



Office for
Low Emission
Vehicles

Workplace Charging Scheme – Guidance Document for Applicants, Chargepoint Installers and Manufacturers

The Office for Low Emission Vehicles (OLEV) is a cross government, industry-endorsed, team combining policy and funding streams to simplify policy development and delivery for ultra-low emission vehicles. OLEV currently comprises people and funding from the Department for Transport (DfT), and the Department of Business, Energy and Industrial Strategy (BEIS). The core purpose is to support the early market for electric and other ultra-low emission vehicles (ULEVs). OLEV is based in DfT and this document is published by The Department for Transport.

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Office for Low Emission Vehicles

Department for Transport
Great Minster House
33 Horseferry Road
London SW1P 4DR
Telephone 0300 330 3000
Website www.gov.uk/olev

Workplace Charging Scheme email enquiries:

workplacechargingscheme@dvla.gov.uk

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1 Introduction (guidance for all scheme participants)

1.1 Purpose of document

- 1.1.1 This document provides guidance on the Workplace Charging Scheme (WCS). The guidance is aimed at all users of the scheme: applicants (open to businesses, charities, and public sector organisations), electric vehicle (EV) chargepoint installers, and manufacturers of EV chargepoint equipment.
- 1.1.2 This guidance supersedes Version 2.1. It is effective from April 2020. The key changes from the previous version are:
- a. The grant cap will be set at £350 (including VAT) per socket for voucher applications submitted on or after the 1st of April 2020;
 - b. An increase in the number of sockets from 20 to 40 per company
 - c. The minimum technical specification for the Workplace Charging Scheme has been updated. Chargepoint models under 'fast DC' with a charging output greater than 3.5kW and not greater than 22kW are now eligible. Other updates reflect changes to the ENA Engineering Recommendations and versions of the stated regulations and standards. The separate Q & A document has also been revised.
 - d. Adding a requirement that where a smart device (such as hub / smart cable etc.) is separate to a main dumb chargepoint, a third photo shall be provided showing the smart device and its serial number;
 - e. Clarification that installers must not charge customers for the grant in advance of payment being made by OLEV;
 - f. Clarification that customers may buy their own chargepoints and claim for the installation, if the chargepoint meets the minimum technical requirements;
 - g. Clarifications on the use of authorised installers;
 - h. Extension of voucher validity from 120 to 180 days;
 - i. Editorial changes.
- 1.1.3 Chapter 1 gives an overview of the scheme, Chapter 2 explains the eligibility criteria for applicants, Chapter 3 sets out the role of chargepoint installers, and Chapter 4 provides information for chargepoint manufacturers.
- 1.1.4 It is very important that all organisations involved read this guidance carefully, and that they fully understand how the scheme works. In particular they must understand the requirements for submitting compliant voucher applications and grant claims as **non-compliant grant claims will not be paid.**

1.2 Summary of scheme

- 1.2.1 WCS is a voucher-based scheme designed to provide eligible applicants with support towards the upfront costs of the purchase and installation of EV chargepoints. The contribution is limited to the **75% of purchase and installation costs, up to a maximum of £350 for each socket, up to a maximum of 40 across all sites for each applicant.**
- 1.2.2 Applicants will apply for the scheme using the online application portal, which can be found [here](#). If eligibility checks are successful, applicants will be issued with a unique identification voucher code via email, which can then be given to any OLEV-authorized WCS installer, a list of which can be found [here](#).
- 1.2.3 The voucher will be valid for six months (180 days) from the date of issue, (expiry date printed on the voucher). Once the chargepoint(s) have been installed, the authorised installer will claim the grant from OLEV on the applicant's behalf through the online installer portal, which can be found [here](#). The system will calculate the 75% of the declared purchase and installation costs and confirm the exact value of the grant awarded, which will be capped at a maximum of £350 per socket. The chargepoint installation must be completed and the voucher claimed within the six-month period. Installers *must not* charge customers for the grant in advance of payment being made by OLEV. **Claims against expired vouchers will not be paid.**
- 1.2.4 A voucher can only be redeemed by installers who have been authorised by OLEV for the WCS and have approval from a chargepoint manufacturer to install their chargepoint models which are approved by OLEV. They must be authorised **before** they begin installing chargepoints.
- 1.2.5 OLEV reserves the right to terminate or change the rules of the grant scheme, including the grant level, at any time, although we will endeavour to provide up to four weeks' notice. OLEV will honour any unique identification voucher codes that have been issued ahead of any changes to the grant or during any notice period given following the announcement of the scheme closure.

1.3 Application process

- 1.3.1 The illustration below provides an overview of the process for the Workplace Charging Scheme.



- 1.3.2 **Installations already completed before a voucher has been issued will not be eligible.** Installations and grant claims must take place within six months (180 days) of the date of issue of the WCS voucher. Any grant claim linked to expired vouchers will not be approved.

1.4 Step 1: Applicant completes application

- 1.4.1 The applicant must apply using the online application portal, found [here](#). The application must be completed by the applicant and includes: contact details; evidence of eligibility; details of sites where the installations will take place; declaration of current need for charging or intent to encourage uptake of eligible EVs; conditions for use of the chargepoint; declaration of state aid received under de minimis (more detail on this can be found in Chapter 2). By completing the on-line application, the applicant agrees to the information contained within the terms and conditions of the scheme.
- 1.4.2 Applicants will normally be issued with a unique voucher code either immediately or within 5 working days if their application has been successful (see step 2). Applicants will be notified that their claim is on hold if further checks are needed, and their position in the queue will be reserved. If an applicant is unsuccessful the administrator will feed back on the issue that caused the application to fail.
- 1.4.3 An applicant may appeal an unsuccessful application by emailing the scheme administrator (Driver and Vehicle Licensing Agency – DVLA) at workplacechargingscheme@dvla.gov.uk. The case will be reviewed by a manager. The outcome of this appeal is final.
- 1.4.4 OLEV recommends that all applicants have a site survey ahead of applying. This will ensure applicants understand what can be installed on their chosen site(s).

