



Office for
Low Emission
Vehicles

Electric Vehicle Homecharge Scheme

Guidance for customers: 13 April 2015

This guidance has been superseded by the Electric vehicle homecharge scheme: guidance for customers 2016 - <https://www.gov.uk/government/publications/electric-vehicle-homecharge-scheme-guidance-for-customers-2016>

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 Departments for Transport (DfT), Business, Innovation and Skills (BIS), and Energy and Climate Change (DECC). 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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Domestic charging

1. Available evidence supports the expectation that most plug-in vehicle drivers will carry out the largest proportion of their charging at home. The availability of accessible and affordable domestic charging options is therefore key to increasing the uptake of plug-in vehicles in the UK.
2. To help private plug-in vehicle drivers offset some of the upfront cost of the purchase and installation of a dedicated domestic recharging unit, the Government is running the Electric Vehicle Homecharge Scheme. Customers who are the registered keeper, lessee or have primary use of an eligible electric vehicle may receive up to 75% (capped at £700, inc VAT) off the total capital costs of the chargepoint and associated installation costs.
3. This grant scheme remains consistent with the Government's strategy on ultra low emission vehicles and plug-in vehicle infrastructure. The Government's strategy and our commitments for supporting the delivery of recharging infrastructure are set out in "Making the Connection: the Plug-In Vehicle Infrastructure Strategy" published in June 2011¹. "Driving the future today: a strategy for ultra low emission vehicles in the UK", published in September 2013², reinforced the Government's commitments on infrastructure.
4. The key features of the Electric Vehicle Homecharge Scheme are as follows:
 - The grant is a 75% contribution towards the cost of one chargepoint and its installation up to a maximum of £700 (including VAT) per household/eligible vehicle.
 - Residents must provide evidence of being the registered keeper or lessee or be named as the primary user of an eligible plug-in vehicle in order to be able to qualify for the grant.
 - This grant scheme will run until 31 March 2016 or until the budget is exhausted. The Government reserves the right to terminate the grant at any time but will aim to provide 4 weeks notice. The Government will honour grant claims made during this notice period following the announcement of the end of the scheme.
 - The grant must only be claimed on your behalf by installers which have been authorised by OLEV. Unauthorised installers cannot claim the grant.
 - The date of installation must not be more than 4 months ahead of the date of delivery or start date of vehicle use.

¹ www.gov.uk/government/publications/making-the-connection-the-plug-in-vehicle-infrastructure-strategy

² www.gov.uk/government/publications/driving-the-future-today-a-strategy-for-ultra-low-emission-vehicles-in-the-uk

5. If you are the registered keeper, lessee or are nominated as the primary user of an eligible electric vehicle and you want to use the grant to contribute to the costs of a domestic chargepoint, you will be asked to provide evidence of keepership, lease or primary use and to sign an OLEV installation form confirming the details of the installation. You should make sure that the form has been completed and all of the information is correct before you sign it. The grant covers up to 75% of the eligible costs of chargepoint installation, the customer form requires confirmation of who is paying the balance of the installation costs. Both you, as the customer, and the authorised installer need to sign the form to confirm the costs incurred and to confirm who paid the remaining costs.
6. The grant for 75% must be claimed against an approved chargepoint and made on your behalf by a chargepoint installers who have been authorised by the Office for Low Emission Vehicles (OLEV). Lists of approved chargepoints and authorised chargepoint installers are publicly available:
<https://www.gov.uk/government/publications/electric-vehicle-homecharge-scheme-guidelines-for-households>.

Eligibility

7. The Electric Vehicle Homecharge Scheme provides a grant of up to £700 for individuals who are the registered keeper, lessee or are nominated as the primary user of an eligible electric vehicle from 1 September 2014 onwards. Eligibility for the grant will therefore include:
 - individuals who become registered keepers of new and second hand electric vehicles from 1 September 2014 onwards
 - individuals who are assigned a company vehicle for at least 6 months which is eligible from 1 September 2014 onwards
 - individuals who lease an eligible electric vehicle for at least 6 months from 1 September 2014 onwards
 - individuals who use an eligible commercial fleet vehicle and are named as the primary user for at least 6 months from 1 September 2014 onwards
 - individuals who order an electric vehicle which will be received on or after 1 September 2014 onwards
8. Customers are not eligible for the grant if:
 - they are the registered keeper of an electric vehicle which is not eligible for the Plug-in Car or Van Grant
 - they sometimes use a company electric vehicle but are not named as the primary user
 - they lease or hire an electric vehicle for less than 6 months
 - they borrow an electric vehicle from friends/family
 - they only have access to an electric vehicle through a car club

- the property is outside the UK.

