

Electric Vehicle and Charging Points FAQ.

What is an electric vehicle (EV)?

For our purposes an electric vehicle is defined as a passenger vehicle which can be recharged through an electricity supply, this could be fully electric (Battery Electric Vehicle) or a Plug-in hybrid electric vehicle (PHEV).

What is an electric vehicle charging point?

An electric vehicle charging point, or charging point, is defined as a singular point of connection between an electric vehicle and the electricity supply. A single charging point can facilitate the charging of one vehicle at any one time. These chargers can vary in design or style depending on the setting.

Where can I find publicly available charge points in Surrey?

There are already a number of publicly available charge points in Surrey, the majority are privately owned and operated. Their location are all on the National Charge Point Register and can be identified through the use of mobile phone apps. One example of this is Zapmap.com which is the most widely used independent chargepoint locator. As chargers are installed in Surrey, these locations will be added to online directories.

Will the charging points be compatible with all EVs and hybrids?

Yes, they are compatible with all models, but the maximum charging speed will depend on the make and the model of the vehicle.

Can I request an EV charging location to be considered?

Yes, you can register an interest in a site on the following online form:

- [Suggest a location for an on street EV charging point in your area](#)

Should I expect to pay to use a local authority charge point

The costs of the electricity to charge an EV should be expected to be borne by the EV user. In most cases, this is at a lower cost than fuelling a petrol or diesel car. It is reasonable to expect that electricity is provided at a commercial rate and where this is through an on street charger, then the economics of the costs of equipment, installation, maintenance, payment system and management means that this is likely to be higher than the costs of off street residential charging. The convenience of a faster than normal charge also bears a higher cost.

How can I pay for EV charging?

Publicly available charge points have either a payment software application or the ability to pay by contactless bank card. For the Surrey trial, charger users will be able to pay for charging sessions either by using the InCharge RFID card/fob or by an ad hoc payment. In the case of ad hoc payment, customers start a charging session by accessing a website, either by scanning a QR code or manually navigating to the operator's webpage, and then provide their payment details.

Is the use of EV Charger parking bays be regulated?

The restrictions for each charging point will be signed at each location. Normally each parking bay will be reserved for an EV that is connected and charging. The duration of stay will be time limited and any parking charges may also be due in some locations. Outside of enforcement hours (e.g. overnight in many cases) any vehicle may park in the bay. Check signage at each bay to ensure you are following the regulations.

How long can I park for?

Each charging bay has parking regulations. These will be signposted and detail time restrictions. These restrictions have been developed in accordance with any existing

local restrictions and EV charging suitability. Most sites see a maximum stay of 2-4 hours depending on the location.

Are the parking bays accessible to disabled users?

We will be ensuring that where possible at least one parking bay at each new charging site will be sufficient length for Blue Badge holders (6.6m as opposed to 5.7m standard spacing). These 'easy access' bays will not be reserved for Blue Badge holders for the duration of the two year pilot but it is our intention that once the level of electric vehicle use has reached a significant level in comparison to conventional internal combustion engine vehicles, the appropriate Traffic Regulation Orders will be updated to enforce Blue Badge only parking to prioritise those with mobility impairment. We have consulted with Surrey Coalition of Disabled People on this matter.

Will the charging points obstruct the footpath?

Sites are assessed against our criteria that 1.5m of footpath width is retained for pedestrian access. Where it is not possible to retain more than 1.5m, a 'build out' has been designed which extends the existing width of the pavement for the charging unit to be installed.

Can I have an electric lead from my home onto the street to charge my EV?

Surrey County Council do not allow for EV charging cables to trail across footpaths under any circumstances as it is a hazard to pedestrians and other highway network users.

What about lamppost chargers?

During the early assessment and planning of the trial different options were reviewed in terms of on-street feasibility and suitability. While installing electric chargers into lampposts is a potential option for EV charging point provision, it has not been considered to be the preferred option for the Surrey on-street charging trial.

Why should Surrey provide electric vehicle chargers?

Surrey County Council has declared a climate emergency and since transport is responsible for more than one third of carbon emissions in Surrey, the County's Climate Change strategy has determined that one of its priority is to 'encourage uptake of zero emission vehicles amongst partners and residents for journeys that cannot be made on foot, by bicycle or public transport through innovative policy supported by adequate funding'.

Furthermore, the Government has stated that its intention to ban the sale of petrol and diesel vehicles by 2030 which means that there must be sufficient charging infrastructure in place to ensure Surrey's 'readiness' for this eventuality. This is especially important for residences without off-street parking and therefore cannot install home charging points.

Air Quality improvement is also a key national priority to protect public health. The improvements in air quality resulting from the reduced NOx emissions and reduced particulate matter (enabled by the transition to electric vehicles) will mitigate negative health implications leading to respiratory diseases which poor air quality is proven to cause.

Does Surrey have an EV strategy?

Surrey CC published its Electric Vehicle Strategy in late 2018. One important element of this strategy was to identify the need for On Street EV Chargers available to EV car owners without access to their own off street charging. The rapid evolution of Government policy to bring forward the transition to electric vehicles has meant

that Surrey is currently undertaking a review of its existing strategy to accelerate EV On Street Charger provision.

How is Surrey acting upon its EV strategy?

The on-street charging infrastructure trials is the implementation phase of the Surrey's EV strategy. Through funding received from the Enterprise M3 Local Enterprise Partnership (EM3 LEP) and the On Street Residential Charging Scheme (ORCS) Surrey is undertaking a trial to deliver on-street charging points. <https://www.surreycc.gov.uk/roads-and-transport/sustainable-driving/electric-vehicles/electric-vehicle-charging-point-pilot-scheme>. The trial will help in our understanding of the different commercial models available, site design and selection, management of parking restrictions as well as understanding monitoring the response and take up of these chargers. The trial will deliver upto 200 charge points around the county.

What is Surrey's responsibility for EV charging infrastructure?

At present there is no duty for Local Authorities to provide or invest in EV charging infrastructure. However, in order for Surrey to respond to the climate change emergency and move towards meeting their climate objectives. Through delivering EV charging infrastructure, it is hoped the transitions towards electric vehicles will be supported and accelerated.

Can my local borough install chargers?

Many of Borough and District councils are installing or planning to install chargers in their car parks. The district and county councils are working collaboratively to promote a consistent approach.

How have locations for current EV charging installation been decided?

Current on-street charging installation is being delivered as part of the LEP funded trial (<https://www.surreycc.gov.uk/roads-and-transport/sustainable-driving/electric-vehicles/electric-vehicle-charging-point-pilot-scheme>). Within these boroughs, a range of considerations have been applied to site selection. This has included; resident requests, trial objectives, power supply costs, site design and suitability as well as public responses from consultation. Moving forward there could be a wider EV charger roll out based upon the learnings of the trials which is likely to see EV chargers delivered across the county. Resident requests will be considered when reviewing new sites.

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