

ZENITH RENTAL EV GUIDE

June 2024



ELECTRIC VEHICLE RENTAL

Introduction

Demand from our customers for Electric Vehicles (EV) is increasing as they wish to align daily rental travel to their wider fleet policy.

Historically, rental companies have struggled to supply EV on demand, particularly for short term hire (sub 28 days) owing to difficulties in buying stock from the manufactures combined with challenges of operating an electric fleet within a dynamic logistics operation.

EV fleet held by our rental suppliers has now started to significantly increase, largely due to the manufacturers need to fulfil the ZEV Mandate*, but also as a response to fulfil greater demand for EV within the corporate fleet sector.

Consequently, our customers should be aware:

- Zenith have increased availability for those that require EV, we can provide cars and vans across Short Term (<28 day) and Stopgap (28 Day+) products.
- Rental branches will supply EVs more and more as 'standard' vehicles, as the ratio of fleet mix between petrol, diesel and EV becomes more equal and ultimately EV surpasses ICE as the most common fuel type.

18% of bookings Zenith currently supply are EV or PHEV.

We have put together this simple guide to explain how to book an EV with Zenith, what to expect during the booking & delivery process together with hints and tips when driving the vehicle.

* Under the ZEV Mandate, 80% of new cars and 70% of new vans sold in Great Britain must be zero emission by 2030. This percentage will increase to 100% by 2035. In the first year of implementation, 2024, each qualifying brand must ensure that 22% of their new car sales are zero-emissions vehicles

ELECTRIC VEHICLE RENTAL

Vehicle Availability

How to Book an EV

Zenith can supply both Short Term hire lasting less than 28 days and Stopgap or Stopgap Plus hires with a 28 day or 90- day commitment.

Our Short-Term product is fully flexible, duration can be increased or decreased without notice and there is no minimum rental period. Our Stopgap / Stopgap Plus product does need to be pre-booked, committing to a minimum 28-day or 90-day term, after which the rental can be off-hired without notice. Daily rates are lower for our Stopgap product than our Short-Term Product.

Hires can be booked in the same way as an ICE vehicle via our Rental Manager online tool or by telephone. Our standard EV groups are as follows:

Zenith Vehicle Group	Example Vehicle
E-Compact	Renault Zoe
E-Intermediate SUV	Mazda MX30
E-Premium	Tesla Model 3 SR
E-Premium SUV	Mercedes EQC
E-Large Premium	Mercedes EQE

while placing the booking. We can provide a wider range of EVs including vans on

ELECTRIC VEHICLE RENTAL

FAQs

Notice Period

Q. What is the notice period required when booking an EV?

A. Typically we can supply an EV with 3 to 5 working days' notice. For urgent same day bookings, please telephone our Reservations team via 0344 5798855 as you would normally.

Q. If I don't specifically book an EV Group, will the rental branch supply an EV vehicle?

A. If you wish to guarantee an EV, please book an EV specific Group with us. Rental branches may however choose to supply an EV as a standard hire depending on their available fleet at time of delivery. This will become more and more commonplace as the proportion of EV held on fleet increases. Zenith and/or the supplying rental branch will always provide advance notice to the driver to seek approval prior to delivery if an EV is to be delivered.

Q. If I don't book an EV group but an EV is supplied and I am not happy, what should I do?

A. Please contact our Customer Services team on 0344 5798855. We can help offer user advice for recharging etc. Please note, unless an EV specific Vehicle Group has been requested and/or the driver has agreed in advance to receive an EV, Failed Collection charges will not apply if a driver refuses to accept an EV at point of delivery

ELECTRIC VEHICLE RENTAL

FAQ

Fuel Levels

Q. What is the minimum battery level a vehicle will be supplied with?

A. Vehicles will be supplied with at least 50% battery

Q. What charge should I leave in the vehicle at off-hire?

A. To prevent any fuel charge, please return with the same battery level as when delivered. Failure to provide enough charge to allow return to branch will result in a recovery via roadside assistance provider.

Q. How much will I be charged if I return the battery less than when supplied?

A. As of June 2024, Zenith will charge £1.50 per KWH, however prices are subject to change. In certain situations where there is not enough fuel is left to enable the rental company to return to branch, additional charges may apply including cost of recovery.

ELECTRIC VEHICLE RENTAL

FAQ

Driving an EV – Items we will include in future Driver Comms as required

Q. How is driving an EV different to an ICE vehicle?

A. Much is the same, but there are some commonalities with EV: All EV vehicles are automatic single-speed transmissions and incredibly quiet compared to a more traditional car. There's also no lag between pressing the accelerator pedal and the car moving off. There tend to be far few switches, often with the use of 'menu' options when selecting functions should as heater controls/radio etc and items such as satnav is commonplace. Vehicles will have an in-car app, a digital copy of the vehicle user-guide can be accessed via the app.

Q. How do I recharge an EV?

All EVs will display the current battery level and the estimated range until empty to allow you to plan your trip. Within the EVs in-car app, it will show proximity to recharging points via the satnav display, showing you where you can recharge the vehicle on route to your destination. You can also use a resource like [Pod-Point](#). It's a common misconception about EVs that there aren't many charging points around the country. In fact, there are more than 60,000 charging point connectors in over 20,000 locations.

Q. Will my rental vehicle be supplied with a charging cable?

A. Yes, a charging cable will be provided that allows 'untethered' charging, though for public rapid charges you will not need to use the cable, as a 'tethered' cable will be part of the charging unit. Please note, cables supplied with vehicles are compatible with EV charging units, but will not be fitted with a 3-pin plug for use from a standard domestic electric socket.

ELECTRIC VEHICLE RENTAL

Further Information

Should you have any questions or wish to speak to Zenith regarding your EV travel policy, please contact your Rental account manager or email rentalcrmteam@zenith.co.uk and we will be happy to help.