Vehicle Eligibility

9. An electric vehicle is eligible if it appears on the OLEV eligibility list for the Plug-in Car and Van Grants. A full list of eligible vehicles can be found at <https://www.gov.uk/plug-in-car-van-grants/eligibility> .

Property Eligibility

10. In addition to being the registered keeper, leasing or have primary access to an electric vehicle you must have off street parking facilities suitable for chargepoint installation (a survey prior to installation should be conducted by your installer). If you do not have off street parking, your Local Authority may be able to help via a central Government grant to install recharging infrastructure. More details can be found at www.gov.uk/government/publications/government-funding-for-residential-on-street-charging-for-plug-in-vehicles-a-guide-for-members-of-the-public

Choosing an authorised installer

11. All installers need to apply to OLEV for authorisation to install approved chargepoints. Unauthorised installers cannot claim the grant on your behalf so we strongly advise you to check that your chosen installer is authorised by OLEV under this scheme. A list of approved installers can be found on the OLEV website - <https://www.gov.uk/government/publications/electric-vehicle-homecharge-scheme-guidelines-for-households>. Accreditation under previous Government chargepoint schemes is not valid under the Electric Vehicle Homecharge Scheme.
12. You are encouraged to discuss your needs with one or more of the authorised installers, as the chargepoint technical specification may differ depending on your vehicle. Installers are only authorised to install certain models so you are advised to speak to a number of different installers and your vehicle supplier to ensure you receive the best advice.

Completing the customer declaration form

13. The Electric Vehicle Homecharge Scheme requires each grant claim to be accompanied by a form which includes a customer declaration. The customer declaration is an important part of the grant claim and any missing information will make the claim invalid and payment will not be made. As the resident and registered keeper (or in some cases the lessee or primary user) you should read the form carefully to make sure you can answer all of the questions and provide all of the necessary evidence.
14. The Electric Vehicle Homecharge Scheme installation form is attached to this guidance - it is called Annex D. Please read through this form to make sure you can

provide all of the relevant information before you arrange for the installation to take place.

15. The grant claim form requires the registered keeper/lessee/named individual of the electric vehicle to provide evidence of keepership, lease or use. **The registration number of the vehicle must be provided in all grant claims** except where you can prove that you ordered a new electric vehicle but do not yet know the vehicle registration number. Please see Annex D for the list of accepted evidence.
16. If you do not have any of these pieces of evidence, you should contact OLEV at chargepoint.grants@olev.gsi.gov.uk prior to installation to confirm if any other evidence is appropriate. If the grant claim cannot provide the evidence above and an exception has not been agreed in writing with OLEV the grant claim will not be paid.
17. If you are uncomfortable with any of the terms and conditions you should not sign the form. You should raise any concerns with your authorised installer before installation.
18. In addition to the form, you should check that the authorised installer:
 - Makes you aware of the terms and conditions and in particular the data provision requirements
 - Tests the equipment fully to ensure it meets the technical specification and is functional
 - Takes two photos of the chargepoint to accompany the grant claim form
 - Provides you with a BS7671 Electrical Installation Certificate and Building Regulations compliance certificate
 - Has notified the Distribution Network Operator in writing of your installation
19. If you have any questions about the installation of an electric vehicle domestic chargepoint you should speak to your authorised installer in the first instance. If your query is not resolved, please contact OLEV at chargepoint.grants@olev.gsi.gov.uk.

Data requirements

20. Chargepoint installer are required to collect data on each charging event and to send anonymised summary data to OLEV, or its representatives, every quarter. Data handling is fully compliant with the provisions of the Data Protection Act. For each charging event, the following data will be collected:
 - Chargepoint ID
 - Start date and time
 - End date and time
 - Total energy drawn (kWh)

Questions and Answers

Q1 How do I arrange for a chargepoint to be installed?