1.5 Step 2: Voucher generated

- 1.5.1 If an applicant is eligible they will be issued with a voucher on screen or by email. This will contain a unique code (which will need to be referenced in subsequent documentation related to the scheme) and will detail the applicant's details, the installation site(s), the expiry date and the number of sockets and sites the voucher is valid for. The voucher will be valid for six months (180 days). **If the installation cannot be completed within the six-month period as specified on the voucher the applicant will need to withdraw and reapply for a new voucher. Installations completed before a voucher has been issued will not be eligible. Vouchers are non-transferable.**
- 1.5.2 An applicant can apply for subsequent vouchers for additional chargepoints and sites, **as long as their cumulative total does not exceed 40 sockets**. This may be required in circumstances such as a site survey identifying greater space and scope for installations than was originally anticipated, or the applicant has identified an increased need after an initial installation of chargepoints. If an applicant wishes to change the site(s) that the chargepoints are due to be installed at, they will need to withdraw their current voucher and apply for a new voucher.

1.6 Step 3: Authorised installer completes installation

- 1.6.1 Applicants can only redeem their WCS voucher with authorised installers as they claim the grant on behalf of the applicant so we strongly advise applicants to check that their chosen installer is authorised by OLEV under this scheme. A list of approved installers can be found on the OLEV website [here](#).
- 1.6.2 Authorised installers should request to see the voucher issued to the applicant before commencing with an installation to confirm they are eligible to receive the grant. Claims submitted without a unique voucher code will not be accepted. Installers can check that a voucher code is eligible via the installer portal or by emailing: workplacechargingscheme@dvla.gov.uk. **Installations completed before a voucher has been issued will not be eligible.**

1.7 Step 4: Installer submits evidence of installation and claims grant

- 1.7.1 Following the successful installation of the sockets as detailed in the voucher, the installer must input the voucher code into the installer portal, which can be found [here](#), to begin the redemption process. This installer will be asked to provide details of the chargepoint make and model, the total costs of installation and installer's declarations related to technical standards of the equipment and safety of the installation. The system will calculate the 75% of the total cost of installation and confirm the grant level associated to each voucher. If the 75% of the costs exceeded £350 per socket, the voucher will be capped at £350 per socket. **Installers should not inflate the costs of the installations in order to benefit from the higher grant.**
- 1.7.2 All new installers will be provided with the credentials to access the portal upon authorisation. Installers already authorised will receive their credentials separately. Installers can ask to set up additional accounts to access the portal at any time by emailing the scheme administrator at: installer.authorisations@dvla.gov.uk.
- 1.7.3 For each voucher, photographic evidence of all the installation(s) must be provided. One photo must show the chargepoint unit with the unique serial number clearly visible and one photo must show the context of the parking site with the all chargepoint units visible. Where a smart device (such as hub / smart cable etc.) is separate to the main dumb chargepoint, a third photo should be provided showing the smart device and its serial number (maximum 5MB per photo – please adjust camera setting accordingly).
- 1.7.4 Authorised installers must submit the grant claim before midnight of the expiry date of the voucher. Claims submitted after this date will not be paid. A claim can only be submitted for an installation site specified on the voucher. The number of sockets must not exceed the specified number for each installation site on the voucher (it can be less).
- 1.7.5 For applicants that complete installations across a number of their premises,

the maximum number of chargepoints sockets that can be claimed is **40 regardless of the number of sites. All installations under a single voucher must be claimed in a single claim.** Once a voucher has been redeemed it cannot be re-used. If there are other sites linked to a redeemed voucher at which a chargepoint has not been installed, an applicant must reapply for a new voucher for these sites. An applicant can apply for further vouchers, up to a cumulative limit of 40 sockets per company e.g. if 10 sockets were claimed at £350, customers will be eligible for 30 further sockets at £350. The same rule applies to applicants that applied for £500 grant available until 31 March 2020 – i.e. if 10 sockets were claimed at £500, customers will be eligible for further 30 sockets at £350 from 1 April 2020 onwards.

- 1.7.6 If **none of the installations on the voucher have been completed** within the six-month period as specified on the voucher, the voucher will be withdrawn and the applicant will need to **reapply for a new voucher**. If **some installations on the voucher have been completed but some have not**, the installer will need to **claim the installations completed** and the applicant will need to **apply for a new voucher for the remaining installations** not yet completed, which will be approved providing that the company still meets eligibility requirements and funding is available. Also in these circumstances, installations completed before the new voucher has been issued will not be eligible, thus the new voucher will not include installations already completed in the previous six months.
- 1.7.7 An installer must send a copy of the District Network Operator (DNO) notification email, or monthly spreadsheet listing installations, to the Energy Networks Association (ENA). The DNO notification must be compliant with the DNO requirements. Details of how to do this can be found [here](#).

