



Department
for Transport


Draft Public Charge Point Regulations 2023 Guidance

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Department for Transport

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Summary

Purpose

This guidance has been produced by the Department for Transport and the Office for Product Safety and Standards (OPSS) with the aim of supporting understanding of the Public Charge Point Regulations 2023.

Intended use

This document is intended for use by operators of publicly accessible electric vehicle charge points. This document should be read alongside the Regulations and should not be read in isolation.

This guidance offers examples of compliance and good practice to follow, and while these examples are not exhaustive, they cover most anticipated scenarios.

Regional coverage

The Public Charge Point Regulations 2023 cover the United Kingdom.

In this guidance:

- ‘must’ indicates a legal obligation;
- ‘should’ indicates good practice advised; and
- ‘may’ indicates discretionary actions in the light of the context and circumstances.

For clarity, legal requirements and good practice are set out in separate paragraphs.

All terms in bold lettering in this guidance are explained in the Glossary.

1. Background

- 1.1.1 The Public Charge Point Regulations 2023 (“the Regulations”) ensures that the experience of consumers using public charge points across the United Kingdom is consistent and positive. This will support the transition to electric vehicles (EVs) and help the UK to reach its climate targets.

1.1.2 As the UK transitions to EVs, the public charging network will only become more important. Whilst most people will do most of their charging at home, those without off-street parking and on long journeys will be reliant on public charging. It is important that we can boost confidence in the public charging network by ensuring that consumers can use public charge points easily.

1.2 Legislation

1.2.1 The Public Charge Point Regulations will come into force on XX 2023.

The Regulations build on four key areas of the consumer experience to ensure:

- consumers can easily locate the right public charge point to fit their needs
- ease of payment across public charge points
- consumers can be confident that public charge points will be in good working order
- consumers are able to compare prices across multiple public charge point networks.

1.3 EU Exit

1.3.1 There are no changes to the requirements of the Regulations as a result of the UK leaving the EU on 31 January 2020.

2. Scope

The Regulations set out requirements for public electric vehicle charge points.

2.1.1 Charge points which are accessible to the public must comply with the Regulations. This includes public charge points which provide electricity free of charge, whether this is the whole charging session or for a period of the charging event.

Table 1: Examples of charging infrastructure considered accessible to the public

Public charge points located in publicly owned car parks and residential car parks where parking bays are not designated to individual households or group of households.

Public charge points located in privately-owned car parks to which the public has access, such as supermarket and hotel car parks, and those at service areas.

Public charge points located on public roads for public use.

2.1.2 The Regulations consider a charge point to be public when it is intended for use primarily by members of the general public and meets the requirements outlined in Regulation 3.

2.1.2.1 A public charge point includes situations in which a charge point:

- May only be accessed during restricted hours
- Is situated in a public car park, whether or not that car park is available only to customers of specific goods or services e.g., a supermarket car park.

2.1.2.2 A public charge point does not include:

- A workplace charge point that is not accessible to the general public at any time;
- A charge point restricted for the exclusive use by:
 - Vehicles produced by a specific manufacturer;
 - People engaged in a specific occupation; or
 - Occupiers of residential premises and their visitors.

2.1.3 This legislation will apply to public charge points and not those which are exclusively **workplace** or **domestic charge points**.

2.1.4 These Regulations, with the exception of the pricing requirements (Regulation 11) do not apply to charge point operators that are **microbusinesses**.

Table 2: Examples where a charge point would not be considered public

<u>Category</u>	<u>Example(s)</u>
Occupiers of residential premises and their visitors	Residential care home. Multi-occupancy residential premises with shared parking area.

	<p>A car parking area restricted for the sole use of residents and/or visitors.</p> <p>Charge points on private driveways.</p> <p>Charge points sited on residential streets whose use is restricted only for local residents.</p> <p>Charge points located on a private driveway which are made available for peer-to-peer charging.</p> <p>A gully running from a home to the pavement for a cable and connector carrying electricity supplied by a domestic tariff.</p>
People while at their place of work	Car parking areas reserved exclusively for a company's staff or fleet use.
Exclusive use in respect of a vehicle produced by a specific car manufacturer	<p>Car dealership forecourts for a specific manufacturer which allow only their customers to use their charge points.</p> <p>Proprietary networks whose charge points and use are restricted to one specific car manufacturer.</p>
People engaged in specific occupations	Charge points intended for sole use including but not limited to taxi drivers, ambulances or other emergency services.