You will need to contact an authorised installer who has been approved by OLEV. The contact details of the authorised installers can be found on the OLEV website - <https://www.gov.uk/government/publications/electric-vehicle-homecharge-scheme-guidelines-for-households>. Your charging requirements will depend on the vehicle you wish to charge and the location of the chargepoint installation at your property so we advise you to discuss your needs with a number of different chargepoint installers.

Q2 Do I have to pay upfront and claim it back?

The authorised chargepoint installer will claim the 75% (capped at £700) on your behalf. Many authorised installers will therefore expect you or an agreed third party to pay the remaining 25% of the total cost. In any event, you should satisfy yourself whether you are expected to pay the 25%, and if not who will be paying for it, before the installation takes place. The grant will only be paid in arrears (i.e. once installation is complete).

Q3 How do I know the chargepoint I get installed is eligible for the grant?

The chargepoint installed must meet a minimum specification. Chargepoint installers and their chargepoints must be authorised by OLEV in order for the grant to be claimed. The list of authorised installers can be found online at www.gov.uk/olev, and these organisations will be able to tell you which models of chargepoint they are able to install.

Q4 Do I have to have a plug-in vehicle?

Yes. You will need to be the registered keeper, lease or be nominated as the primary user of an eligible electric vehicle.

Q5 Is there a limit on the number of chargepoints I can claim for?

Yes, the Electric Vehicle Homecharge Scheme grant is limited to one installation at a domestic residence per eligible vehicle, up to a maximum of two chargepoints at a single residence.

If applying for your second chargepoint at a single residence, it is vitally important that when your installer informs the Distribution Network Operator, they must clearly state that this is a second chargepoint, and give the combined current of the two chargepoints in amps, e.g. 2 x 16A charge points installed at a total of 32A. No more than 2 chargepoints can be funded at one property irrespective of how many vehicles are registered there.

Q6. Who is eligible to claim this grant?

Eligibility is as follows:

- Individuals who have become registered keeper of a new eligible electric vehicle **on or after 1 September 2014 as long as they have not claimed against the previous chargepoint schemes.**
- Individuals who have become registered keeper of a second-hand electric vehicle on or after 1 September 2014 are entitled to claim the Electric Vehicle Homecharge Scheme Grant as long as they have not claimed against previous domestic chargepoint schemes.

- Individuals who are assigned a company car for at least six months on or after 1 September 2014.
- Individuals who lease an eligible vehicle for at least six months on or after 1 September 2014.
- Individuals who are named by their employer as the primary user of an eligible electric vehicle for at least six months on or after 1 September 2014. If the named individual changes within six months, a second grant cannot be claimed.
- Individuals who can prove that they have ordered an eligible electric vehicle and the vehicle will be received on or after 1 September 2014.

If you are unsure if you are eligible, please contact OLEV at chargepoint.grants@olev.gsi.gov.uk.

Q7. I bought or took use of a vehicle prior to 1 September 2014. Can I be granted an exception to have a chargepoint installed?

No, we do not offer exceptions to this eligibility criteria. This is because the policy intention of this scheme is to encourage further uptake of electric vehicles.

Q8 I am getting a lease vehicle that has not yet been delivered. What supporting evidence do you require?

Annex D outlines the list of accepted evidence if a car is on order. If you have not received formal documentation from the leasing provider confirming your order there is an option for them to supply a letter. This should give the name and address of the customer, the vehicle make and model, confirmation you will have use of the vehicle for a minimum of 6 months and the expected delivery date.

Q9 I am VAT registered. Can I put it through my company's accounts?

No. The grant is for private individuals only and who will not reclaim the VAT back through HMRC. The grant covers 75% of the total cost including VAT, up to £700.

Q10 I do not wish to provide data. Can I still claim the grant?

No, data provision is a requirement in order to receive the grant. The analysis of such data will help the energy industry provide better services to customers with plug in vehicles and ensure that investment in the energy network supports, where necessary, the uptake of such vehicles.

Q11 I have no GPRS signal at my property and cannot meet the data requirements. Can I still claim the grant?

We wish for vehicle drivers to charge safely and securely at home, and this is the priority for us. However, we are aware that there are a minority of properties where such data communications via GPRS as required by the scheme may not be possible.

