

Frequently Asked Questions for Electric Vehicle (EV) Charging Points



Question: Why does this survey accept suggestions for charging points, not requests?

Answer: We (Royal Borough of Kingston Council) can only accept resident *suggestions* for on-street charging points and cannot accept resident requests. We work with EV charging point operators and we use resident suggestions to help deliver charging points to align with known demand, taking into account technical and other street factors.

Officers will usually not know in advance if a specific charging point can be delivered in a specific location - we rely on EV charging point operators to advise.

Question: How quickly are charging points installed?

Answer: The delivery of charging points is generally batched for efficiency.

We compile resident suggestions for on-street charging points and then work with charging point operators to deliver charging points. We will often need to undertake a procurement exercise. As such, there will be a delay between a suggestion being submitted and a charging point being delivered nearby.

Question: How can I see where existing charging points have been provided?

Answer: There are a number of different EV charging point websites and apps available which will show the charging points that are available within the borough - for example, Zap-Map <https://www.zap-map.co.uk>

Question: Will a charging point be provided just for my use?

Answer: We do not provide on-street charging points for exclusive use of an individual resident and we expect many residents to be able to benefit from the charging points provided.

Residents with off-street parking can often have their own private charging points installed at their property by working directly with an EV charge point installer.

Question: Will we have a choice over the type of charging point that is delivered?

Answer: We will choose the type of charging point that is delivered - for a residential area we will generally use a discrete and unobtrusive solution like a lamp column charging point.

Question: How will introducing a charging point on my road impact parking?

Answer: Lamp column charging has so far been delivered without dedicated bays.

Fast charging points and Rapid charging points will always be required to have a dedicated parking bay.

There will be a strong growth in EV's expected to 2030 and this will result in demand for greater numbers of charging points than are currently available in the borough.

Question: Can all EV's charge from the charging points?

Answer: All lamp column charging points and fast charging points have a Type 2 socket which EV's will be able to use to charge from.

However, in the case of Rapid charging points, some older model EV's will not achieve a high rate of charge above 11kw due to the limitations of the vehicle, further some older model EV's will not be able to charge from ultra-rapid charging points.

Question: What is the criteria that is used to decide where charging points are installed?

Answer: Where charging points are funded, parking arrangements and funding criteria is the main decision maker in locations for charging points. In general:

- Residential streets where the majority of houses are required to park vehicles on-street and do not have off-street parking will be considered a higher priority for on-street charging points.
- Residential streets where the majority of houses have off-street parking will be considered less of a priority for on-street charging points.

This is because where residents have off-street parking, in time these residents will often be able to install their own home charging points and thereby can take care of most of their charging needs. However, residents without private off-street parking will not be able to charge easily without some form of charging provision being provided.

For areas that are a mix of residential and high street, we may propose to use fast charging points and these will be positioned for the benefit of both residents and visitors to local businesses to use.

Question: Can a charge point be installed in a private car park?

Answer: The council cannot deliver charging points on private land, but there are other schemes that may help.

If you drive to work and leave your car parked in a workplace car park, you could consider asking your employer if they would install a charging point for staff to use in your staff car park. The Government has a Workplace Charging Scheme (WCS) grant which they could use to help with this.

If you live in a flat or in rented accommodation you could consider asking your landlord to install a charging point in the shared parking where you live. The Government has an EV grant for landlords which the landlord could use to help.

The council can help deliver on-street charging points nearby to assist.

Question: Will I receive a notification to know when a charging point suggestion has been taken forward

Answer: We do not have the ability to notify each resident who has made a suggestion for a nearby on-street charging point that we have been able to deliver a charging point. Suggestions are reviewed collectively.

If a charging point is being delivered with a dedicated bay, there will need to be a formal Traffic Management Order process and this will involve a notice being displayed at the location.

Where charging points are delivered without dedicated bays we will informally advise, since delivering a charging point without a bay will not impact on current parking.

When we are able to deliver charging points we will provide periodic information on the Kingston Let's Talk website on where charging points have been installed.