

Plug In Norfolk back office system for Electric Vehicle Charging Points

Terms and Conditions

Norfolk County Council are progressing a community-focused electric vehicle chargepoint (EVCP) network around the county under the 'Plug In Norfolk' initiative. Parish Councils and other community groups such as village hall associations and registered charities (hereafter referred to as 'Hosts') can opt to be part of this initiative, which takes funding from a number of sources, including but not limited to central government grant funding and Norfolk County Council-based funding. The following terms and conditions must be adhered to in order to satisfy funding requirements imposed on this scheme:

1. Norfolk County Council will endeavour to fund ongoing routine maintenance of the EVCPs as long as these devices are within the Plug In Norfolk initiative. This ongoing maintenance coverage will not apply to any indirect costs such as increased use of the premises due to the EVCPs such as wear and tear of car parks, standby electricity costs or insurance payments associated to the EVCPs.
2. Any issues such as vandalism, misuse or damage not covered by the maintenance contract will be the responsibility of the host. Norfolk County Council will consider funding repairs and replacements where budgets allow. All hosts must take all reasonable steps to mitigate accidental or intentional damage to chargepoints, including adding units to existing insurance policies where possible.
3. The running and maintenance costs of the EVCPs will be funded by Norfolk County Council until 31 July 2030 through the Plug In Norfolk initiative. This arrangement is subject to available funding and this support may be subject to early termination. This arrangement will be in exchange for the County Council claiming all revenue made by the EVCPs so that this can be reinvested into the Plug In Norfolk network to ensure the ongoing provision of EV charging points within local communities or other local sustainable transport initiatives as required.
4. As the EVCPs will be run from existing supplies at host premises, the County Council will initially reimburse electricity used by the EVCPs at a rate of 34p/kWh. It is the responsibility of the host premises to ensure as competitive a tariff as possible is sought to avoid the host being at a deficit. This rate will be reviewed annually and adjusted as required by the market. Assessments for appropriate energy reimbursements will be made using quarterly report information from the Department for Energy Security & Net Zero.
5. Usage tariffs are to be determined and set by Norfolk County Council. The Plug In Norfolk system aims to create a standardised user experience at all locations. Usage tariffs will be adjusted as dictated by the cost of electricity, operating costs and usage demand. Assessments will be made by the County Council using data available from central government and from local market research. Any changes to the tariff or deviations from the standard tariff will be the decision of Norfolk County Council.
6. EVCPs must be accessible to all members of the public to use, without the requirement to use the services of the host premises. 24/7 public access to EVCPs is required to support the overnight charging needs of local residents, unless otherwise agreed with the EV Infrastructure team at Norfolk County Council.
7. All installations will be registered on the National Chargepoint Registry UK at <https://chargepoints.dft.gov.uk/login> and ZapMap. This will be managed by Norfolk County Council and our delivery partners.

8. Plug In Norfolk is a collective electric vehicle charging model intended to expand EV charging across Norfolk with the involvement of Parish Councils, community groups, businesses and Tier 2 (Borough, District, City) authorities. For the Community model, Norfolk County Council's responsibilities will be: facilitating the operation of the EVCPs on behalf of all hosts under a consortium arrangement, monitoring the back-office system along with the appointed operator, ensuring proactive maintenance is undertaken to agreed service levels, ensuring faults are escalated for rectification, providing a central point of support for all onboarded hosts, undertaking countywide promotion of the EVCP network, ensuring a customer support line is provided for users of the EVCPs, and funding the back-office and maintenance functions for the agreed period (see point 5).