



MINUTES OF THE 'CHARGEUK POLICY AND COMMUNICATIONS GROUP' MEETING  
25 July 2023, 11:00-12:00

ACTIONS

ACTION	DETAILS	OWNER
1	Updated media lines on ZEV mandate to be circulated	Secretariat
2	Lines on jobs to be circulated	Secretariat
3	Coverage Book to be circulated	Secretariat
4	Open letter on ZEV mandate to be shared	Natasha
5	Responses to data request on barriers	Members
6	Volunteers for ZEMO terminology meeting	Members
7	Presentation from previous ZEMO terminology to be shared	Secretariat

ITEM ONE

Welcome and Introductions

1. VICKY READ, the Chair of PCG, introduced the meeting noting that this week's topic was on consumer experience.

ITEM TWO

Weekly Update

2. DAN SIMPSON began by giving an update on the individual policy items. Dan began by updating on RCE, last week's topic of discussion, noting that OZEV emailed last week for further information and members may wish to respond.
3. DAN SIMPSON updated on barriers, re-flagging that the data request has been sent to all members. Members were asked to let the Secretariat aware if they wish to participate in the request, with the deadline being noted as 31 July.
4. DAN SIMPSON updated on RTFO, noting that the first working group meeting is scheduled for the 3<sup>rd</sup> August. There was no further update on VAT.
5. An update on the ZEV Mandate was also provided, with DAN flagging that the result of the Uxbridge by-election has created greater interest in climate/green policies. It was noted that ChargeUK are currently circulating the approved lines in the 'Comms Bible' when requested for comment, but it is recommended that a more detailed line needs to be approved for sign off – this is to include references to economic implications etc.

6. DAN SIMPSON noted that the government could make an announcement on ZEV during recess, but it is not possible for government to lay any the mandate until Parliament returns from recess until September and therefore until regs are laid, this remains an open issue. Given the legally binding mandates, No 10 and HMT are aware that this policy be the biggest carbon reduction measure and therefore they are still supportive of the 2030 mandate.
7. NATASHA MAHMOUDIAN spoke on the possibility of providing a counter-narrative to the one that is currently out there regarding the ZEV Mandate as some MPs are not focusing on the £6bn figure. The shift in focus has to be discouraging the current narrative that the ZEV mandate will result in a loss of jobs, which she believes many MPs still believe. HARRY METHLEY noted that ZEV messaging can be shared with MPs.
8. NATASHA MAHMOUDIAN also noted that ULEZ and ZEV are being linked together, when they shouldn't be, and it should be a priority to keep this narrative positive. BEN WALKER and ROSANNA TURNHAM noted their agreement.
9. ROSANNA TURNHAM asked whether an overview of all the media statements ChargeUK have issued could be shared, along with where they have been picked up. BEN WALKER requested a similar overview, noting it would be useful to see what ChargeUK are being asked to comment on. The Secretariat agreed that a coverage book would be shared.
10. DAN SIMPSON clarified that whilst ChargeUK are not speaking on ULEZ, it is important to recognise that it is part of the wider context of the ZEV mandate. The debate could be reframed to focus on the fact that the ZEV mandate is a world leading policy and will be the reason for the fastest transition to zero emission vehicles etc.
11. NATASHA MAHMOUDIAN emphasised that there needs to be a balance in the positivity regarding the ZEV mandate. Voters are less likely to care about EVs due to their belief that it is too expensive and thus there needs to be a realignment in the narrative to focus on the positives.
12. VICKY READ questioned whether ChargeUK can circulate shorter statements in regard to jobs etc. This is opposed to longer briefings on what ChargeUK wish to say about the ZEV mandate. VICKY asked whether the Secretariat could circulate this to members in the coming days.
13. DAN SIMPSON confirmed that a document on lines will be circulated to members for comment shortly. The coverage book will also be included.
14. NATASHA MAHMOUDIAN raised that she drafted an old open letter on the ZEV mandate, signed by a few members and Ford, which she agreed to circulate to all members.

