

Electric Vehicle Charge-Points Conditions of Use

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1.0 Introduction

- 1.1 This document sets out the 'conditions of use' (CoU) for charge-points serving electric vehicles (EVs) and plug-in hybrid electric vehicles (PHEVs) situated across the sites of Mid Yorkshire Teaching NHS Trust (MYTT), and it applies to staff as well as for visitors and patients. The document is intended to provide a clear framework for staff and patients/visitors to gain an understanding of how to operate the charge-points and what is expected in terms of safe and reasonable usage.
- 1.2 The CoU were developed by the trust's Sustainability Team in conjunction with other key stakeholders involved in supporting our transition towards electric vehicles as an organisation.

2.0 Purpose and Scope

- 2.1 This document complements and falls under the overall programme that underpins the MY Green Plan, which is the trust's strategy and work plan for delivering its sustainability goals, with an initial focus on a 3-year period from 2022 to 2025.
- 2.2 Encouraging modal shift in terms of transportation and mobility in and out of our sites is a priority for the trust, given the large car parks we operate, which undeniably have a detrimental effect on local congestion, air quality, and carbon emissions. Anything we can do to reduce the impacts of vehicular travel from staff, patients, and visitors is viewed upon favourably as part of our overall sustainability efforts and doing whatever is in our power to provide the right conditions to enable more people to make the transition away from internal combustion engine (ICE) vehicles forms part of this work.

3.0 Aims

- 3.1 The overarching aims of the CoU are to:
- Provide broad guidance on EV charging across the trust's sites;
 - Set out the principles that guide the organisation's stance on the charging process;
 - Detail user responsibilities for the safe, efficient, and compliant usage of charge-points;
 - Communicate the cost implications to users of our EV charging infrastructure;
 - Explain the penalties incurred for misuse of chargers;
 - Identify specific roles and responsibilities within the trust's structure for the effective management of the organisational charger network;
 - Establish clear internal workplace procedures that govern access and security;
 - Minimise vehicle emissions from trust business travel and staff commuting;
 - Reduce the impact that the local healthcare sector has on the environment from vehicle emissions stemming from patient and visitor travel; and,
 - Allow management to convey its aims and objectives to employees and other interested parties, including the public, patients, and visitors.

4.0 Health & Safety

- 4.1 From a safety perspective, under no circumstances may private vehicle owners (trust staff or other users) use a 13 amp 3-pin standard UK plug-based vehicle charger in a normal wall socket on any of our sites. In the case of staff, failure to comply may result in disciplinary action. Trust-supplied EV charge-points should be used at all times, and staff can be prosecuted if they attempt to abstract electricity using any other means. Any offending user will be accountable for losses caused by an unauthorised connection being made, and they may also be liable for any damage to trust property if they do so.
- 4.2 All charge-point users are requested to unwind their electric cables before charging, and users should be mindful of potential trip hazards when navigating the spaces in and amongst charging facilities, whilst also maintaining safe access for users who may have mobility issues.

