

# ChargePlace Scotland (CPS) Charge Point Network Operator (CPNO) Frequently Asked Questions

## Contents

Contents.....	1
1 What is ChargePlace Scotland?.....	2
2 Who selects the location of Charge points.....	2
3 Who is responsible for the maintenance of Charge Points .....	2
4 How do I report a fault.....	2
5 What happens when a fault is reported? .....	2
6 Why is a charge point not being installed in a particular village/ town? .....	2
7 What are the benefits of the ChargePlace Scotland network? .....	3
8 How does ChargePlace Scotland work? .....	3
9 What is the Charge Point Network Operator (CPNO) /back office, what does it do? .....	3
12 Are there standards or technical requirements needed for EV charge points to become part of the ChargePlace Scotland Network? .....	3
13 How do I register with CPS? .....	3
14 Why can't I see live data on CPS points on Zapmap? Is it interoperable? .	4
15 How can I access the ChargePlace Scotland network?.....	4
16 Is the network free to use or is there a tariff? .....	4
17 Are parking bays with Charging Points clearly marked? .....	4
18 Is the ChargePlace Scotland network associated with Charge Your Car and BP Chargemaster?.....	4

# ChargePlace Scotland (CPS) Charge Point Network Operator (CPNO) Frequently Asked Questions

## 1 What is ChargePlace Scotland?

ChargePlace Scotland (CPS) is Scotland's comprehensive electric vehicle charging network which has over 1,500 publicly available charge points across the country, including over 250 rapid charge points. Details of all charge points can be found at <https://chargeplacescotland.org/>.

## 2. Who selects the location of Charge points

The Chargeplace Scotland network has been developed by Transport Scotland through grant funding of local authorities and other organisations to install publicly available charge points. Transport Scotland work closely with all hosts (Local Authorities or private organisations if a charger is located on their land and funded through the Energy Saving Trust) to provide electric vehicle charge points in their local area. However, it is at the discretion and responsibility of the host to decide what type of chargers (7kW, 22kW or 50kW) they choose to install and where they choose to locate the chargers.

## 3. Who is responsible for the maintenance of Charge Points

Once installed, the owner of the charge points such as the Local Authorities are responsible for maintenance and general upkeep of the charge point. Although the CPNO role is the management of faults and will always attempt to remedy the fault remotely whenever an issue is reported, not all issues can be resolved remotely, with some faults requiring the charge point supplier's engineer to attend on-site.

## 4. How do I report a fault.

Faults can be reported on line using the fault reporting form by visiting <http://chargeplacescotland.org> ChargePlace Scotland have a designated 24/7 helpdesk that you can contact if you require assistance at any time - 0141 648 0750. For deaf or hard of hearing drivers, please email [admin@chargeplacescotland.org](mailto:admin@chargeplacescotland.org)

## 5 What happens when a fault is reported?

CPS always attempts to remedy the fault remotely via the back-office whenever an issue is reported. However, not all issues can be resolved remotely, with some faults requiring the charge point supplier's engineer to attend on-site.

Where a charge point is still in warranty, most charge point suppliers have a 48-hour service-level agreement with the owner, which begins when CPS first reports the fault to the owner and supplier. If the issue is not resolved within 48 hours, CPS will contact the supplier, owner and Transport Scotland to ensure that the charge point is brought back online as soon as possible.

## 6 Why is a charge point not being installed in a particular village/ town?

Transport Scotland work closely with all owners to provide electric vehicle charge points in their local area. However, it is at the discretion and responsibility of the hosts to decide what type of chargers they choose to install and where they choose to locate the chargers.

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## 7 What are the benefits of the ChargePlace Scotland network?

ChargePlace Scotland provides a simple and convenient way for EV drivers to travel across Scotland and access a range of charging facilities. Drivers can access charging through use of a ChargePlace Scotland Access Card or online at <http://chargeplacescotland.org/>

## 8 How does ChargePlace Scotland work?

ChargePlace Scotland operates by providing a single national charge point management system to which charge point owners can connect charge points, making the posts visible to all EV drivers via a [live status map](#).

