

Electric Vehicle Charger Policy (Customer Installations on Private Driveways)

We recommend that a customer obtain all approvals detailed in this policy for an electric vehicle charger before they consider buying or leasing an electric car.

1.0 Policy statement

- 1.1 This policy will outline the process to follow when a customer in an existing home requests permission to install an electric vehicle (EV) charger where their home has a private driveway.
- 1.2 This policy considers charger specification, ownership, maintenance, health and safety, and compliance.

2.0 Policy scope and objectives

- 2.1 This policy applies to properties with driveways where Stonewater manages or owns a percentage of the property. This includes rented, leasehold and shared ownership, but excluding outright homeowners.
- 2.2 The policy aims to enable customers to install EV chargers outside their homes as Stonewater supports the journey to net zero. The objective of the policy is to ensure that chargers installed meet Stonewater's expectations and all regulatory requirements.
- 2.3 Communal carparks/allocated parking and on-street are not covered in this policy.
- 2.4 Communal parking requires further research and will be aligned with the approach for installing charging points in communal car parks on new developments.
- 2.5 In relation to on-street parking, Stonewater cannot give permission for a charger to be installed on a public highway, if a customer wishes to look into options for on street chargers they will need to contact their local authority.

3.0 Regulatory and legal considerations

- 3.1 Automated and Electric Vehicles Act 2018

4.0 Policy details

- 4.1 Stonewater support the shift towards EVs and the positive impact they have on the environment through the reduction in emissions. Stonewater aims to make EVs more accessible for as many customers as possible.
- 4.2 Stonewater will encourage customer's with private driveways to seek funding to help them with installation costs should they be given permission to install a charger. The main funding stream currently is the Government EV Homecharge Scheme. This may change so Stonewater will encourage customers to research all funding options.

- 4.3 Upon requesting permission to install an EV charger on their driveway, the customer must provide proof of the following in order to be given approval:
1. EV charger make and model, including warranty documents. It must be a domestic charger between 1 and 7 kW as our homes run on single-phase electricity. It must also be British Standard approved.
 2. Diagram (or failing that a photograph) of where the charger will be installed on the property.
 3. Name of qualified electrician/organisation installing the charger. For quality and safety reasons they must be a TrustMark/NICEIC recognised installer.
 4. Understanding that a NICEIC (or equivalent) Electrical Installation Minor Works Certificate must be issued upon completion to Stonewater.
 5. Evidence that the district network operator (DNO) has been informed as the electricity supplier must be made aware and have approved the installation.
 6. Understanding of maintenance responsibility. Stonewater will not replace or maintain the EV charger while the customer lives in the property. If they should leave, Stonewater will then accept responsibility for the charger. The customer would not be compensated by Stonewater for the charger if they were to move.
- 4.4 In the event that a customer does not receive consent from Stonewater before the EV charger is installed then Stonewater requests that section 4.3 be retrospectively assessed. If the customer lives in a suitable property and is able to provide the relevant evidence then permission will be given. If not, the customer will be asked to remove the charger. If they fail to do so, Stonewater may seek enforcement action.
- 4.5 If Stonewater needs to attend to make a charger safe then the right is reserved to re-charge the customer.
- 4.6 Any EV chargers installed by customers will be tested as part of Stonewater's five yearly electrical safety checks (EICR) to ensure they remain safe.
- 4.7 If upon ending their tenancy, a customer with an EV charger wishes to take the charger with them then they would require permission to do so. Permission will be granted if evidence, in the form of a NICEIC (or equivalent) Electrical Installation Minor Works Certificate, can be provided of the removal leaving the property in a safe condition and any damage made good.
- 4.8 If a customer moves in to a property with an EV charger installed by the previous tenant, they can make use of this. However if it is not compatible with their EV they would be responsible for installing an adapter or a new charger following the above process, Stonewater would not be responsible for altering the charger.

5.0 Process

5.1 The internal process for approving applications for EV chargers on driveways has been agreed by relevant internal stakeholders and is as follows:

5.1.1 Customer requests permission and colleague who receives this initially (whether from the Customer Experience or Homes directorate) informs the customer of the evidence they need to provide (see 4.3.i).

5.1.2 Customer provides evidence by email. (Work is also being undertaken to create a solution on MyHome that allows customers to upload documents digitally in future).

5.1.3 Evidence is reviewed by a Surveyor to grant or deny permission based on the above criteria.

5.1.4 Once installation is complete, the Electrical team will upload documentation and certificates onto ActiveH and email Asset Intelligence with charger make, model and any relevant documentation to set up the EV charger attribute for that property.

5.2 This process will be kept under review and numbers of requests will be monitored to ensure that the workload is manageable for all stakeholders.

6.0 Service standards

6.1 Stonewater will monitor the quantity of requests to install EV chargers to understand demand and address our future plans accordingly.

7.0 Equality, diversity and inclusion

7.1 This policy has been driven by the needs of disabled customers. These customers may be in receipt of disability or personal independence payments which are often used to lease vehicles. Stonewater is aware that these customers, as well as others, are likely to look at leasing EVs soon and want to provide the correct processes to make this possible and aid independence.

7.2 The application of the policy and any associated procedures will be applied in a non-discriminatory and consistent way.

7.3 We undertake to treat all customers fairly to ensure that no discrimination takes place in line with our Equality, Diversity and Inclusion Policy, ensuring that this is applied fairly and consistently.

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