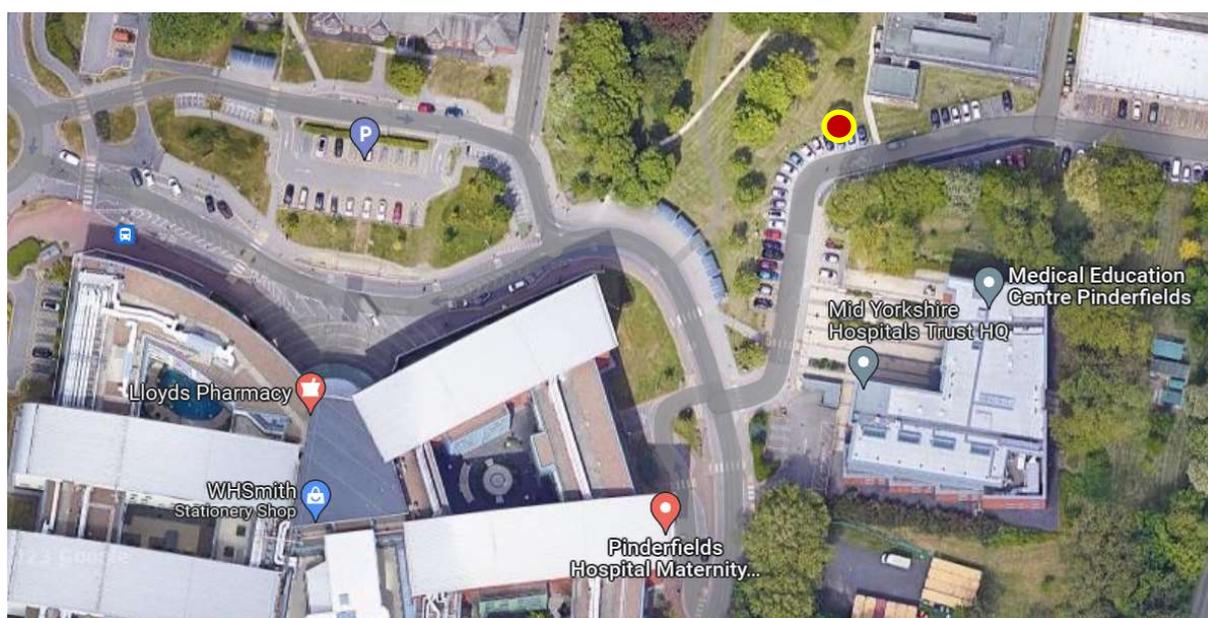
5.0 Charge-Points: Provision & Use

- 5.1 At the point of these conditions of use being approved, the following charge-points were available across trust sites, noting that all have Type 2 connectors and users must provide their own cables to connect to the sockets:

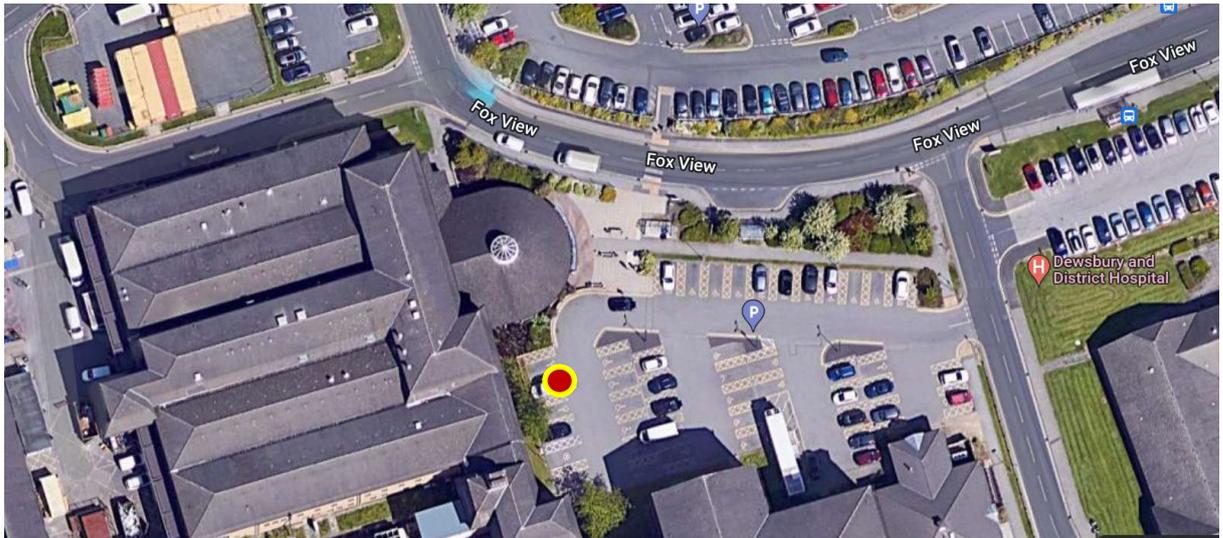
- **Pinderfields Hospital** – 6 bays fed by 3 dual-charger 22kW pillars (*all adjacent to HQ, close to the NRU building*)
- **Dewsbury District Hospital** – 3 bays fed by 3 single-socket 22kW pillars (*close to the Ridings Building entrance*)
- **Pontefract Hospital** – 2 bays fed by single dual-charger 14kW pillar (*side entrance in disabled car park*)

The locations are shown below (see red dots with yellow borders):