## ITEM THREE

### Consumer Experience

15. VICKY READ began the discussion on consumer experience by noting the positive news that consumer regs have now been laid.
16. DAN SIMPSON updated on the consumer regs noting that they are expected to come into force in October/November time. The Government has said that they will update the technical guidance on reliability but are currently not looking at any other guidance. OZEV's next working group for reliability is scheduled for 2 August. They are currently looking at a six-month timeline to update this, but ChargeUK are advising for a shorter timeline to allow for a longer implementation period.
17. DAN SIMPSON noted that ChargeUK are requesting a separate meeting with OPSS, who have been appointed as the regulator, on broader guidance. Members have expressed their concerns so far on the vagueness of definitions, price transparency and contactless lead times. Members were encouraged to share any other concerns they had.
18. VICKY READ asked whether these concerns could be circulated via email as it would help to focus on some of the responses.
19. KARL ANDERS questioned what the main issue with contactless lead times was.
20. DAN SIMPSON noted the lack of clarity around this and agreed that ChUK would seek clarification on whether anything installed within the 12 months from when the regulations come into force will need retrofitting.
21. NATASHA MAHMOUDIAN clarified that the main amendment to this is that it is now consistent with the DC one.
22. VICKY READ noted that ChargeUK need to keep an eye on scale of reporting requirements and what they are required to do and whether it is proportionate moving forward.
23. TOM HURST spoke on key concerns, noting issue with reporting frequency and proportion. The other issues were noted as: *the provision of open data (e.g., how data is shared); ENSP/roaming providers and their right to exist within legislation (price transparency is needed so consumers can know more about roaming providers)*. TOM noted that he would report to the Secretariat with other issues.

### ITEM THREE

#### Accessibility

24. VICKY READ provided an update on accessibility and the meeting with Motability. VICKY noted that Motability are aware that they have spent less time with CPOs and do wish to rectify this and are keen to set up a technical working group to focus on accessibility of charge points and the PAS1899 standards in September. This would be a welcome opportunity to discuss what the standards mean for ChargeUK, as well as what parts have been easy/difficult in regards to implementation.

25. VICKY READ noted that although the working group is being organised by Motability, the Government are looking very closely to see if they can make elements of it more mandatory. VICKY also noted that Motability have been keen on how much publicity the standards have got but they are concerned about how some CPOs as well as other organisations, are claiming to comply in full when this is not the case, and so there will be a focus on how the existing standards are accredited. There is also concern regarding what compliance is and how this is coming across to users.
26. VICKY READ flagged that Motability are looking to endorse an accreditation scheme and are evaluating a few different options. VICKY spoke on how this ultimately gives power to agencies to decide who is complying with the standards.
27. NATASHA MAHMOUDIAN commented on the OCPI Working Group, noting that the UK government has put forward the PAS1899 as the discussion document to be adopted by OCPI.
28. NATASHA MAHMOUDIAN noted that there are different requirements across the globe, e.g., for Europe and for the US, and how it is difficult for hardware to comply with all of them. It then becomes difficult for CPOs to take a view to understand which is better.
29. VICKY READ noted that the main goal was to ensure that everyone has better consumer experience, but the question is on how this can be delivered.
30. RANDAL SMITH noted that many CPOs are claiming they are compliant with PAS1899 when they are not.
31. VICKY READ flagged ZEMO's terminology discussion about how organisations refer to charge points (e.g., rapid, fast, slow etc.), and the importance for the sector to have a say in this. VICKY asked for volunteers, preferably an AC and DC side member, to take part in this and report back.
32. The Secretariat agreed to share slides from the previous meeting and note the date for the next one.

## ANNEX A ACTIONS

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### Attendees:

- Vicky Read, Connected Kerb
- Andreas Atkins, Ionity
- Ben Walker, SSE
- Karin Bräckle, Ionity
- Karl Anders, Mer UK
- Natasha Mahmoudian, Tesla
- Rosanna Turnham, bp Pulse
- Simon Kendrew, Equans
- Wendy Gallagher, ESB
- Tom Hurst, Fastned
- Marie-France Vanheel, Be Ev
- Sam Hazeldine, Gridserve
- Randal Smith, Urban Fox
- Tariq Arafa, Connected Kerb
- Alex Trerhane, Connected Kerb

### Secretariat for ChargeUK, Connect:

- Dan Simpson
- Harry Methley
- James Millar
- Olivia Ryan
- Krisha Indrakumar