If you consider your property to be in this position, we require in the first instance written confirmation from an OLEV authorised chargepoint installer following a site survey. This must state that data communications via GPRS is not possible at the property to which a chargepoint installation is being requested. It must also include the date of the survey, and what other means of data communications (for example, additional equipment capable of boosting a weak signal, or communication via wifi/broadband) have been considered and an estimate of cost provided. Such products are available and may be able to address the issue in some cases if not all – note the cost of such devices and their installation would be covered by the grant up to the £700 cap.

Following receipt of such a letter (per installation), OLEV will consider the case before making a decision on whether the chargepoint and its installation is eligible for the domestic chargepoint grant. Subject to any further clarification or exchange of correspondence necessary, we will endeavour to make a decision within 10 working days.

Q12 I have a vehicle with a 3-pin cable. Can I get a 3-pin socket installed?

No. 3-pin socket installations or chargepoints with 3-pin sockets are not eligible for the grant.

Q13 I live in Scotland, Wales or Northern Ireland. Can I claim the grant?

Yes.

Q14 I live outside the UK, but bought the vehicle in the UK. Can I claim the grant?

No. The chargepoint must be installed at a UK address.

Q15 I would like to find out more, what should I do?

If you have questions regarding which chargepoint will meet your needs you should discuss this with your chosen accredited chargepoint installer or your vehicle manufacturer or dealer.

If you have questions about the Electric Vehicle Homecharge Scheme which have not been answered by this document then contact OLEV at chargepoint.grants@olev.gsi.gov.uk

Q16 I have a complaint regarding my chargepoint installed under the grant scheme, what should I do?

If you have any issues with the chargepoint or installer, you should try to resolve these with the chargepoint installer in the first instance. If you feel that your issues are not being addressed, contact OLEV at chargepoint.grants@olev.gsi.gov.uk.

If your complaint is related to a chargepoint installed under the domestic chargepoint grant and which is not meeting the minimum requirements of the grant, we will endeavour to help you resolve those issues.

Q17. Can a householder move a chargepoint that has been installed under EVHS or the previous domestic chargepoint scheme?

You must contact OLEV at chargepoint.grants@olev.gsi.gov.uk requesting permission to move the chargepoint, confirming the current post code and chargepoint ID and providing the address and post code to which you wish to move the chargepoint so that our records can be updated. OLEV will not contribute to the costs of moving a chargepoint to a new address.



Annex D: Electric Vehicle Homecharge Scheme Installation Form (v.1.7)

[READ THIS FIRST]:

Note for vehicle registered keepers/primary users

The Electric Vehicle Homecharge Scheme is a Government funded scheme to support the roll-out of home charging equipment for plug-in vehicles at domestic properties.

Please note that the scheme is funded by tax payers' money.

You are the beneficiary of this grant which will be claimed on your behalf by your installer

Please be sure that costs are not being exaggerated or inflated by your chosen chargepoint installer.

OLEV will run audit checks and if any claim is found to be false, payment will be refused or will have to be repaid.

PART A – REGISTERED KEEPER/PRIMARY USER DECLARATION

Section 1

(Note: All parts of this form to be sent electronically (via email or web upload) to the Office for Low Emission Vehicles OLEV's representatives - the DVLA - with grant claims. The OLEV authorised installer must also retain a copy of signed and completed forms for a period of 3 years.)

Name of Primary Vehicle User	
Installation address	

<p>Vehicle Make and Model (please ensure this vehicle is eligible for the grant)</p>	
<p>Vehicle Registration Number (VRN) or Vehicle Identification Number (VIN)*</p> <p>*If the VRN or VIN is not available on the day of installation, please provide your name, address, chargepoint ID and VRN to the DVLA within 28 days of the delivery of the vehicle.</p> <p>ChargepointGrantEnq@dvla.gsi.gov.uk</p> <p>Failure to provide this within the timescale may mean OLEV takes action to seek recovery of the grant benefits, in accordance with section 6 below.</p>	
<p>Estimated date of delivery or start of vehicle use (must be no more than four months from date of installation)</p>	

I, [customer name] (“the customer”), hereby confirm that the above VRN/VIN is accurate, or if it is missing from this claim I will provide the VRN to DVLA within 28 days of the delivery of my vehicle.

Signed..... Date.....

Section 3

In addition to the information above, please attach at least one of the pieces of documentary evidence listed below. All attached documents must reference your name, address and vehicle make and model.