2.1.5 These scenarios will not be able to cover every situation but when the primary purpose of a charge point is not charging electric vehicles, the charge point will not be in scope of the Regulations. For example, when the primary purpose is to power a towed caravan, the charge point will not be in scope.

2.1.6 The scope of these Regulations and the Electric Vehicle (Smart Charge Points) Regulations 2022 are¹ generally different but charge points may fall under either regulation. Both Regulations should be referred to, to ensure compliance.

2.2 Legal obligations

2.2.1 The Regulations place requirements on the **charge point operator** responsible for overall operation of public charge points.

2.2.2 A charge point operator means the person responsible for operating a public charge point, whether as an owner or third party.

¹ [The Electric Vehicles \(Smart Charge Points\) Regulations 2021 \(legislation.gov.uk\)](https://www.legislation.gov.uk)

Table 3: Examples of when a person would be considered a charge point operator

A person who is contracted to operate public charge points on a landowner’s land which is available for use by the general public, for example on local authority owned streets or in public car parks.

A person who operates a public charge point on their own land, which is available for use by the general public, for example at service stations.

Where there are multiple parties responsible for maintaining and operating distinct aspects of the charge point such as software. The body responsible for the operation and maintenance of the charge point would be considered the operator. It is up to them to work with other involved operators to ensure compliance.

Table 4: Examples of when a person would not be considered a charge point operator

A person who owns the public charge point but is not responsible for management, operation and maintenance. For example, depending upon the relationship a person or entity may own the public charge points but have a contractual relationship with a third-party to manage, maintain, and operate the consumer-facing responsibilities of the public charge points.

Charge point installers that are not responsible for the day-to-day management and operation of the public charge point once installed.

In the case of, for example a supermarket, where the name displayed on the charge point is different to the actual operators, known as a white label operator. The body responsible for the operation and maintenance of the chargepoint would be considered the operator.

2.2.3 Different technical and customer experience standards apply dependent on:

- Whether the public charge point was deployed after XX 2023.
- The power rating of the public charge point
- Whether the public charge point is free to use

2.2.4 Public charge points are considered deployed when the infrastructure is commissioned and made accessible for public use. This may be later than the time of installation.

Table 5: Summary of regulations

Policy Area	Requirements	Lead time (from the regulations coming into force)
Contactless	<p>New public charge points of 8kW and above and existing rapid charge points must offer contactless to consumers.</p> <p>Proprietary networks that open their charge points for public use will have one year from the date that the charge point becomes public to offer contactless.</p>	One year
Roaming	Charge point operators must enable consumers to pay through at least one roaming provider at their charge points.	Two years
99% reliability	Rapid charge points must be 99% reliable, measured as an average across each charge point operator's rapid network. Information on reliability compliance must be published on the charge point operator's website.	One year
Helpline	A free to use 24/7 staffed telephone helpline must be available and advertised at all charge points.	One year
Open data	All data must be accurate and charge point operators must use the Open Charge Point Interface (OCPI) to hold and open their data. Reference and availability data must be made publicly available and in a machine-readable format. Government bodies, Distribution Network Operators, Transmission Owners and Electricity System Operators must have access to all data.	One year
Pricing metric	The total cost of a charging session must be displayed clearly in pence per kilowatt hour. The price can be displayed either on the charge point or through a separate device.	Immediately

3. Guidance on requirements

3.1.1 The legal requirements for **charge point operators** are explained in the following paragraphs.

3.2 Contactless

3.2.1 The Regulations require that all new public charge points 8kW and above deployed after XX 2023 and rapid public charge points of 50kW and above deployed before XX 2023 must offer **contactless payment** either per public charge point or per **charging site**, if more than one public charge point.

3.2.2 Contactless payment must be available at the above charge points by XX 2024.

3.2.3 Public charge points which are available to the public free of charge are out of scope of this requirement. If charge point operators subsequently begin to charge consumers after these regulations come into effect, they must offer contactless. This is subject to the power rating of the charge points as per the contactless regulation.

