

SCHEDULE 15: MAINTENANCE PLAN AND STANDARDS

1. Overview

The EVCPO shall retain and maintain full control of each charge point unit and the associated infrastructure throughout the Contract Period following installation (i.e. following completion of the site delivery phase).

The EVCPO may subcontract the maintenance element of the EVCPs to an approved third party, who is able to maintain the performance requirements of the charge point and associated infrastructure throughout the contract period.

The EVCPO shall ensure that all bay markings, signage and any other associated equipment are maintained to a standard whereby the designation of the space for EV charging is clearly visible.

2. Service Availability

The EVCPO, or approved third party, shall operate and maintain each rapid charge point unit and the associated infrastructure so that, throughout the operational service life the charge point unit and all directly related parking, payment and support services shall be available from day 1 (i.e. upon commissioning) for use by electric vehicle users for at least 98% of any 12-month rolling period, allowance having been made in the calculation of availability for periods of Force Majeure.

The EVCPO shall demonstrate compliance with these service requirements through the provision of operational data.

3. Fees for EVCP Use

A user of a charge point may be charged a fee by the EVCPO for recharging an electric vehicle. This fee shall not exceed 110% of the average public-rate fee levied by other publicly available EVCPs for which a fee is charged within a 50-mile radius of the charge point.

The EVCPO shall enter into fair negotiations with Conwy County Borough Council (CCBC) to agree and set a preferential rate for CCBC fleet vehicles for the recharging of electric vehicles with regards to both public and workplace/Depot EVCPs.

The EVCPO shall demonstrate compliance with all requirements when requested by CCBC, such requests being issued no more than four times in any 12-month rolling period.

4. Back Office Systems

The EVCPO shall provide and operate back office systems for the following purposes:

- a. charge point user payment transactions;
- b. communications with charge point users requiring assistance;
- c. diagnostics for the majority of potential charge point unit faults;
- d. resolution of a high proportion of electronic or software faults;
- e. charge point unit software updates; and

- f. operational data collection;
- g. in relation to each charge point unit and site.

5. User Payments

Where electric vehicle users are to be charged a fee for recharging at a charge point, users shall have the option to Pay As You Go (PAYG) using a debit or credit card. This option must be available via:

- a. debit and credit card payment equipment included within each charge point unit; and
- b. the EVCPO's telephone helpline in circumstances where, for example, payment equipment included within a charge point unit is not functioning.

A charge point may also form part of the EVCPO's network of charge points for which users pay membership fees. Users must not be obliged to subscribe to the EVCPO's network services in order to use a charge point.

The telephone helpline number, tariffs and methods of payment shall be clearly displayed on signage either on or adjacent to each charge point unit in Welsh and English.

Where the user is a CCBC employee charging a CCBC vehicle, specific arrangements shall be made to ensure the identification of the user and the application of the agreed preferential rate as per above.

6. User Support and information

The EVCPO shall provide a Buyer telephone helpline facility which is available at all times in Welsh and English. As a minimum, the telephone helpline must be able to advise and assist charge point users with:

- a. use of a charge point;
- b. pricing;
- c. payment;
- d. recording charge points faults and defects identified by users, and tasking appropriate maintenance resources; and
- e. the identification of alternative recharging facilities should the charge point be unavailable.

In at least 95% of all helpline calls in any one calendar year, Buyers using the telephone helpline and wishing to speak to an operator shall be connected to an operator within 3 minutes of commencing the call. Data to confirm this requirement should be provided to CCBC upon request, such requests being issued no more than four times in any 12-month rolling period. Users of the telephone helpline shall not incur unreasonable call charges from, for example, the use of a premium rate telephone number (e.g., one commencing with 09) or by being required to wait to speak to an operator.

Where possible, the EVCPO shall also respond to user enquiries via the EVCPO's social media channels.

The EVCPO shall provide accessible marketing tools to raise awareness of the EVCP locations and enable finding charge point services as a minimum provision of online mapping services but with consideration of other services to support full accessibility such as charge point booking or journey planning technologies.

7. Operational Data Collection

The EVCPO shall collect and disseminate real-time data which describes the availability and status (e.g., available for use, charging, out-of-service) of each charge point unit. The EVCPO shall make the real-time data freely available via the EVCPO's media channels and to third parties that may wish to disseminate the data to the public via their own media channels.