Customer	Accepted Evidence	Please Tick Evidence Provided
I am the registered keeper / I have ordered the vehicle	A copy of the V5C	
	Order Confirmation	
	Other proof of purchase	
I am leasing or financing this vehicle Official headed documentation providing evidence that you are the user of an eligible electric vehicle for a minimum of 6 months.	Leasing Confirmation	
	Hire Purchase Agreement	
	Personal Contract Hire Agreement	
	Personal Contract Purchase Agreement	
	Motability Order or Contract	
	Letter from Leasing Company or other appropriate party providing use of the vehicle (must include a Company Registration Number)	
I am the nominated user of an employer vehicle Official headed documentation providing evidence that you are the user of an eligible electric vehicle for a minimum of 6 months.	Letter from Employer (See Annex I for template)	

Section 4

Under the scheme the Government funds 75% of the cost of a home chargepoint and associated equipment as well as the cost of installation. Usually the remaining 25% of the cost should be met by the customer however, there may be circumstances when other 3rd parties offer to meet this cost such as vehicle manufacturers, energy companies or chargepoint manufacturers.

<p><i>If you are not contributing at least 25% of the cost of the chargepoint please describe how this is being covered</i></p>	
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Section 5

Eligibility Criteria for Grant

I, [customer name], confirm that each of the below statements applies to me:

(Please tick each the boxes below to confirm you have read and understood all of the terms and conditions below.)

<p>I am the registered keeper, lessee or the nominated user of this eligible electric vehicle</p>	
<p>I have use of this eligible vehicle for a minimum of 6 months beginning on the date I take keepership or control of the vehicle. I understand that I am required to inform OLEV if my circumstances change and I no longer have control of the vehicle for the minimum 6 months period.</p>	
<p>The address specified in Part A is a residential address and that I own the property or have consent from the landlord for a domestic recharging unit to be installed.</p>	
<p>I have not previously claimed a grant at this property under the Domestic Recharging Scheme (which ran from February 2013 to August 2014) or EVHS. OR my household has 2 eligible vehicles and I am therefore claiming a second chargepoint grant in relation to the second vehicle. The VRN for the existing vehicle is Or the vehicle make, model and order number is.....</p>	
<p>I have not previously claimed under the Domestic Recharging Scheme or Electric Vehicle Homecharge Scheme for this vehicle</p>	
<p>I am having this chargepoint installed as a private individual and will not be claiming the VAT back from HMRC.</p>	

The installation address has designated private off-street parking and the chargepoint has been installed in an appropriate location, with good access for an eligible vehicle to be charged safely.	
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Conditions for use of chargepoint

In addition, I can confirm that I am in agreement with the following conditions of use:

I am content for:[authorised chargepoint installer], to claim the Electric Vehicle Homecharge grant on my behalf and acknowledge that I may be contacted in the future by the Office for Low Emission Vehicles (OLEV) or its agents for audit purposes. (Your personal information will be safeguarded and processed in accordance with the requirements of the Data Protection Act 1998.)	
I understand that the grant is awarded on the condition that usage data is supplied to the chargepoint installer and the Office for Low Emission Vehicles (OLEV) and other central government departments for a minimum of 3 years following installation. I give permission for them to use this usage data (in an anonymised form) to inform future policy development.	
I understand that I am responsible for paying the costs associated with electricity usage for the chargepoint.	
I have received a copy of the BS7671 Electrical Installation Certificate and Building Regulations compliance certificate from the chargepoint installer.	
I declare that the information I have given on this form is correct and complete. I understand that OLEV will use all of the information provided on this form and all supporting evidence to assess the claim for the Electric Vehicle Homecharge Grant Scheme.	

Section 6- Customer Declaration

If I knowingly breach any of the above conditions, give information that is incorrect or if relevant information is knowingly omitted in this application, OLEV reserves the right to take whatever action it deems appropriate (including but not limited to legal action) to recover from the customer any benefit received in accordance with the EVHS grant and any other associated recovery costs.

Signed..... Date.....

Name.....