1.8 Step 5: Applicant confirms claim information

- 1.8.1 The applicant will receive an email containing the information provided by the installer and confirming the grant level generated by the system. If any of the details shown in the confirmation email are incorrect, **including the total cost of the installations**, applicants must inform the scheme administration at workplacechargingscheme@dvla.gov.uk **within 7 calendar days** of the email issue date. **There is no need to reply if the installation has been installed in line with how the installer has described.**

1.9 Step 6: Installer receives grant

- 1.9.1 OLEV will make a payment to the authorised installer on behalf of the applicant for eligible installations. If the applicant does not get in touch with the scheme administrator within 7 calendar days, the details provided in the confirmation email will be deemed accepted by the applicant and **the claim will be processed to the payment phase at the end of the 7-day period.** Payments

are processed **on a monthly basis**, typically at the beginning of the month **following** the conclusion of the 7-day confirmation period, aiming to pay the grant amount within 30 working days from this date.

- 1.9.2 For instance, if an authorised installer completes the online redemption process on 15 April, the voucher redemption details will be deemed accepted by the applicant after 7 days (22 April) and OLEV will aim to pay this voucher at the beginning of the following month (May). Similarly, if an authorised installer completes the online redemption process on 24 April, the voucher redemption details will be deemed accepted by the applicant after 7 days (1 May) and OLEV will aim to pay this voucher at the beginning of the following month (June).
- 1.9.3 **The grant claimed on behalf of the applicant will be equal to 75% of the purchase and installation costs up to a maximum of £350 for each socket, up to a limit of 40 sockets per company and paid in arrears. This means that if the 75% of the purchase and installation costs is higher than £350 per socket, the voucher will be limited to a maximum of £350 per socket.**
- 1.9.4 An installer may appeal an unsuccessful claim by emailing the administrator at workplacechargingscheme@dvla.gov.uk with their reasons why they believe the decision should be re-examined. A manager will then consider the appeal. OLEV will not grant exceptions to this decision.

If you have any questions regarding the application process, please contact the scheme administrators (DVLA) using the contact details below:

Tel: 0300 083 0082

Email: workplacechargingscheme@dvla.gov.uk

2 Guidance for Applicants

2.1 Applicant eligibility

- 2.1.1 The scheme is open to organisations (as defined below) that fulfil all of the following criteria:
- a) Are a registered business, charity, or public sector organisation evidenced by a Companies House Reference Number. You can alternatively apply by using VAT Registration Number or HMRC Registration Letter. Charities not in possession of any of this documentation can upload a copy of their registration to the Charity Commission by using the upload field reserved for HMRC Registration Letter.
 - b) Must be either:
 - I. a Public Authority – includes Government Departments and their

agencies, the Armed Forces, Local Governments, the NHS and Emergency Services. In considering eligibility, OLEV will use the Public Authorities referenced in [LGA Act 2003, Section 33](#), and the [Freedom of Information Act, Schedule 1, parts 1-3](#)

Or if not one of the above must:

- II. have received less than Euro 200,000 of public support in the last three fiscal years (previous two fiscal and current fiscal year), or which is currently pending before applying for the WCS and satisfy the eligibility criteria for de minimis aid (more detail of de minimis aid can be found below under 2.2)
- c) Can declare a need for electric vehicle charging equipment or an intent to encourage uptake among their staff and/or fleet.
- d) Are located in England, Wales, Scotland or Northern Ireland.
- e) Has dedicated off-street parking for staff and/or fleets.
- f) Own the property or have consent from the landlord for chargepoints to be installed at all the sites listed in the application.

2.1.2 In order to receive a voucher, the applicant must acknowledge the eligibility criteria set out in this chapter, and agree to the declarations when applying through the application portal.

2.2 State aid requirements

2.2.1 Funding to organisations through the WCS may constitute state aid, which is generally prohibited under EU law. However small amounts of aid have been deemed compatible with EU law under the de minimis rules (set out in [Commission Regulation \(EU\) No.1407/2013](#)) which allows aid up to Euro 200,000 over a 3 year fiscal period to be given to a single undertaking.

2.2.2 Applicants for the WCS will be required to make the following declarations as part of the application process (included in the application form), depending on which of the two categories below applies to them:

- A Public Authority – **no de minimis declaration required**. Includes Government Departments and their agencies, the Armed Forces, Local Government, the NHS and Emergency Services. In considering eligibility, OLEV will use the Public Authorities referenced in the [LGA Act 2003, Section 33](#), and the [Freedom of Information Act, Schedule 1, parts 1-3](#).
- Any organisation that falls outside of the above definition and has received less than Euro 200,000 of public support in the last three fiscal years (previous two fiscal and current fiscal year), or which is currently pending before applying for the WCS and satisfying the eligibility criteria for de minimis aid - **de minimis declaration required**

2.2.3 In order to receive a voucher, the applicant must flag any support it has received from public sources which was given under de minimis state aid. Organisations which are not a Public Authority as defined above and have

received more than 200,000 Euros of state aid in the past three fiscal years will not be eligible for WCS. Further information on de minimis state aid can be found [here](#).