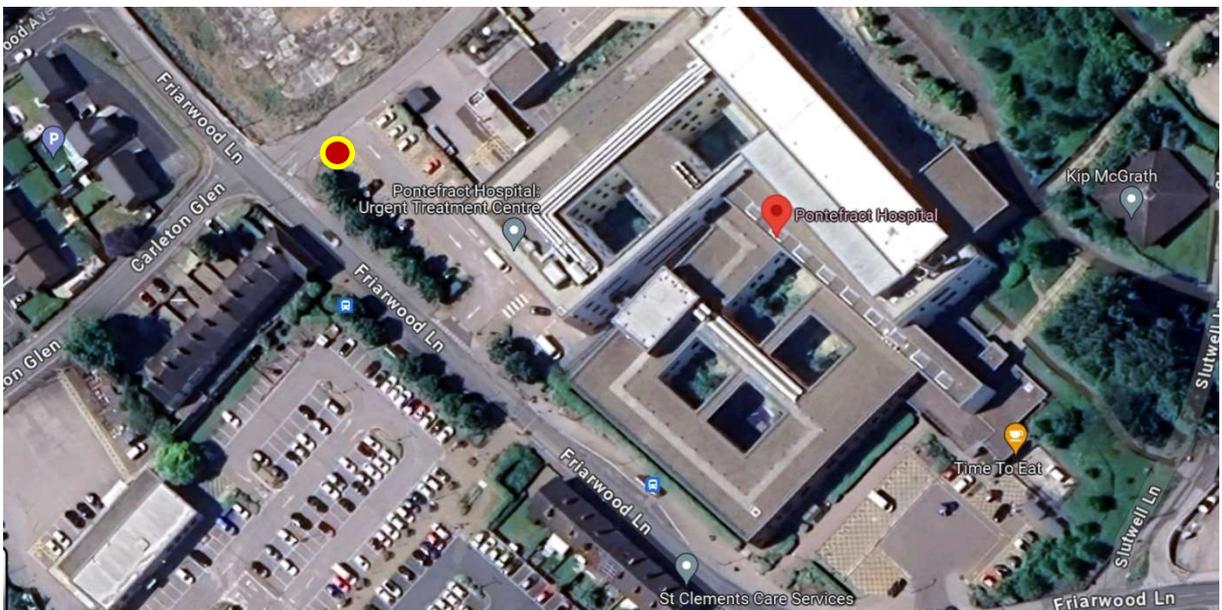
Pinderfields Hospital (what3words - ///curve.less.gave)



Dewsbury District Hospital (what3words - ///flood.prim.e.value)



Pontefract General Hospital (what3words - ///hugs.cone.quiet)



- 5.2 All EV charge-points have dedicated bays for parking, and these are clearly marked with both signage and road markings, which include a painted EV icon at ground level and blue bays, to make their designation clearer to all.
- 5.3 EV charging points may be allocated to the following user groups on Mid Yorkshire sites, both now and in the future:
- trust-owned fleet vehicles
 - vehicles undertaking business travel
 - private vehicles – e.g. commuters, patients, & visitors
 - all users
- 5.4 In the future, dedicated trust fleet vehicle and/or pool car EV charging parking bays may be installed and/or designated at specified sites. Should this happen, these will not be available to private vehicles – with clear signage to communicate this – and any inappropriate bay blocking will be dealt with via fines, i.e. fixed penalty notices (FPNs).

- 5.5 The trust offers no guarantee of charging point availability at any site under its control to either private or staff users, with bays occupied on a first come, first serve basis.
- 5.6 Users should make the trust aware of any issues with a specific charge-point, wherein the trust will then be obligated to address maintenance issues once notified of the problem. Such instances can be reported via either the trust's shared email inbox (midyorks.mygreenteam@nhs.net) or by calling our charge-point operator, Pure-EV, on 0330 133 1118, noting that the latter form of contact is likely to produce a faster response/resolution. Office hours are 08:00 until 17:00, Monday to Friday.
- 5.7 The trust reserves the right to revoke access to charge-points or deactivate/remove them – if deemed necessary – at any time and for any reason.