3.2.4 Where the Regulations refer to a power rating, for example 8kW, this refers to the power delivered per cable and is not aggregated to the charge point level.

3.2.5 If contactless is offered per charging site, the payment terminal must be in close proximity to the public charge point. For example, public charge points installed across multiple nearby streets would not constitute a single charging site as they are not installed in close proximity to each other.

3.2.6 **Proprietary charge point networks** which subsequently open for public use have one year to offer contactless. If the network opens to the public on a site-by-site basis each individual **public site** has one year to offer contactless from the date at which the site opens for public use.

3.2.7 Charge point operators must ensure that contactless is offered to consumers on an **ad-hoc access** basis, without requiring a consumer to enter into a pre-existing contract with the operator.

3.2.8 The contactless payment may accept payment such as Apple and Google Pay but must also accept contactless bank cards.

3.2.9 A public charge point may offer contactless alongside additional payment methods, such as an app or QR code.

- 3.2.10 The Secure Customer [Authentication](#)² will still apply and so charge point operators may want to offer an additional payment method to ensure that consumers are able to pay.

Table 7: Acceptable contactless payment examples

Contactless is offered on each charge point.

A standalone contactless payment terminal facilitates payment for all charge points at a charging site.

One charge point in a charging site has contactless enabled and facilitates payment for all charge points at a charging site.

Contactless payment is offered in a nearby or attached building clearly visible and signposted from the charge point. This would be similar to a petrol refuelling station.

Table 8: Examples of unacceptable contactless payment offered at the charge point

The only payment terminal is located in a building that is not open during the operating hours of the charge point or is partially closed during the operating hours of the charge point.

A new public charge point capable of delivering 8kW offers **RFID card** payment only.

Contactless is offered at the charging site but the payment terminal is not located in close proximity to the charge point or is on a different street.

3.3 Payment roaming

- 3.3.1 Roaming is the ability to pay to charge an EV across multiple charge point networks using a single app or RFID card. The equivalent for petrol and diesel vehicles is a fuel card.
- 3.3.2 Charge point operators must offer **roaming** at all their public charge points by connecting to at least one **third party roaming provider**.
- 3.3.2.1 Charge point operators may choose to connect with third party roaming providers for example, through direct partnerships with other charge point operators, connecting to a **clearing house** or through an **e-mobility service provider (eMSP)**.

² <https://www.fca.org.uk/firms/strong-customer-authentication>

- 3.3.3 The roaming provider must be operated by a person or organisation that is **external** to the charge point operator.
- 3.3.4 Payment roaming must be available to consumers, which includes fleets. This does not need to be two separate roaming providers but can be one that is accessible to both consumers and fleet drivers.
 - 3.3.4.1 Where a charge point operator offers different roaming options for fleet drivers and consumers, this should be clearly displayed on their website or app to avoid confusion.
- 3.3.5 A charge point operator must provide a report to the Secretary of State and the enforcement authority as part of the roaming requirement. The report format, requirements and information on how to submit the reports are provided in Table 13 of this guidance document.
- 3.3.6 Public charge points that are free to use are not within scope of this requirement.
 - 3.3.6.1 Free to use public charge points that begin to require payment for a charge must comply with this requirement. If they require a payment after XX 2025, they will need to offer roaming at all of their public charge point on or before the date that the charge points open to the public.
 - 3.3.6.2 Roaming requirement is not considered as being fulfilled if only services such as, Apple or Google Pay are offered.
- 3.3.7 A charge point operator will be considered to have connected to a roaming provider when their public charge points are available for use on the roaming provider’s platform.

<p>Table 9: Good practice recommendation</p>

<p>Charge point operators should endeavour to avoid closed loop networks created by only having a single direct partnership with a one additional charge point operator. Ideally, the entire public charging network should be covered by a small number of roaming networks to ensure ease of payment for consumers and fleet managers.</p>
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<p>The roaming providers available to consumers should be clearly advertised to the consumer.</p>

3.4 Reliability

- 3.4.1 Charge point operators must ensure they meet the **reliability requirement** which requires their rapid public charge points to be available 99% of the time This will be measured as an average across a charge point operator’s rapid network of public charge points 50kW and above.