2.3 Site Eligibility

- 2.3.1 Applicants must have designated off street parking facilities with spaces dedicated for staff and/or fleet use and be suitable for chargepoint installations. Applicants must be able to provide evidence on request that the site of installation is linked to the business and that the parking is dedicated wholly to staff and/or fleet use – e.g. parking policy or photographic evidence.
- 2.3.2 Applicants are encouraged to read the “**Guide to chargepoint infrastructure for business users**”, made available by the Energy Saving Trust, which can be found [here](#). The Guide aims to help companies understand the different aspects of charging infrastructure.
- 2.3.3 Applicants are also encouraged to discuss their needs with one or more of the authorised installers (a list of which can be found [here](#)) as the chargepoint requirements may differ depending on the business need and installers are only authorised to install certain models. Applicants are also encouraged to have a site survey with an authorised installer ahead of applying to ensure the electrical capacity of the site can support the number of sockets applied for. Each site must:
- have a minimum power supply of 3 kW to each individual socket that is not diminished by their simultaneous use;
 - have no more than one socket installed for each accessible parking space;
 - be for staff and/or fleet use.
- 2.3.4 If the applicant does not own or manage the land where they wish to install chargepoints they must secure the necessary permissions ahead of making an application for a voucher. All parking must be designated to the applicant, although the rest of the carpark may be shared with other organisations.
- 2.3.5 If a postcode is found to have been used by another company, OLEV may seek confirmation that the proposed site is used by more than one commercial entity, for example, a letter from the site owner.
- 2.3.6 The following sites are not eligible for the scheme:
- a) locations outside England, Wales, Scotland and Northern Ireland
 - b) parking facilities that are part of a domestic property
 - c) the site of installation is an address that has claimed previously under the Electric Vehicle Homecharge Scheme (EVHS) or Domestic Recharging Scheme (DRS)
 - d) parking facilities which are solely for customer use
 - e) parking facilities not designated to the applicant.

2.3.7 **OLEV will not grant exceptions for locations that do not meet the eligibility criteria set out in this chapter.**

2.4 Applicants who are part of a franchise

2.4.1 Applicants that are part of a franchise are eligible for this grant. There is a maximum of 10 franchisees from each franchise that can apply. **Applicants that are part owned by one or more organisations, part of a franchise, or formed of a number of subsidiaries must satisfy the eligibility criteria for [de minimis aid](#) and declare any partnerships or franchise arrangements in their application. Applicants will need to confirm that by receiving the grant they do not exceed the state aid limit of Euro 200,000 in the past three fiscal years.** Where considered necessary OLEV reserves the right to request further information or documentary evidence from relevant parties in support of any individual claim.

2.5 Ongoing Commitments

2.5.1 Applicants must maintain the chargepoint for a minimum of three years and ensure measures are in place to provide usage data to OLEV (in an anonymised form and in accordance to data protection legislation) to guide future policy development. If the chargepoint needs to be removed or taken out of commission within this three-year period, the DVLA must be informed with a brief explanation why at: workplacechargingscheme@dvla.gov.uk.

2.5.2 All chargepoints will have a minimum three-year on-site warranty on parts and installation from the chargepoint manufacturer as part of the technical specifications for the scheme.

It is acceptable for a customer to provide their own chargepoint if they can provide a confirmation of the three-year on-site warranty required by this scheme. If this is fulfilled a claim can be considered as being valid with the installer being able to claim the usual labour and other parts (but not the chargepoint). If the customer cannot provide this confirmation, then a claim cannot be considered as being valid as the customer's chargepoint unit would not be compliant with the minimum technical specification warranty requirement.

2.5.3 Applicants must retain all documentation pertaining to the installation, including installation and commissioning confirmations and certificates, invoices, declarations and signatures, and dates of installation for a minimum of three years. Applicants must be able to send this in electronic form to OLEV if requested.

2.5.4 OLEV will involve a third party organisation to audit claims to determine compliance with the scheme's rules. This will require access to data, statements and records held by the applicant and/or chargepoint installer relating to the scheme. Occasionally, there may be an on-site visit which will

require access to the chargepoint itself.

- 2.5.5 From 6 April 2018, where an individual is provided with workplace facilities for charging a battery of a vehicle used by them (including as a passenger), no taxable benefit arises in respect of costs relating to the provision of electricity at those facilities if certain conditions are met. More information can be found [here](#).
- 2.5.6 OLEV will not grant exceptions for applicants that do not meet all eligibility criteria set out in this chapter.

3 Guidance for Installers

3.1 Installation criteria

- 3.1.1 **Installations must be completed and a claim made before the voucher expires. A voucher will be valid for six months (180 days) from issue.**
- 3.1.2 Installations under WCS can only be completed by installers that have been authorised by OLEV and who have approval from a chargepoint manufacturer to install their authorised equipment. Installers must also notify DVLA about the manufacturer authorisation prior to the installation of the chargepoint and must provide evidence of this approval to the DVLA (further guidance on how to become an OLEV authorised installer can be found at 3.4).
- 3.1.3 Installations must meet the minimum technical standard found [here](#). Authorised chargepoint installers must confirm that installations will be carried out in accordance with the current edition of the IET Wiring Regulations (BS 7671), the IET Code of Practice (CoP) for [Electric Vehicle Charging Equipment Installations](#), [Electricity Safety, Quality and Continuity Regulations 2002](#) and all other applicable standards. Where documents are mentioned in the technical specification, the current edition of each document at the time of the installation is the one with which compliance is required.
- 3.1.4 The installer of the chargepoint equipment may be subject to audit to ensure they have complied with the relevant provisions in the technical specifications, which may involve a site visit. Failure to provide all relevant, accurate evidence of compliance may result in further action against the authorised installer making the grant claims. OLEV reserves the right to make final judgements on eligibility based on the evidence provided. This includes removing authorised installers who fail to install charge points according to point 3.1.3.
- 3.1.5 All sites must have sufficient network coverage to enable usage data to be communicated via GPRS. If the network coverage is not sufficient, installers must use alternative means to boost the signal strength. If this is not possible the installer must declare this when submitting the claim on the portal. OLEV will monitor the number of installations from each installer without data communications and reserves the right to request more information from any installers that are not installing data communications, which may result in an installer losing their authorisation.
- 3.1.6 Installers are required to notify the correct Distribution Network Operator (DNO) of all installations they make. This is so that DNOs have visibility of potential clusters, and the local network can be assessed to ensure that, if necessary, network reinforcement is performed to facilitate additional load. Installers must list the DNO notifications in a spreadsheet and send to all DNOs. The spreadsheet for this and further information on the ENA can be found [here](#).

