



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

		22KW chargers have credit card readers, 7.4kw chargers can be used via the following applications: ○ Roam app ○ Zap pay (Zapmap) ○ Paua app ○ Electroverse
	Who pays for electricity?	If the meter in the village hall is used, then it will be via village hall account. A new meter might be required in some cases.
	How is the pricing set?	Roam will advise on pricing; however, you will have full control of the tariff and can set a tariff which you think best suits. You can send a request on the tariff change to our support team; this will be actioned within 24 hours. Our client portal is currently being upgraded, in the future you will be able to do this via the app.
	How is money reimbursed?	The back-office supplier will transfer funds quarterly.
Benefits	What's in it for Parish? What's in it for the village hall?	Free of charge, fully funded EV charger installation – worth approx. £8,000 Improved customer facility for village hall First publicly accessible EV chargers in some areas

		Income will contribute to car park upkeep Additional asset and improved customer facility for village hall Economic boost to your village – people spending money in your village whilst they wait for their vehicle to charge. Facilities for residents with electric cars.
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
	Is there a contract between the hall and the installer? What does this tie the committee into?	No, the contract will be between Harborough District Council and the Installer. Once installed the Parish own the asset and after the initial 3 years will be responsible for the operation and maintenance going forward.
	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	Are there any implications for staff time to administrate? - Any back-office maintenance? - Reporting faults? And Who too?	Faults generally handled by the operator via back-office software. It is helpful if someone keeps an eye on it say monthly

	• Will they need log ins? • Will training be provided?	to check usage. Faults can usually be reported via software too. You will be issued a log in so you can see how often the charger is used, if there are any issues etc. 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.
Warranty		Roam must be granted access to carry out health and safety checks every year in order for the warranty to remain valid.
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 chargers will be displayed on ZapMaps once commissioned; Roam will action this on behalf of the client.
	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



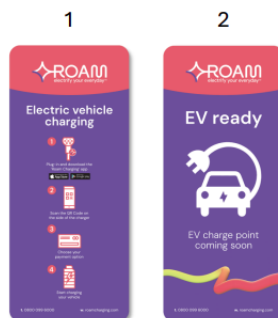
Roam will install and erect signage for each charging point and additional signage including instructions to help motorists understand the charging process.

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