- 3.4.2 Reliability will be measured through **Electric Vehicle Supply Equipment (EVSE) object statuses** using the **Open Charge Point Interface protocol (OCPI)** as the mandated data standard within these Regulations.
- 3.4.3 EVSE is a part of a physical charge point that can supply electricity to one car at a time. For example, where a charge point sits between two parking bays and can charge two cars simultaneously, that charge point has two EVSEs.
- 3.4.4 The formula for calculating the reliability of a charge point operator's network will be:
- 3.4.4.1.1 $Reliability \% = 525,600 - \left(\frac{downtime - time\ exempt}{525,600} \right) \times 100$
- 3.4.4.1.2 Where:
- 3.4.4.1.3 525,600 is the number of minutes in a year
- 3.4.4.1.4 downtime is the total minutes the charge point is not working
- 3.4.4.1.5 time exempt is the total time that the charge point network is exempt from measurement
- 3.4.4.2 A public charge point will be measured as working if the EVSE object status is either:
- 3.4.4.2.1 "charging" so the public charge point is in use
- 3.4.4.2.2 "available" so that the public charge point is able to commence a charging session
- 3.4.4.3 "reserved" so that the public charge point is unavailable for other drivers because it is reserved for a particular driver
- 3.4.5 A public charge point will be measured as not working if the EVSE object status is either:
- 3.4.5.1 "inoperative" so that the EVSE is not yet active or temporarily not available for use, but is not broken or defective
- 3.4.5.2 "out of order" so that the EVSE is currently out of order or if some component is broken or defective
- 3.4.6 A public charge point will be ineligible for measure if the EVSE object status is either:
- 3.4.6.1 "unknown" so that there is no status available which could mean the public charge point is offline
- 3.4.6.2 "blocked" so that the EVSE is not accessible because of a physical barrier such as a vehicle

- 3.4.6.3 “planned” so that the EVSE is not yet operational but there is a date from which it will be available
- 3.4.6.4 “removed” so that there is no charge point located at the site
- 3.4.7 Where a public charge point can only be accessed during restricted hours, the charge point operator must ensure that the public charge point complies with the **reliability requirement** during those restricted hours.
- 3.4.8 Where there is a public charge point that can charge multiple cars at once, this must be measured as separate EVSEs in data.
- 3.4.9 Where an EVSE has multiple connectors, when one connector is in use the status of the other connectors should mirror the connector in use in OCPI as described in OCPI 2.2.1 (8.1.3)³.
- 3.4.10 A charge point operator will not be penalised if their reliability is below 99% for a given month, as long as they make this up over the rest of the 12-month period so that their reliability remains at 99% or above for the whole year. If the reliability rate drops below the point where it is possible to maintain 99% reliability for the year, enforcement action may be taken.
- i. Data must be accurate. Any deliberate attempts to falsify or misconstrue reliability data will result in action by the enforcement authority.
 - ii. Where specific public charge points are routinely out of order and providing a poor consumer experience, enforcement action will be proportionate. We expect a good consumer experience across the UK, however charge point operators should not allow lower utilised public charge points, for example in rural areas, to be regularly out of order.
- 3.4.11 Charge point operators will need to provide a report to the Secretary of State and the enforcement authority as part of this requirement. The report format, requirements and information on how to submit the reports are provided in Table 13 of this guidance document.

3.5 Helpline

- 3.5.1 A charge point operator must provide a free to use, staffed telephone helpline that is available 24 hours a day, 365 days a year for consumers. The contact details for the helpline must be displayed prominently on or at the charging site for all public charge points they are responsible for.
- 3.5.2 The helpline must be free to use, which means that it must be provided through an 0800 number. 0300 numbers or numbers that charge local call rates will not fulfil this requirement.

³ <https://evroaming.org/app/uploads/2021/11/OCPI-2.2.1.pdf>

- 3.5.3 The helpline must offer consumers **real-time assistance**. If a charge point operator offers a voicemail facility, this will not fulfil this requirement.
- 3.5.4 Charge point operators are expected to support consumers and **resolve** issues that are within their control, such as software issues. Charge point operators are not expected to resolve issues over which they have no control, such as power outages.
- 3.5.5 Charge point operators are not expected to provide a recovery service for consumers that have run out of charge and are stranded.
- 3.5.6 Charge point operators must provide a report to the Secretary of State and the enforcement authority for this requirement. The report format, requirements and information on how to submit the reports are provided in Table 12 of this guidance document.
 - 3.5.6.1 The report must not contain any personal data relating to the callers or their vehicles.

