



MINUTES OF THE CHARGEUK POLICY AND COMMUNICATIONS GROUP
24 October, 11:00-12:00

ACTIONS

ACTION	DETAILS	OWNER
1	Members to feedback on reliability paper by 3PM Friday	Members
2	Members to feedback on accessibility paper by 3PM Friday	Members
3	ChUK send ZEMO presentation and bandings info, with members to feed back on importance of the issue	Secretariat; Members

ITEM ONE

Welcome and Introductions

1. VICKY READ opened the discussion, noting that today's discussion was on the consumer experience.

ITEM TWO

Weekly Update

2. NATASHA MAHMOUDIAN asked whether there is a ChargeUK position on RCE. OLIVIA RYAN noted that a paper was shared a few weeks ago, and can be found saved in the member share drive. OLIVIA noted that the Secretariat were informed that there will be a consultation on the main fund, but we don't know more at this stage. The Secretariat will be meeting with OZEV this week, and this will be flagged with them. An update on the meeting will be noted in the PCG email on Friday.

ITEM THREE

Consumer regulations – 99% Reliability

3. JARROD BIRCH spoke on the 99% reliability requirement in the Public Chargepoint Regulations 2023, noting that what has already been laid will be harder to change. ChargeUK has been invited by OZEV to submit a paper outlining how reliability should be measured. The draft paper shared with members sets out the 'rough edges', one of which is that operators all translate OCPP information to OCPI in different ways as it is not standardised. As a result, things happening at two different networks will be reported differently. In addition, OCPI statuses don't explain what is happening or who is responsible for issues. The paper therefore tries set out a solution, asking the government to outline what faults are not within the operator's own responsibility

through the establishment of “*fault categories*”. The paper also suggests that there needs to be a mechanism to help with monitoring and reporting of faults.

4. VICKY READ spoke on next steps, noting that we now we need to provide OZEV with solutions that can be agreed.
5. SIMON KENDREW spoke on the management of a network. From a customer perspective, it is confusing what is actually available.
6. JAMES MCKEMEY noted that it needs to be clear what the operator needs to fix and what they don't. VICKY READ suggested that it may be a good idea to include an explainer and examples of what comes under 'scheduled maintenance'.
7. IAN JOHNSTON noted that we are trying to find out from OZEV what is on the table for further changes that we can focus on. VICKY READ noted that we need to keep this a live discussion to see where it is going. Members are invited to give feedback on the paper by Friday, after which it will be shared with OZEV.

ITEM FOUR

Terminology

8. VICKY READ updated on how ChargeUK have been asked to help with renaming different charging categories. VICKY spoke about the description of charging and the difference between how charging is described in the UK, in comparison to other countries. The reasoning for re-naming is to ensure there is alignment with the regulations going through Parliament. ChUK have been speaking to both OZEV and Zapmap about this and OZEV are keen to see new categories spread across the industry. The banding has already been decided so this can't be changed but ChargeUK can discuss about what is involved here. The bandings are:
 - a. Under 8kW
 - b. 8-49kW
 - c. 50-149kW
 - d. 150kW and up
9. VICKY READ asked members whether ChargeUK are happy to take some responsibility on naming different types of charging, acknowledging that this is quite a big responsibility. There is pressure from Zapmap and OZEV to move quickly given the fact that regs are expected to come into force on or around 15 November. VICKY noted that it is a challenge and does require a lot of thought.
10. NATHASHA MAHMODUIAN asked whether there was anything that can be circulated in regard to the bandings information.
11. SIMON KENDREW noted that it is clear what the implication of definitions will be on how the industry operates and what we need to do.
12. VICKY READ clarified that they want it to be voluntary, hence why it's important that the industry gets involved. VICKY noted that she will share the presentation from ZEMO and suggested that perhaps ChargeUK should assert themselves here and represent the views of consumers as it doesn't seem to be done in this exercise.

13. IAN JOHNSTON updated on conversations he has held and noted that fast charging should not be applied for below 49kW. There is now a desire to move away from using words such as fast and slow.
14. JAMES MCKEMEY ran through the different categories and suggested the following naming convention:
 - Sub-8kW = Standard
 - 8-49 = ????
 - 50-149 = Rapid
 - 150+: Ultra-rapid
15. NATASHA MAHMOUDIAN asked what the rationale for re-naming was. VICKY READ noted that it is mainly due to perception. Consumers are confused by current terminology and with the new regulations passing, it will also mean there will need to be re-naming of some of the chargers. DfT have shifted to using these bandings in the reporting on the number of charge points of different power.
16. VICKY READ asked members to discuss this within their own companies and report back to ChargeUK on whether they want ChargeUK to take forward this piece of work. ChargeUK will then arrange separate meetings to take this forward.

ITEM FIVE

Accessibility

17. VICKY READ noted that ChargeUK needs an agreed line, even if its neutral, on accessibility as it does get asked often. A discussion paper was circulated in advance of the meeting to help members discuss today whether there is a shared view.
18. NATASHA MAMOUDIAN spoke about how there needs to be a sensible conversation on harmonisation and how we harmonise across Europe, for example.
19. VICKY READ spoke on minimum requirements, noting that the control we have with on-street is very different on forecourts.
20. JAMES MCKEMEY noted that having some sort of grading that reflects if a disabled user can use this line, that would be better.
21. VICKY READ noted that the aim today was to understand where we are with accessibility. Moving forward, we want an agreed set of wording. VICKY asked members to review the discussion paper within their own companies and to feedback any comments to ChargeUK by 3PM Friday.
22. VICKY closed the meeting, noting that EST are trying to do some research into understanding *"the impact of the standard has been since it launched last year, what are the key barriers to implementation, what are the solutions to those barriers and to discover examples of best practice to produce case studies."* If any members are willing

to give an interview to support their research while ChargeUK confirm our position, please let the Secretariat know and you will be put in touch.

ANNEX A ACTIONS

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Attendees:

Vicky Read, Connected Kerb

Sam Hazeldine, Gridserve

Ian Johnston, Osprey

Simon Kendrew, Equans

James McKemey, Pod Point

Randal Smith, Urban Fox

Laura Hardy, Gridserve

Liv Gomez, EVC

Antoine Picron, Chargepoint

Fay Clarke, Shell

Jarrold Birch, Shell

Rosanna Turnham, bp

Natasha Mahmoudian, Tesla

Ben Walker, SSE

Oli Freeling-Wilkinson, Urban Fox

Tom Hurst, Fastned

Andreas Atkins, Ionity

Secretariat for ChargeUK, Connect:

Harry Methley

James Millar

Olivia Ryan

Krishna Indrakumar