6.0 Cost of Vehicle Charging

- 6.1 Private vehicle users who use vehicle charging points will be charged for the energy consumed during active charging sessions. All transactional activity will be coordinated between the user and the 3rd party payment services firm.
- 6.2 The fees cover each kilowatt hour of charge transferred to vehicle batteries (pro rata'ed based on any partial units taken). The rate is at the discretion of the trust to determine and will be subject to change on a regular basis, in line with market forces and to reflect the costs incurred internally.
- 6.3 As of March 2024, the charging fee was 52p per kWh. However, pricing is dynamic – to track market fluctuations – and the only reliable place to find the most up-to-date pricing is through whoever is the trust's nominated 3rd party payment services provider at the time.
- 6.4 For the avoidance of any doubt, whilst the trust will endeavour to publish any upcoming tariff changes made via Twitter and its website pages prior to the event, users cannot rely upon this and will pay the rates set within whichever 3rd party app the trust chooses to use. The most up-to-date charge rate will always be displayed in the payment app.
- 6.5 Users can take advantage of a pre-authorisation route as a payment method for services rendered but it is always preferential for users to download the 3rd party app and sign up via the registration of an account. Currently, charging payment services and customer services are facilitated through Fuuse, where the app is downloadable via both the Apple App Store and Google Play (for Android phones). There is also a web browser optimised version.
- 6.6 Fuuse can be contacted – regarding any issues with payment services specifically – by calling 0333 0504950 or by sending an email to the following address: support@fuuse.io.
- 6.7 Staff with EVs or PHEVs engaging in business travel on behalf of the trust will – until such time as a national mileage repayment tariff is agreed – receive the standard user mileage repayments for leased or owned vehicles, as determined by the trust.

7.0 Penalties for Improper Use

7.1 There are three types of penalties being administered by the trust in respect of parking bays retained for EV charging, which are as follows:

- **Penalty mechanism 1 (overstays) – applies to EVs and plug-in hybrids only**
EV charge-point users will be able to charge for a maximum of 3 hours during any 24-hour period, with the 3 hours representing the longest permissible stay per charging session. Past this point, overstay penalties will be applied by Fuuse on behalf of the trust, via their app, for each hour of overstay, noting that the trust's parking attendants will have no involvement in that process. The fee levied will be £10 per additional hour with no maximum limit. Note that **overstays** only apply to EVs and PHEVs and a 15-minute leeway period will be given on top of the initial 3-hour stay.
- **Penalty mechanism 2 (bay blocking) – applies to petrol or diesel vehicles only**
This is based on an FPN ticketing method. The system used is administered by a company called Total Parking Solutions (TPS) and is entirely separate to the fees applied by Fuuse. Overstays are totally irrelevant in this case, as it's a straight fine for any internal combustion engine (ICE) vehicles that are bay blocking within the spaces reserved for vehicle charging. For the avoidance of any doubt, petrol and/or diesel vehicles can **never** park in these bays. The fines in these instances are £70, which are reduced down to £40 if early payment is made within 14 calendar days, in line with the terms and conditions stated on the signs that are located next to the EV charging bays. Fines are directed to vehicle owner addresses via cross-reference against the DVLA database.
- **Penalty mechanism 3 (unplugged) – applies to EVs and plug-in hybrids only**
Any EVs or PHEVs parked in charging bays must be plugged into the corresponding charging pillars at all times. This is to prevent charger provision from being wasted. The FPN regime set out in penalty mechanism 2 will apply in this scenario. This infringement is being enforced to cover abuses of the system as charging bays are not meant to be used as general parking spaces, given their short supply in the context of the high demand.

7.2 Any staff using EV chargers during a shift should be mindful of the 3-hour maximum charge session limit, noting that they will need to move their vehicles within their working day, as necessary, to avoid incurring the financial penalties for overstays.

7.3 Any appeals will need to be made via one of two routes, depending on the penalty mechanism in play. The below sets out how such appeals must be lodged:

- **Petrol or diesel cars issued fines by TPS** – Appeal using the process set out within the letter you receive. Note that the prescribed steps should be followed – in line with the appropriate timescales involved – including for any escalations should you be unhappy with the ultimate final decision. The trust's parking team is responsible for matters relating to TPS fines and they can be contacted by emailing midyorks.car.parking@nhs.net or calling 01924 314214.

- **EVs or PHEVs issued overstay penalties for exceeding 3 hours in a bay** – Email the trust on midyorks.mygreenteam@nhs.net and explain any mitigating circumstances that you wish to be considered. Note that it may take the trust in excess of 10 working days to respond to these types of appeals. Any reimbursements in the event of a successful appeal will be subject to trust processes wherein no definitive timescale can be guaranteed.

7.4 Aggrieved parties making appeals in respect of either penalty system should note that only genuine justifications for overturning fines will be countenanced by the trust. Moreover, decisions on appeals are purely at the discretion of the trust and any appeal made in no way constitutes any guarantee of success. In addition, persistent repeat offences will be dealt with accordingly, and may lead to legal action being taken against serial offenders.