3.6 Pricing

- 3.6.1 A charge point operator must ensure that the total cost of a charging session, including any connection fee, is clearly displayed as pence per kilowatt hour (p/kWh) on the public charge point or through a separate device from XX 2023.
- 3.6.2 The price of a charging session in pence per kilowatt hour (p/kWh) must not increase once a charging session has commenced.
- 3.6.3 Bundles, such as where payment for parking and EV charging are linked, may be offered but the portion of the price that relates to charging must be displayed in p/kWh. This equivalent price does not need to include overstay fees as they are not part of the price for charging.
 - 3.6.3.1 It is up to the charge point operator as to how the equivalent price in p/kWh is displayed for bundled pricing. If there is a fixed cost, for example £5, the charge point operator may want to display the equivalent p/kWh by outlining the price for each hour of charging or by calculating the p/kWh from an average charging session length.
- 3.6.4 If pricing information is displayed through a separate device, such as an app, pricing information should be easy for the consumer to find and must not require a consumer to have to sign up to an app for example to view pricing information.

Table 10: Examples of acceptable pricing

A charge point operator clearly displays the price in p/kWh either physically or digitally on the public charge point.

The price is displayed in p/kWh visible to the consumer ahead of the charging session commencing, for example, on a forecourt style sign.

The price of charging is bundled with parking, but the separate price for a charging session is displayed clearly at the public charge point or through a separate device.

3.7 Open data

- 3.7.1 Charge point operators must hold all data about their public charge points accurately and in accordance with the **data requirement** and ensure that all data is opened according to the Regulations.
- 3.7.2 Types of data:
- 3.7.2.1 **Reference data** means information that does not change frequently about a charge point including but not limited to location, connector type, pricing, payment method and time restrictions.
- 3.7.2.2 **Availability data** means information about whether the charge point is working and is available to use in accordance with the requirements of regulation 7(2).
- 3.7.2.3 The price may change regularly but this must be opened on the same basis as reference data.
- 3.7.2.4 Location data must be recorded at the point of installation.
- 3.7.3 Data must be open in line with the Open Government Licence.
- 3.7.4 All data must be made available to all government bodies, Distribution Network Operators, Transmission Owners, and Electricity Systems Operators.
- 3.7.5 For any public charge point that is not technically capable of transmitting data and is akin to a 3-pin plug, the charge point operator must make public only the reference data.
- 3.7.6 Historic data is not expected to be made publicly available through these regulations.
- 3.7.7 Charge point operators will be required to update the EVSC status within 30 seconds of the status change, so that consumers are accessing up to date information and can access available public charge points.

Table 11: Open data requirements

Data to capture	Data field in OCPI	Link
Location data as GPS coordinates	Coordinates property of Location object	GeoLocation class Location object Floor_level class within EVSE object
Routing instructions	NAME, ADDRESS, CITY, POSTAL_CODE, STATE, COUNTRY, DIRECTIONS, TIME_ZONE, OPENING_TIMES of Location Object	Location object
No. of chargepoints at location	EVSES property of Location object	Location object EVSE object EVSE status enum
Power rating of chargepoint	power_type, max_voltage, max_amperage, max_electric_power properties of Connector object	Connector object
Available	EVSE status AVAILABLE	EVSE status enum
In use	EVSE status CHARGING	EVSE status enum
Reserved	EVSE status RESERVED	EVSE status enum
Not working	EVSE statuses INOPERATIVE, OUTFORDER,	EVSE status enum
Blocked	EVSE status BLOCKED	EVSE status enum
Planned	EVSE status PLANNED	EVSE status enum
Removed	EVSE status REMOVED	EVSE status enum
Unknown	EVSE status UNKNOWN	EVSE status enum
Operator of chargepoint	Name, Website, Logo properties of Business_Details class	Business_Details class
Facilities	Facility Enum of Location object	Facility enum