3.2 Eligible Equipment

- 3.2.1 **Vouchers can only be used for chargepoints that meet the minimum technical specifications and have been approved by OLEV.** The latest list of approved chargepoints can be found [here](#). More information on how to authorise a chargepoint with OLEV can be found under section 4 – Guidance for manufacturers.

3.3 Value of support

- 3.3.1 **WCS provides a grant equal to 75% of the purchase and installation costs of a chargepoint, capped at a maximum of £350 for each socket, up to a limit of 40 sockets per company.** This is an incentive towards capital expenditure which would otherwise be incurred by the applicant as a result of the purchase and installation of a chargepoint. It is expected that the applicant will fund the remaining cost, either with a third party or on their own.
- 3.3.2 **The costs of each installation must not be inflated to obtain the maximum grant (£350) and the grant must not be used to cross-subsidise costs incurred in other parts of the business.** Detail of the costs incurred must be submitted by the Installer and confirmed by the applicant in order for a claim to be successful. Checks will be made regularly on the detail submitted. **If evidence of cost inflation or cross-subsidisation is discovered, installer authorisation will be revoked and OLEV reserves the rights to undertake relevant actions, including a revision of the grant level or the termination of the grant scheme.**
- 3.3.3 **If there is any evidence of fraudulent activity or misuse of government funding by any party under the WCS, OLEV reserves the right to take whatever action it deems appropriate (including, but not limited to, legal action to reclaim monies paid). This may also include revoking the authorisation of any installer or approval of any manufacturer under the scheme.**
- 3.3.4 We have designed the scheme to be as simple for the customer as possible. By authorising chargepoint installers and enabling them to claim on behalf of the customer we are reducing the cost to the taxpayer and reducing the risk of fraudulent activity by individuals. In the event that an installer enters administration, payment would be made by OLEV to administrators.

3.4 Guidance for installers on becoming an authorised installer and changing their authorisation details

- 3.4.1 Authorised Installers must be deemed competent and formally approved by chargepoint manufacturers to install any model they wish to use under this scheme. Once trained, chargepoint manufacturers should provide installers with a certificate detailing each individual model as evidence they are capable

to install them safely. The certificate must be submitted to the DVLA e-mail address Installer.authorisations.gov.uk who will add the model(s) to the Installer's authorisation credentials. **Only when this has been confirmed can an installer carry out the installation of the chargepoint.** Under no circumstances will a grant be paid in relation to equipment that the installer is not approved to install by the chargepoint manufacturer and not authorised to install by OLEV.

- 3.4.2 Please see [here](#) for details of the authorisation process and to apply. All information detailed in the authorised installer application is mandatory – If any of the information is missing the application will not be processed. Proof of training to install electric vehicle chargepoints may also be required. Installer's authorisation is only complete once they have acknowledged receipt of their authorisation letter.
- 3.4.3 OLEV, or its representatives, will conduct a series of checks on any installer or authorised installer representative who applies for authorisation. For authorised installer representatives, these will include checking proof of public liability insurance (**not** employer's liability insurance) and company details. For installers these will include checking proof of public liability insurance, proof of membership of the Electrical Association and proof of approval from chargepoint manufacturers to install their products. Proof of training to install electric vehicle chargepoints may also be required from installers. In addition, these checks could include credit and fraudulent activity checks as well as checks on customer experiences. **OLEV has the right to repeat any checks after authorisation at any time.** As a result of these checks, OLEV has the right to deny, suspend or revoke authorisation given to an installer or authorised installer representative at any time. It is the responsibility of installers and authorised installer representatives that public liability insurance documentation remains up to date after they have been authorised. The installer is responsible for ensuring that all qualifications remain up to date after they have been authorised. The authorised installer representative remains wholly responsible for ensuring that the installers abide by all of the relevant terms and conditions of the scheme. **Any grant claims from organisations that were not authorised or not in possession of up to date documentation at the point of the installation taking place will not be paid.**
- 3.4.4 If an installer is already an authorised installer under the Electric Vehicle Homecharge Scheme (EVHS), they must update their authorisation to include WCS and sign up to the terms and conditions associated by filling the authorisation form available [here](#). The installer will have to provide evidence for the approval of new chargepoints; there will be no need to provide qualifications and certificates again but we may ask for an up-to-date copy of the installer's public liability insurance. If you are in doubt whether you are authorised or not or have any questions about the evidence you need to supply, please contact the DVLA at installer.authorisations@dvla.gov.uk