## 9 What is the Charge Point Network Operator (CPNO) /back office, what does it do?

As the network operator, CPS provide a back office system for all ChargePlace Scotland charge points funded by the Scottish Government. The back office provides a website and map, a 24-hour customer service helpdesk, can fix minor faults remotely and allows drivers to charge their vehicle using a CPS card.

## 10 Is there any assistance to install a home chargepoint?

the UK government's Office for Low Emission Vehicles (OLEV) provides grant funding through their Electric Vehicle Homecharge Scheme (EVHS) of up to £500 for drivers who have purchased an eligible electric or plug in hybrid vehicle after 1<sup>st</sup> October 2016 providing the driver meets the EVHS criteria. I attach a link below which provides more information and sets out the Scheme's eligibility criteria. [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/772404/evhs-guidance-for-customers-v-2.3.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/772404/evhs-guidance-for-customers-v-2.3.pdf)

In addition to EVHS grant, drivers in Scotland may also be eligible to receive additional grant funding of up to £300 from the Energy Saving Trust (<https://www.energysavingtrust.org.uk/scotland/grants-loans/domestic-charge-point-funding>)

## 11 I'm a business owner and would like to install a charger on my premises, who do I contact?

The Office for Low Emission Vehicles (OLEV) has a limited amount of funding available to support EV charge points under their [Workplace Charging Scheme](#), details can be found on their website.

The Energy Saving Trust (EST) can also take applications for business electric vehicle charge point funding for both the Public and Non-Public Workplace funding streams. Please visit the website [electricvehiclesscotland@est.org.uk](mailto:electricvehiclesscotland@est.org.uk) or contact them on 0131 555 7900

## 12 Are there standards or technical requirements needed for EV charge points to become part of the ChargePlace Scotland Network?

Yes. This is underpinned by the [Common requirements and best practice for the ChargePlace Scotland network](#).

## 13 How do I register with CPS?

Customers can sign-up to ChargePlace Scotland through the website ([www.chargeplacescotland.org](http://www.chargeplacescotland.org)), completing a registration form with basic personal

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information and details about their EV. Membership is currently £20 per year. A new member will be provided with a ChargePlace Scotland welcome pack and RFID Access Card.

## 14 Why can't I see live data on CPS points on Zapmap? Is it interoperable?

At the present time only charge points funded by Transport Scotland are eligible for inclusion onto the ChargePlace Scotland network. However Transport Scotland officials continue to work with other network providers on interoperability issues as we are keen to allow EV drivers to travel across Scotland confidently using a variety of networks and charge points.

## 15 How can I access the ChargePlace Scotland network?

The best way to access the ChargePlace Scotland network is by using an RFID access card. However, if you are not a member of ChargePlace Scotland you will still be able to obtain 'ad-hoc' to the network using a phone. Also contactless payment cards are available to use in many of the rapid chargers connected to the system. Please see [www.chargeplacescotland.org](http://www.chargeplacescotland.org) for more information on the network.

## 16 Is the network free to use or is there a tariff?

ChargePlace Scotland enables charge point owners to set the tariff for each charge point, collect payment for use however, owners can apply a tariff in order to:

- provide a revenue stream to cover long term maintenance and energy costs
- encourage quicker turnaround at busier charge points.

Transport Scotland are happy to discuss tariffs with owners to ensure that costs are within reason and consistent with the approach of encouraging the uptake of electric vehicles.

## 17 Are parking bays with Charging Points clearly marked?

All ChargePlace Scotland owners are advised to provide clear markings on charging bays to indicate they are for the sole use of electric vehicles. Further parking measures such as time limits or financial charges in relation to electric vehicles to be clearly displayed by the owner.

The [National Framework of Local Incentives for Electric Vehicles](#) introduces local measures to encourage people to switch to EVs. Parking is one of the four key policy areas which the framework focuses on.

## 18 Is the ChargePlace Scotland network associated with Charge Your Car and BP Chargemaster?

While our charge point network services is operated by Charge Your Car Limited, network is not associated with any other network CYC or BP Chargemaster may operate.