Opening hours Charging when closed	Hours_class and charging_when_closed of Location object	Hours_class Location object charging_when_closed
Parking info and restrictions	parking_type and parking_restrictions data type of Location object	Location object Parking_type_enum Parking_restrictions_enum
Images of chargepoint location	Image class of Location object	Location object Image_class
Payment methods offered	CHIP_CARD_SUPPORT, CONTACTLESS_CARD_SUPPORT, CREDIT_CARD_PAYABLE, DEBIT_CARD_PAYABLE, PED_TERMINAL, RFID_READER, TOKEN_GROUP_CAPABLE data types of Capability enum	Capability_enum
Can EVSE be reserved	RESERVABLE data type of Capability enum	Capability_enum
Connector Type available	ConnectorType enum	ConnectorType_enum

3.8 Reporting

3.8.1 The table below outlines the reporting requirements under these Regulations.

3.8.2 Reporting templates for each reporting requirement will be available on the enforcement body’s website before the Regulations come into effect.

Table 12: Reporting requirements			
<u>Policy area</u>	<u>Reporting requirement</u>	<u>Does the report need to be made publicly available?</u>	<u>Frequency of reports</u>
Roaming	The charge point operator must report any roaming providers that are already connected to	This information does not need to be publicly available and must be submitted to the Secretary of State and the enforcement authority.	A report must be submitted on the enforcement date with existing

	<p>on the enforcement date.</p> <p>Any changes to the roaming providers offered to consumers must be reported within 28 days of the change.</p>	<p>Both the initial and any subsequent reports must be submitted via email to: consumerofferconsult@ozev.gov.uk and OPSS.enquiries@beis.gov.uk</p>	<p>roaming providers offered.</p> <p>Additional reports must be submitted within 28 days of any changes to the roaming providers offered.</p>
Reliability	<p>Charge point operators must submit a report stating:</p> <ul style="list-style-type: none"> • Total number of public charge points • Percentage reliability of their entire rapid charging networks 	<p>This information must be made publicly available. This could mean publishing on the charge point operator’s website but how the information is made publicly available is up to the charge point operator.</p>	<p>A report must be made publicly available annually.</p>
Helpline	<p>Every month the charge point operator must report:</p> <ul style="list-style-type: none"> • Total number of calls the helpline received • Reasons for the helpline calls • Time taken to resolve the helpline call • If the issue was not resolved by the reporting 	<p>This report does not need to be made publicly available but must be submitted to the Secretary of State and the enforcement authority.</p> <p>This can be submitted via email to consumerofferconsult@ozev.gov.uk and OPSS.enquiries@beis.gov.uk</p>	<p>A report must be submitted quarterly.</p>

	date, the reason why		
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4. Enforcement

4.1 Enforcement action

- 4.1.1 In the event of non-compliance, OPSS can serve a compliance notice requiring action to be taken to remedy the breach, any failure to comply with the requirements of a compliance notice by the date specified in the notice may result in a Civil Penalty Notice being issued.
- 4.1.2 The Regulations set out maximum civil penalties for each breach which are summarised in the table below.
- 4.1.3 For regulations 5, 6, 8, 9, 10 and 11 the penalty applies to each breach per charge point. For regulation 7 the penalty applies to each breach per rapid network.

Table 13: Civil penalties

Breach of regulation	Regulation summary	Civil penalty amount
Schedule I: Regulation 5	Contactless payment	Up to £10,000
Schedule I: Regulation 6	Payment roaming	Up to £10,000
Schedule I: Regulation 7	Reliability requirement	Up to £10,000
Schedule I: Regulation 8	Reliability reporting	Up to £10,000
Schedule I: Regulation 9	Helpline	Up to £10,000
Schedule I: Regulation 10	Open data	Up to £10,000
Schedule I: Regulation 11	Pricing metric	Up to £10,000
Schedule II Regulation 8	Obstructing enforcement work	Up to £250,000