PART B – AGREED CHARGEPOINT INSTALLATION PRICE BREAKDOWN

Name of person signing if different from above. (Please provide relationship to the primary user)	
Unique Chargepoint serial number	

		Price (exc VAT)	VAT	Total
Chargepoint unit price to customer				
Labour:				
hourly rate to customer	£			
no. of hours worked	hrs			
Total labour cost				
Other equipment price to customer (please specify each item)				
Other eligible costs [Please specify each item]				
TOTAL INSTALLATION PRICE				
75% (grant claim – capped at £700)				
25% (please specify source(s) below)				

I, [customer name], confirm that:

[i] the estimate of hours worked [as above] is accurate, and [either]

[ii] I have met% of cost, and/ or

[iii] [name of individual or organisation] has met the remaining% of cost.

Signed.....[customer] Signed..... [installer]

Date.....

PART C – INSTALLER DECLARATION

Section 1- Installation details

I, on behalf of [authorised chargepoint installer]
....., confirm that the following installation records are accurate:

Installation postcode	
Installer name	
Installer company	
Company OLEV authorisation code	EVHS
Unique chargepoint serial number	
Chargepoint ID (if different to serial number)	
Installation date	
Electrical Installation Certificate number (BS7671)	

Section 2- Part A Installer authorisation

I can confirm that the following statements apply to me:

- I have been formally approved by the chargepoint manufacturer to install this equipment;
- I am registered with[accreditation body]

Section 2-Part B Installation conditions

I can confirm that I am in agreement with the following statements in relation to this installation

- The customer has demonstrated to me that they are the registered keeper, lessee or is the nominated user of an eligible electric vehicle.
- The customer has demonstrated they are the primary user of this eligible electric vehicle for a minimum of 6 months
- The installation address has designated private off-street parking and the chargepoint has been installed in an appropriate location, with appropriate access for a vehicle;
- That the[chargepoint model] meets the Office for Low Emission Vehicles (OLEV) Electric Vehicle Homecharge Scheme minimum technical standard specification;

- The installation is in accordance with the current edition of the Building Regulations Part P (Electrical Safety – Dwellings) and in full compliance with the requirements of the current edition of the UK wiring regulations (BS7671) and the IET Code of Practice for Electric Vehicle Charging Equipment Installation and that I can provide all evidence required of compliance with these documents, as specified by them
- I have completed a BS7671 Electrical Installation Certificate and Building Regulations compliance certificate for this installation and will provide this as supporting evidence for any grant claim;
- I notified the local Distribution Network Operator (via the ENA) of this installation on/...../..... [date]], providing all information required on that form accurately and will supply a copy of the notification with the grant claim to DVLA,.
- I have tested the chargepoint for communication and confirm that it is communicating data to allow remote data collection; GPRS / BER signal strength reading.....
- I have made the customer aware of the usage data supply requirements;
- And that [either] I, or will collect data on each charging event under the required headings and return it to OLEV in an excel file or equivalent every 3 months as set out in Annex E of the scheme Guidance.
- I have recorded photographic evidence of this chargepoint installation. With one photo showing the chargepoint serial number and/or chargepoint ID and another the installation site relative to the off-street parking.

Section 3 –Installer Declaration

If I knowingly breach any of the above conditions, give information that is incorrect or it relevant information is knowingly omitted in this application, OLEV reserves the right to take whatever action it deems appropriate (including but not limited to legal action) to recover from the installer any benefit received in accordance with the EVHS grant and any other associated recovery costs.

Signed..... Date.....

Name.....

Annex I: Letter template for employers

- I.1** The letter template below should be used in cases where an individual has been named by their employer as the primary user of an eligible electric vehicle. The text below should be included on company letter headed paper and signed by a senior member of the company with financial or fleet responsibility such as a company Director, fleet manager or finance director.
- I.2** If you have any queries, please contact OLEV.

[date]

Dear Sir/Madam,

Please accept this letter as confirmation that [Vehicle Registration Number or expected delivery date or vehicle if on order] is kept/leased by [company name].

[Driver name] who resides at [driver address] has been allocated as the primary use driver by [company name] for the above vehicle from [start date of use]. [Driver name] intends to claim for a domestic chargepoint under the Electric Vehicle Homecharge Scheme. The electric vehicle is a [make and model].

I understand that this vehicle cannot be used by another employee to claim for a second domestic chargepoint within six months of [Driver name] becoming the primary user.

If you need any further assistance please contact us on [contact details] and we will be happy to help.

Yours sincerely,

[signature and position of signatory]