- 3.4.5 Upon authorisation, installers will receive a user name and password to access the redemption portal. Should installers seek additional access to the online redemption portal for more user IDs than those obtained during authorisation, they will need to contact the scheme administrator at installer.authorisations@dvla.gov.uk.
- 3.4.6 If an installer wants to add further units to the list of models they are already approved to install, they can submit a request to the DVLA at installer.authorisations@dvla.gov.uk by providing evidence from the manufacturer that they have been trained to install those units. Installers should seek authorisation **before installing these new models**.
- 3.4.7 Installers should promptly inform of any change to their company details, contacts and geographical areas of operation by notifying installer.authorisations@dvla.gov.uk. It is the responsibility of the installers to make sure that the online list reflects their up-to-date contact details.
- 3.4.8 If an authorised installer wants to sub-contract the installation of chargepoints, the authorised installer remains responsible for ensuring that the sub-contractor abides by all of the relevant terms and conditions. The authorised installer must inform the DVLA of their use of sub-contractors in their installer authorisation form. If sub-contractors are taken on at a later date, installers must inform the DVLA **before they complete any installations** via installer.authorisations@dvla.gov.uk so their authorisation can be updated. **Chargepoints completed by sub-contractors not authorised at the date of installation will not be eligible**
- 3.4.9 If sub-contractors fail to meet the terms and conditions, OLEV will revoke the authorisation of the authorised installer.

3.5 Ongoing commitments, storage of claim and audit requirements

- 3.5.1 Authorised installers will be required to submit to OLEV, or their representatives, monthly updates on their installation orders. This information must be provided in accordance to the modes and times explained in the reminder that installers receive every month when the deadline is approaching. OLEV will also request updates to quarterly forecasts. Failure to supply this information, or persistently supplying inaccurate information may result in authorisation being revoked.
- 3.5.2 For each installed chargepoint socket we require the authorised installer to:
- Retain all documentation pertaining to the installation, including installation and commissioning confirmations and certificates, photographs, business declarations and signatures, dates of installation and full address for a minimum of three years. This must be provided in electronic form if requested.

- Ensure there is no duplication (i.e. the same chargepoint is not claimed for twice) and that all relevant fields on the application page are completed.
- Ensure that the installed chargepoint is approved and meets the technical specification.
- Ensure that the installed chargepoint is tested to ensure it is fully functioning, communicates data and meets the safety requirements.
- Notify the Distribution Network Operator (DNO) of the installation in writing and retain evidence of this notification.

4 Guidance for Manufacturers

- 4.1.1 The scheme is only open to electric vehicle charging equipment that has been approved by OLEV and the equipment can then only be installed by installers that have approval from a chargepoint manufacturer to install their authorised equipment and this approval has been evidenced to OLEV, added to the authorisation letter and reissued before the date of install.
- 4.1.2 Chargepoint manufacturers whose chargepoints are already authorised under the Electric Vehicle Homecharge Scheme (EVHS), will have the opportunity to have these chargepoints authorised for WCS if they meet the minimum technical specification available [here](#). Chargepoint manufacturers with new models not previously authorised under the EVHS, must complete the [application form](#) for their units to be eligible for WCS. They must provide confirmation that their chargepoint units meet a minimum technical specification. The grant will only be paid against chargepoints which manufacturers have declared directly to OLEV meet the technical specifications of the scheme and appear on the published list found [here](#).
- 4.1.3 OLEV aims to provide feedback on the application within 30 working days from receiving an application. This will either confirm that the application is (un)successful or request additional information.
- 4.1.4 Compliance with all of the technical specifications mentioned in this document may be subject to audit. Failure to provide all relevant, accurate evidence of compliance may result in further action against the manufacturer participating in the scheme. Manufacturers must be able to provide evidence on request that they meet the technical specification of the scheme.
- 4.1.5 If there is any evidence of fraudulent activity or misuse of government funding by any party under the WCS, OLEV reserves the right to take whatever action it deems appropriate (including, but not limited to, legal action to reclaim monies paid). This may also include revoking the authorisation of any installer or approval of any manufacturer under the scheme.
- 4.1.6 All chargepoints will have a minimum three-year on-site warranty on parts and installation from the chargepoint manufacturer as part of the technical specifications for the scheme.

Please note: installers collecting personal data from customers are also considered a 'data controller' and should follow their obligations for managing personal data accordingly. Manufacturers and/or their appointed third-party service providers are the data controllers of the data flowing to/from the chargepoint for smart chargers, and it is not OLEV's responsibility to determine how they process customer data. Please always read terms and conditions carefully.

5 Definitions

5.1 Applicant

- 5.1.1 A party who has declared an existing or future need for charging infrastructure. For the purposes of this scheme, an applicant can be any eligible business, charity or public-sector organisation. An applicant must have permission to install charging infrastructure at designated off-street parking facilities dedicated to staff and/or fleet use. Applicants have responsibility to meet the terms and conditions set out in chapter 2.

5.2 Authorised installer

- 5.2.1 A party that has been authorised under WCS by OLEV through the process outlined in Chapter 3 to install chargepoints. Installers manage the installation of chargepoints at applicant's sites. For the avoidance of doubt, the term 'installer' in this document means 'authorised installer'. A list of these installers can be found [here](#).

5.3 Authorised Installer Representative

- 5.3.1 A party that has been authorised to sub-contract to installers the installation of chargepoints under the WCS by OLEV. The authorised installer representative remains wholly responsible for ensuring that the installers abide by all of the relevant terms and conditions of the scheme. If an authorised installer representative's installer fails to meet the terms and conditions, OLEV may revoke the authorisation of the authorised installer representative.

