

# Electric Vehicle Chargers (EVC) – FAQs

## Frequently Asked Questions

Last Updated: 23/04/2024

1. What vehicles can use the Electric Vehicle (EV) charging bays?
  - a. Only EV cars are eligible to park in these bays. Vehicles with an Internal Combustion Engine (ICE), including hybrids, must not be parked in bays marked EV only
2. Can I park my hybrid car in an EV charging bay?
  - a. No, parking is restricted to EV cars only. No other vehicles are permitted to park
3. Are charging cables provided?
  - a. No, you'll need to have your own available to use the chargers
4. I currently have an allocated bay that doesn't have an EV charger, how do I request to change to an EV bay?
  - a. To request access to the EV charger bays, please contact [People Support](#).
5. I don't have an allocated space; how can I view these EV bays to submit a booking request?
  - a. To request access to the EV charger bays please contact [People Support](#). Please include the following statement to acknowledge and accept the terms of use for the EV Charger bays.
    - i. In requesting access to park in the Electric Vehicle (EV) charging parking bays, I understand that only EV's can be parked in these bays and confirm that I will not park any other vehicle type, such as Internal Combustion Engine (ICE), Plug-in Hybrid (PHEV) or Hybrid vehicles in these bays. I understand that if I have been allocated an EV bay but choose to commute to work using a non-EV that I must update my pending booking or release my approved booking. Failure to comply with these conditions may result in my access to EV only bays being removed.
6. How do I report a fault with an EV charger unit?
  - a. All faults should be reported using the fault form on The Insider. This can be found in Shore > Carnival House
7. How much does it cost?
  - a. The current daytime kWh rate is £0.22, effective 1 July. There's also a small fee added by the service provider (Compleo). The cost and time taken to charge will vary due to the type of vehicle and time required to reach full charge
8. How do I use the EV chargers?
  - a. The charging units operate on a simple touch button start up and display the charging status using LEDs and an LED ring
    - i. Colleagues will need to download and use the eCharge+ app
      1. When using for the first-time colleagues should select, 'start without contract' when prompted followed by adding payment method and billing address details
    - ii. Authentication will then be complete and you will be able to commence charging
9. What times will the EV chargers work?
  - a. The EV chargers will operation between 08:00 – 17:00 Monday to Friday
10. Where can I find more information about the service, T&Cs for usage, etc.?
  - a. All information can be found on The Insider under Shore > Carnival House > Car Parking
11. Can I book the use of the EV chargers for part of the day?
  - a. No, as per our Shore Car Park policy, bays are only bookable for the whole day
12. What should I do if another vehicle is parked in the bay I've been allocated?
  - a. Contact [People Support](#) (09:00-17:00) or Facilities [Carnival House](#) (17:00-09:00)
13. What type of charging adaptors are fitted/will they fit my car?
  - a. The EV floor mounted charging units on poles have type 2 connectors (used on all modern EV's)

## Electric Vehicle Chargers (EVC) – FAQs

- b. No cables are provided, so you will need to have your own available to use the chargers
14. What voltage are the EVC units, how fast will they charge my car?
- a. The EV Chargers provide charging capabilities up to 22kW. The cost and time taken to charge will vary due to the type of vehicle and time required to reach full charge
15. I have a managed device, how do I access the eCharge+ app?
- a. You will need to raise an [IT Service request](#)
16. Where can I find a user guide for more information about using the eCharge+ app and EV chargers?
- a. Users guides are available [here](#)