.

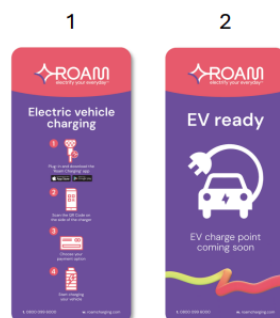
The signage will also help to stop non-EV motorists parking in those bays and prevent those bays from being "ICED."



The sign 1 will be mounted on any active charging bays to provide user instructions.

The sign 2 will be mounted on the charger post for any passive bays to indicate that infrastructure is installed, and the bay will become an active charge bay at some point

These signs measure 150mm x 230mm



Images of EV Chargers