5.4 Authorised chargepoint manufacturer

- 5.4.1 A party that manufactures chargepoints that have been authorised under WCS by OLEV through the process outlined in section 4. A list of these manufacturers can be found [here](#).

5.5 Staff and/or fleet parking

- 5.5.1 Off-Street parking which is designated to the applicant and is for their staff or fleet, and not for customer use. Applicants must be able to provide evidence on request e.g. details of a parking policy or photographic evidence. The parking facilities must be clearly associated with the applicant's premises and be either onsite or a reasonable distance from the place of work.

5.6 Customer parking

- 5.6.1 Parking which is available to be used by the applicant's customers. Customer parking is not eligible for the WCS.

5.7 Residential parking

- 5.7.1 Parking designated for residential use, like properties that are primarily used as dwellings or living accommodation (e.g. rented apartments). These are not eligible for WCS, and there is a separate scheme called the Electric Vehicle

Homecharge Scheme (EVHS) for eligible residential dwellings.

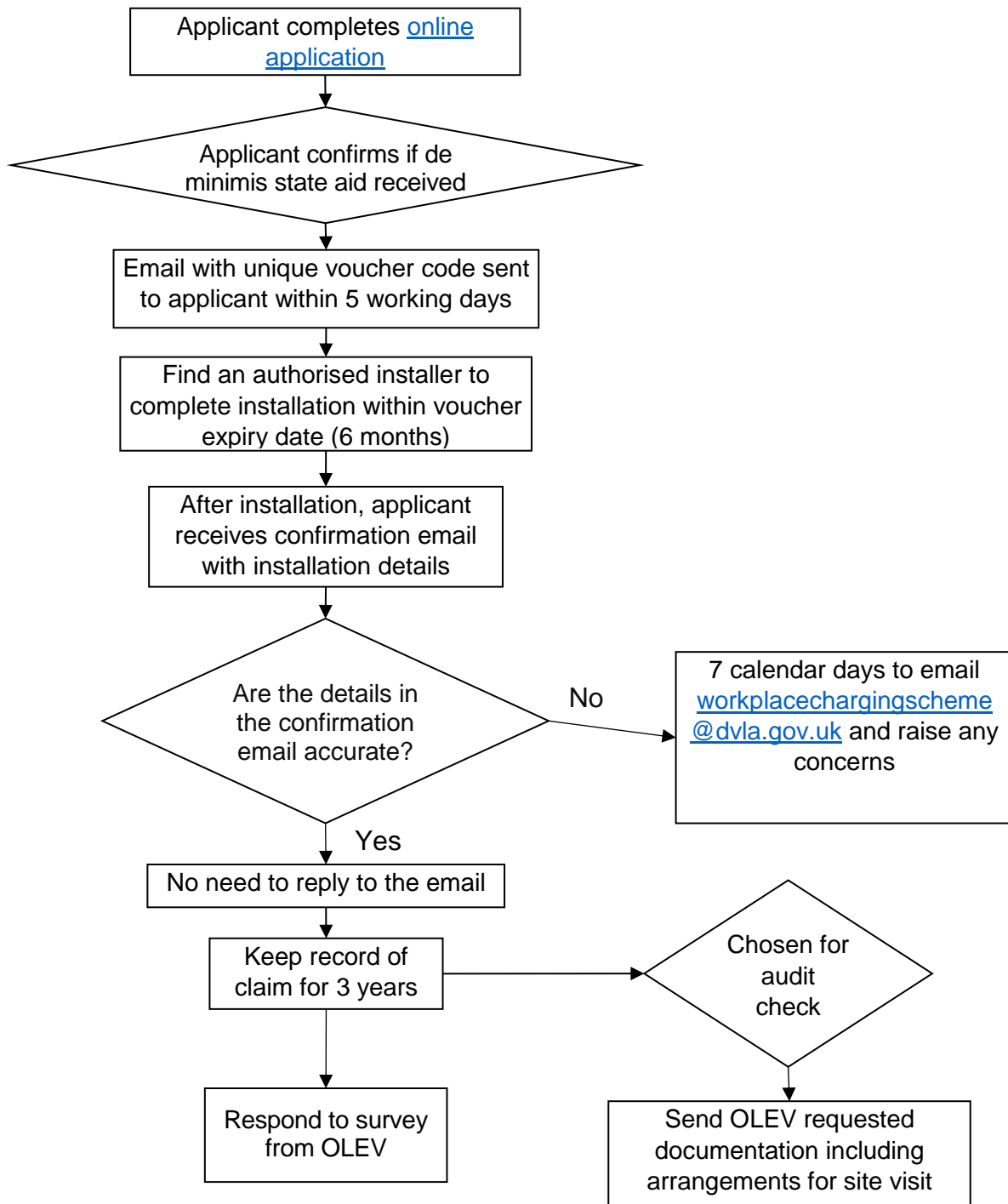
5.8 Chargepoint Socket

- 5.8.1 Sockets which are used to charge an electric vehicle. There are four modes of EV chargepoint socket, and mode 3 and 4 are eligible for WCS. Modes 1 and 2 (such as a normal 3-pin socket) are not eligible. Each socket must have at least a 3 kW supply undiminished by simultaneous charging. For more information, refer to the technical specifications.