4.2 Role of OPSS

- 4.2.1 The Office for Product Safety and Standards (OPSS) is part of the Department for Business and Trade and is appointed by the Department for Transport as the enforcement authority responsible for ensuring compliance with the Public Charge Point Regulations 2023.
- 4.2.2 OPSS operates across a range of sectors with a focus on technical, environmental and product-based Regulations. Our purpose is to make regulation work, so that it protects people and places and enabling businesses to understand their obligations.
- 4.2.3 OPSS' approach to carrying out regulatory activities is explained in the [Service Standards](#). Good regulation is proportionate, consistent, targeted, accountable, and transparent. The full range of tools and powers available are used by OPSS to promote compliance and enforce the law to maintain protection, fairness, and confidence.
- 4.2.4 We ensure that information, guidance and advice are available to help those we regulate to understand and meet legal requirements. Enquiries and requests for guidance or advice can be made by contacting us:
- Email: opss.enquiries@beis.gov.uk
 - Telephone: 0121 345 1201
- Post: Office for Product Safety and Standards
4th Floor Cannon House18
The Priory Queensway
Birmingham
B4 6BS
United Kingdom
- 4.2.5 OPSS carries out inspections and other activities to check compliance with legal requirements, and we target these checks where we believe they are most needed.
- 4.2.6 OPSS are committed to dealing with non-compliance with legal requirements in a manner proportionate to the nature, seriousness and circumstances of the offence, as set out in the [Enforcement Policy](#).
- 4.2.7 When we take enforcement action or make a regulatory decision in relation to a business or other body that we regulate, we will always provide a clear and timely explanation of any associated right to appeal. Further information on rights to appeal is available in our [Challenges and Appeals Guidance](#).

4.3 Other regulations

- 4.3.1 OPSS has responsibility for enforcing other regulations which may affect manufacturers, distributors and infrastructure operators of alternative fuel infrastructure, and some information on these Regulations is provided here.
- 4.3.2 Further guidance on The Electric Vehicle (Smart Charge Points) Regulations 2021 is available here: [Regulations: electric vehicle smart charge points - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/regulations-electric-vehicle-smart-charge-points)
- 4.3.3 Further guidance on the Alternative Fuels Infrastructure Regulations (AFIR) 2017 is available here: [Regulations: alternative fuels infrastructure - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/regulations-alternative-fuels-infrastructure)
- 4.3.4 However, charge point operators should also be aware that other regulations may also apply which are enforced by other enforcement authorities (sometimes referred to as Market Surveillance Authorities). These regulations include but are not limited to:
- 4.3.4.1 The Payment Services Directorate including the Strong Consumer Authentication.⁴
- 4.3.4.2 Price Marking Order 2004.⁵

5. Glossary

- 5.1.1 **Ad-hoc access** means the ability for any person to recharge an electric vehicle without entering into a pre-existing contract with an electricity supplier to, or infrastructure operator of, that charge point.⁶
- 5.1.2 **Availability data** means information about whether the charge point is working and available to use.⁷
- 5.1.3 **Charge point** means a device intended for charging a vehicle that is capable of being propelled by electric power derived from a storage battery (or for discharging electricity stored in such a vehicle).⁸

⁴ [The Payment Services Regulations 2017 \(legislation.gov.uk\)](https://www.legislation.gov.uk/uksi/2017/1000/contents/part-2)

⁵ [The Price Marking Order 2004 \(legislation.gov.uk\)](https://www.legislation.gov.uk/uksi/2004/1000/contents/part-2)

⁶ [The Alternative Fuels Infrastructure Regulations 2017 \(legislation.gov.uk\)](https://www.legislation.gov.uk/uksi/2017/1000/contents/part-2) Regulation 5(3).

⁷ Consumer Experience at Public Charge Point Regulations 2023

⁸ [Automated and Electric Vehicles Act 2018 \(legislation.gov.uk\)](https://www.legislation.gov.uk/uksi/2018/1000/contents/part-2) Regulation 9(1)