8.0 Complaints Process

8.1 Complaints can be made via the following routes, depending on the nature of the query being made:

- **General complaints:** midyorks.mygreenteam@nhs.net
- **Technical complaints:** info@pure-ev.co.uk
- **Payment services complaints:** support@fuuse.io
- **Parking complaints:** midyorks.car.parking@nhs.net

9.0 Responsibility for EVs

9.1 Anyone using a charging point should be aware that the trust is not responsible for any costs incurred, such as repairs or damage that may arise whilst private vehicles are parked in EV bays, e.g. dents or scratches caused by other car doors, reversing/manoeuvring vehicles, contact with cables, sockets, or plugs, and so on. Consequently, usage of trust charge-points is entirely at the risk of private vehicle drivers.

9.2 Any damage allegedly caused specifically by the inappropriate flow of electricity through a charging point to an electric vehicle – e.g. a power surge – is to be reported to the trust's sustainability team via the following email address in the 1st instance: midyorks.mygreenteam@nhs.net. In such cases, please take date-stamped photos and collate the issue(s) in writing to help evidence any claims made. The trust will then contact the device manufacturer and/or the device maintenance company, and make its own enquiries, to find a satisfactory and proportionate resolution if any blame can be apportioned.

9.3 Deliberate or negligent damage caused to a charge-point by any user will be repaired at the expense of that user.

9.4 Any staff using electric trust fleet vehicles should ensure that trust assets are treated with respect and recharged when required, in line with business needs. Any issues that

occur with the vehicles should be raised with the internal transport department ([click here](#) to view departmental intranet pages).

- 9.5 Any electric pool cars which the trust puts into organisational usage should be booked out and managed using the approved local arrangements and processes, with all such vehicles being put on charge at the end of each session, so that the next users have adequate range available to them.

10.0 Priority EV Charging

- 10.1 If the trust deems it necessary to the fulfilment of business needs, there will be a prioritisation structure imposed for EV charging to retain bays for trust vehicle use only, in which case staff or visitor vehicle charging will be temporarily ceased and spaces will be cordoned off.
- 10.2 Linked to this, within the confines of the Civil Contingency Act, the trust reserves the right to ensure that all trust vehicles are prioritised over private EV charging. The trust also reserves the right to commandeer any business travel and pool car allocated charging points and/or their bays.

11.0 Training & Orientation

- 11.1 All staff who will be using EV charging points for fleet-specific purposes will be trained on how to charge (and drive) the vehicles in question.
- 11.2 Drivers of pool cars will also be provided with a step-by-step instruction booklet as to how the charging process works.
- 11.3 It is expected that any private vehicle owner users will have their own charging cables and will know how to use and recharge their own vehicles without orientation or in-depth instructions.

12.0 Future Strategy & Implementation Plan

- 12.1 Whilst we fully support and encourage the transition towards EVs, the installation of new vehicle charging points is subject to trust approval and further roll-outs will be heavily dependent on both funding and what's technically feasible. We are under no obligation to provide charge-points purely because vehicle owners or lease car users choose to drive EVs or PHEVs. To justify this stance, a supporting analogy can be drawn to a hypothetical case of employers dispensing petrol or diesel fuel at a place of work, which isn't the norm.
- 12.2 Future societal charging provision will be a mixture of many options, including home charging, destination charging, workplace charging, hub charging, and on-street charging from bollards or streetlights on the pavement edge. There will also be different graduations of charging speeds, from slow to ultra-fast. As such, EV drivers can't rely on one method in isolation, as everyone will need to play their part in supporting the transition, including individuals themselves, employers, local authorities, highways

agencies, retail establishments, private car park businesses, the car industry, and existing petrol stations.

- 12.3 The premises where EV charging points are installed in the future will be selected based on an assessment of perceived needs versus the budget available and the technicalities regarding how easy – or else otherwise – it is to add new chargers to those car parks, in terms of issues like potential power constraints and availability of bays in the right locations.
- 12.4 The primary factors that will dictate the installation of any new charge-points will be as follows:
- Grid capacity;
 - Trust & health system fleet needs;
 - Numbers of known EVs/PHEVs taken from NHS car lease scheme management information and future 'automatic numberplate recognition' ('ANPR') data;
 - Staff numbers and shift patterns;
 - Visitor/patient numbers; and,
 - Other local factors.
- 12.5 The latest approved version of these conditions of use for EV charge-points will be posted on both the trust intranet and internet websites. In addition, new members of staff will be signposted to this document during their corporate induction.
- 12.6 This document will be reviewed quarterly to ensure that the content remains current.