6 Process flowchart

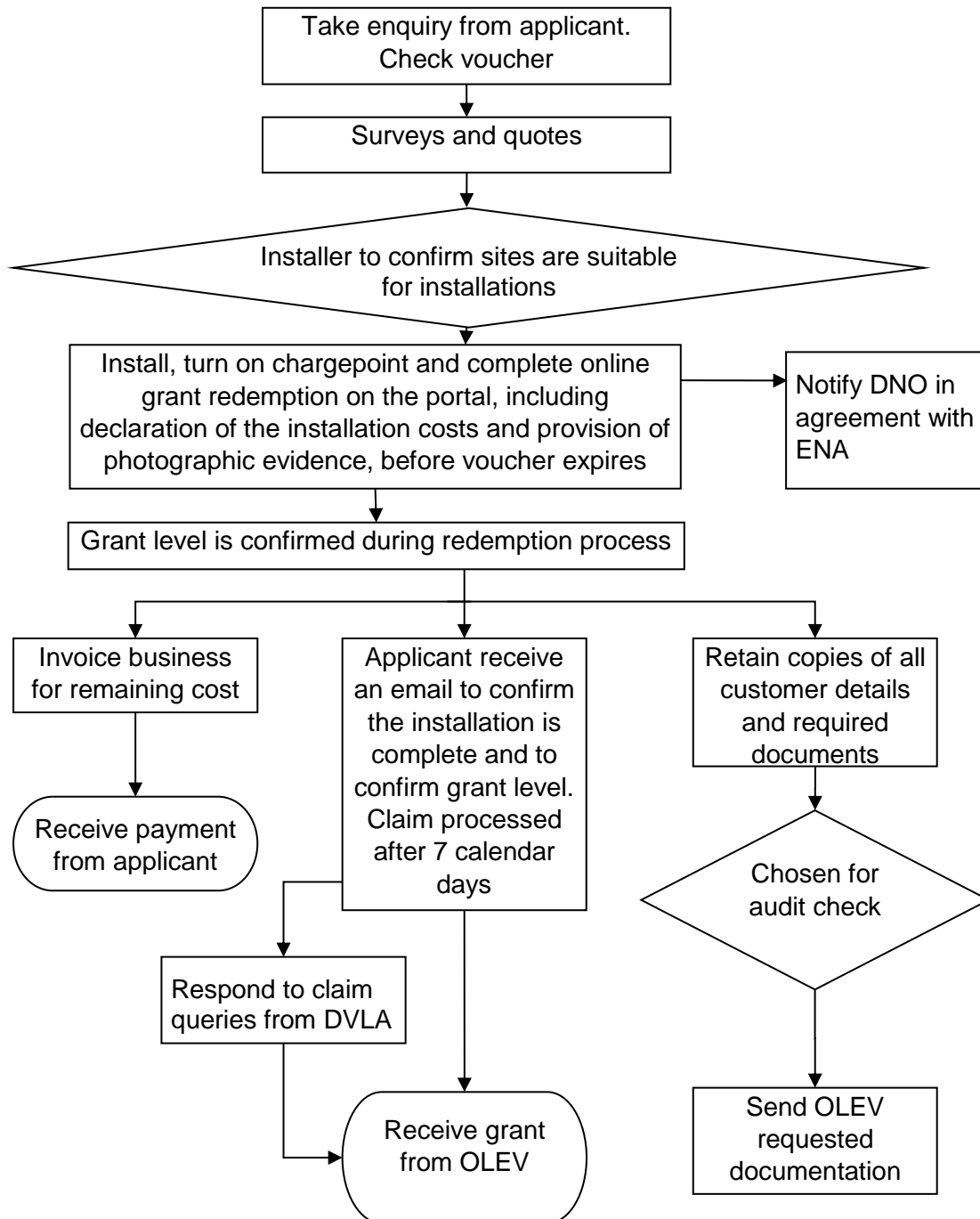
6.1 Process for businesses, charities and public sector organisations

6.1.1 This flowchart shows the processes applicants must complete to receive and redeem a voucher towards the installation of chargepoint units.



6.2 Process for installers

6.2.1 This flowchart shows the processes an approved installer must complete for installation and grant claim.



7 Privacy Policy

A copy of the full Privacy Policy,

which includes the information we collect, how we use it, how long we store it, and under what circumstances, if any, we will share it with other parties, is available at:

www.gov.uk/government/organisations/office-for-low-emission-vehicles/about/personal-information-charter.

Information about your rights,

including how to complain, or request a copy of the data we hold on you, is available

on the DfT website: <https://www.gov.uk/government/organisations/department-for-transport/about/personal-information-charter>.

7.1 Why and how we are collecting personal data

- 7.1.1 The Office for Low Emission Vehicles is part of the Department for Transport and the Department for Business, Energy and Industrial Strategy. The Department for Transport is the 'Controller' for personal data processed as part of the Workplace Charging Scheme (WCS).
- 7.1.2 Administration of the scheme will be carried out by DVLA, who are an Executive Agency of the Department for Transport and part of the same Controller.
- 7.1.3 We use the data to: administer the scheme and provide a grant to those who are eligible; reduce the risk of fraudulent activity and ensure value for money when spending public funds; and to improve the efficiency and sustainability of the scheme. We carry out this processing in the exercise of our official authority as a Government department.
- 7.1.4 We will use the installers' e-mail and postal addresses provided during the Installer Authorisation process to send important communications, including changes in regulations and reminders of forecast submission and any other actions or feedback processes required as part of their authorisation.
- 7.1.5 We may contact successful and unsuccessful applicants to collect feedback on the schemes and their experience as grant recipients.
- 7.1.6 We engage contractors to carry out audit checks and they will act only on our instructions and as necessary to perform these checks.