- 5.1.4 **Charge point operator** means the person responsible for operating a charge point, whether as an owner or on behalf of a third party⁹.
- 5.1.5 **Charging site** means a location with multiple charge points in close proximity. For example, a car park with several charge points.
- 5.1.6 **Clearing house** means a person or body that facilitates connections between multiple charge point operators or charge point operators and eMSPs to support roaming.
- 5.1.7 **Contactless payment** means a payment made at a contactless payment terminal using the contactless payment facility of a card, mobile phone or other device that does not require the payee to enter into a pre-existing contract with the charge point operator.¹⁰
- 5.1.8 **Distribution Network Operator (DNO)** means a person who is authorised to distribute electricity and has the same meaning given by section 6(1)(c) of the Electricity Act 1989.¹¹
- 5.1.9 **Domestic charge point** means a charge point installed at a domestic location. This includes charge points located on private driveways that are hired out to other EV drivers.
- 5.1.10 **Dynamic data** means data that could change on a daily basis. Such as data on the energy consumption of charge points.¹²
- 5.1.11 **E-mobility service provider (eMSP)** means a person that operates a platform to facilitate payment for EV charging across multiple networks.
- 5.1.12 **Electricity Systems Operator** means a person that co-ordinates and directs the flow of electricity onto and over transmission systems by means of which the transmission of electricity takes place.
- 5.1.13 **Electric vehicle** means a vehicle that is capable of being propelled by electric power derived from a storage battery.
- 5.1.14 **Enforcement authority** means the Office for Product Safety and Standards.
- 5.1.15 **Electric Vehicle Supply Equipment (EVSE)** is the term used within the Open Charge Point Interface Protocol to refer to an independently operated and managed part of a charge point that can deliver energy to one electric vehicle at a time.
- 5.1.16 **EVSE object statuses** means the data type within the Open Charge Point Interface Protocol belonging to any EVSE which represents the status of the EVSE.

⁹ [The Alternative Fuels Infrastructure Regulations 2017 \(legislation.gov.uk\)](#) Regulation 2(1)

¹⁰ The Consumer Experience at Public Charge Point Regulations 2023

¹¹ [Electricity Act 1989 \(legislation.gov.uk\)](#)

¹² Consumer Experience at Public Charge Point Regulations 2023

- 5.1.17 **External** means not in any way a subsidiary or internal part of the charge point operator's business. A charge point operator cannot establish a subsidiary and connect their charge points to it, to fulfil the roaming requirement.
- 5.1.18 **Microbusiness** has the same meaning given by section 33 of the Small Business, Enterprise and Employment Act 2015.¹³
- 5.1.19 **Open Charge Point Interface (OCPI) protocol** means the data requirement that charge point operators must use to ensure their data is open and machine readable so that it is accessible to the public and government bodies.
- 5.1.20 **Proprietary charge point network** means a charge point network that is not available for general public use, e.g., might only be available to vehicles produced by a specific car manufacturer.
- 5.1.21 **Public site** means a charging site with charge points that are available for public use.
- 5.1.22 **Rapid charge point** means a charge point capable of delivering a charge of 50kW and above at nominal voltage.
- 5.1.23 **Real-time assistance** means a helpline that is staffed and can provide assistance to the consumer during the call. A voicemail facility would not be considered real-time assistance.
- 5.1.24 **Reference data** means data about a charge point that does not frequently change. For example, geographic location and connector types.¹⁴
- 5.1.25 **Reliability requirement** means the requirement on the charge point operator that their network of rapid charge points for which they are responsible, on average is working for at least 99% of each calendar year.
- 5.1.26 **Resolve** means a consumer complaint of which there remains no outstanding action to be taken by the charge point operator.
- 5.1.27 **Roaming** means the ability to pay to charge an EV using one app or RFID card at multiple charge point networks.
- 5.1.28 **Roaming provider** means a person that provides a roaming service, which could be another charge point operator, clearing house or eMSP.
- 5.1.29 **Transmission Owner** means a person who is authorised by an electricity transmission license to transmit electricity in accordance with section 6(1)(b) of the Electricity Act 1989.¹⁵

¹³ [Small Business, Enterprise and Employment Act 2015 \(legislation.gov.uk\)](https://legislation.gov.uk)

¹⁴ Consumer Experience at Public Charge Point Regulations 2023

¹⁵ [Electricity Act 1989 \(legislation.gov.uk\)](https://legislation.gov.uk)

5.1.30 **Workplace charge point** means a charge point intended for use by people at their place of work.¹⁶

¹⁶ [The Electric Vehicles \(Smart Charge Points\) Regulations 2021 \(legislation.gov.uk\)](#)