The EVCPO shall collect and provide the following operational information and data to CCBC for each charge point unit on a quarterly basis:

Availability of the charge point for public use, expressed:

- a. as percentage availability over the three-month period;
- b. as raw data in a spreadsheet showing the particular dates, times (to the nearest second) and reasons for charge point non-availability during the three-month period;
- c. Charging events over the three-month period, expressed as raw data in a spreadsheet and including the following data fields:
- d. charge point identifier;
- e. charging event reference;
- f. anonymised, unique user identification so that users with membership of the EVCPO's network are distinguishable from PAYG users;
- g. unique user identification so that employees of CCBC charging CCBC vehicles are distinguished from both the members of the EVCPO's network and PAYG users;
- h. start date and time to the nearest second;
- i. end date and time to the nearest second;
- j. total energy drawn in kWh to two decimal places; and
- k. fee paid by the user in £ to two decimal places;
- l. details of price variations

User communications and feedback, presented as an anonymised schedule summarising all communications from charge point users in terms of:

- a. date and time of communication;
- b. nature or categorisation of communication;
- c. user feedback; and
- d. Supplier's response.

The EVCPO shall submit the operational and usage data for each charge point to CCBC for the preceding three months on or before the tenth (10th) day of January, April, July and October each year, so that CCBC can verify the calculation of agreed profit share arrangements.

The EVCPO shall, in addition to the operational data, provide CCBC with confirmation of the validated value (subsequent to agreement) of the payments to be made to CCBC for each period as a result of the operational usage of the site.

8. Electricity Costs

The EVCPO shall procure electricity for each EVCP point unit on 100% renewable energy tariffs. The EVCPO shall pay all electricity usage charges of the charge point and any ancillary equipment installed.

Where EVCPs are operating through a power supply that is provided by and connected to any CCBC owned buildings the EVCPO will either arrange the instalment of dedicated meters for recharge purposes or programme works to provide an alternative connection of the EVCPO that replaces the requirement for power provision from the building.

The EVCPO shall be responsible for payment of standing charges associated with the electricity supply to the EVCPs. These costs can be either be paid separately or provided for within the negotiated and agreed profit share arrangements.

9. Inspection, Testing, Maintenance, Repair and Renewal

Where maintenance is reference in the sections below this will be undertaken by either the EVCPO of their approved third-party supplier.

The EVCPO shall undertake the ongoing inspection, testing, maintenance, repair and renewal of each charge point unit and the associated infrastructure so that they remain in a safe and serviceable condition throughout the operational service life stated in **Schedule 11**.

- a. The EVCPO shall undertake the inspection, testing, maintenance and repair of each charge point unit in accordance with the particular requirements and recommendations of the charge point unit manufacturer.
- b. The EVCPO shall undertake the inspection and testing of electrical installations in accordance with BS 7671 and the applicable guidance within the IET Code of Practice for Electric Charging Equipment Installation.

The EVCPO shall minimise the impact on charge point users during inspection, testing, maintenance, repair and renewal activities through:

- a. the effective planning and delivery of such activities;
- b. the availability of maintenance resources to respond on site to:
 - i. emergencies (e.g., unsafe situations) within 2 hours of notification; and
 - ii. other defects within 48 hours of notification; and
- c. the provision of remote, real-time access to each charge point unit.

The EVCPO shall prepare and maintain complete and legible records of all inspection, testing, maintenance, repair and renewal activities. Such records shall include the following details of each activity:

- a. the site at which the work was undertaken;

- b. the equipment, system or infrastructure worked on;
- c. the date(s) and time(s) on which the work was undertaken;
- d. the names of the organisations and persons that carried out the work;
- e. the reason for the activity;
- f. the nature of the work undertaken;
- g. details of any line replaceable units or modules replaced including the serial numbers of the removed and the replacement units or modules;
- h. details of any equipment or system configuration changes made;
- i. details of any further work advised or required for operational or safety reasons; and
- j. the signature of the persons responsible for carrying out the work (where required by the particular record type).

An electronic copy of each record of an inspection, testing, maintenance, repair or renewal activity shall be retained by the EVCPO and made available to CCBC, if requested, within two weeks of the completion of the activity.

The EVCPO shall update the health and safety file for each charge point site where the EVCPO makes a change during maintenance, repair or replacement activities which renders data or information in the pre-existing file out-of-date.

The EVCPO shall detail its regime for the inspection, testing, maintenance, repair and renewal of each charge point unit and the associated infrastructure in a maintenance plan which shall be submitted to CCBC for Approval prior to the end of the site delivery Contract delivery phase.