



Office for
Low Emission
Vehicles

Electric Vehicle Homecharge Scheme

Guidance for manufacturers and installers: March 2020

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 (ULEVs). OLEV currently comprises people and funding from the Department for Transport (DfT) and the Department for 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 at the Department for Transport and this document is published by the Department for Transport.

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Introduction

1. This guidance supersedes Version 2.3 (V.2.3). 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 eligible vehicle for installations that take place on or after the 1st of April 2020;
 - b. The list of eligible vehicles will be extended to include electric motorbikes;
 - c. The minimum technical specification 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 the versions of the stated regulations and standards. (see Annex B, part 3);
 - 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. Updates to the Q&A;
 - i. Editorial changes.
2. It is very important that chargepoint manufacturers, installers and authorised installer representatives read this guidance carefully and that they fully understand how the scheme will operate. In particular, they must understand the requirements for submitting compliant grant claims. Non-compliant grant claims will not be paid.
3. This document sets out the information domestic chargepoint manufacturers, installers and authorised installer representatives need in order to install domestic chargepoints (section 1); the process by which the grant is to be claimed on behalf of the customer (section 2); and the eligibility criteria (section 3).
4. If you are an individual who wants to find out more about the Electric Vehicle Homecharge Scheme (EVHS), see "Electric Vehicle Homecharge Scheme: Guidance for Customers" available [on our website](#).

5. The key features of the scheme are as follows:

- The grant is set as a 75% contribution to the cost of one chargepoint and its installation and the grant cap is set at £350 (including VAT) per eligible vehicle.
- Eligibility for the grant includes:
 - Individuals who become registered keepers of new and second hand eligible electric vehicles from 1 October 2016 onwards;
 - Individuals who are assigned an eligible company vehicle for at least 6 months, from 1 October 2016 onwards;
 - Individuals who lease an eligible electric vehicle for at least 6 months, from 1 October 2016 onwards;
 - Individuals who use an eligible commercial fleet vehicle and are named as the primary user for at least 6 months, from 1 October 2016 onwards;
 - Individuals who order an electric vehicle and are in receipt of the vehicle, from 1 October 2016 onwards.
- A full list of eligible vehicles can be found [on our website](#).
- Customers must provide evidence of keepership, lease, be named as the primary user of an eligible electric vehicle or have a vehicle on order in order to be able to qualify for the grant.
- The date of installation must not be more than 4 months ahead of the date of delivery or date the customer becomes the registered keeper/ nominated user/ lessee of the electric vehicle.
- The customer must have designated private off-street parking associated to their property (i.e. the installation address). Where the link between the off-street parking and the customer's property is unclear, we may require additional evidence such as the customer's property records (e.g. the property's land registry) and/or evidence from the customer's local authority. Where the link between the customer and the property is unclear, we may require additional supporting evidence (e.g. a utility bill).
- The designated off-street parking facilities must be suitable for chargepoint installation. The installation address must have designated private off-street parking with good access for an eligible vehicle to be charged safely. The customer must be able to access the designated private off-street parking space at all times. A survey prior to installation must be conducted by the installer to verify that the facilities are suitable.
- The customer shall be responsible for ensuring that any necessary third-party permissions are obtained to enable the installation to proceed.
- The installer and manufacturer must abide by the current edition of the Institution of Engineering and Technology (IET) Code of Practice for electric vehicle charging equipment (and other relevant wiring regulations).

- Individuals are **NOT** eligible for the grant if:
 - The electric vehicle that the chargepoint is for is not on the list of EVHS eligible vehicles;
 - 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 of the UK;
 - The vehicle is registered outside of the UK.

- The government will not grant exceptions for customers that do not meet the eligibility criteria set out above.

- The government reserves the right to terminate or change the grant at any time but will aim to provide up to 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 by installers which have been authorised by OLEV and have approval from a chargepoint manufacturer to install their accredited equipment.

- Authorised installer representatives must have a manufacturer's certificate to install chargepoint models that they are installing.

- Installers must notify DVLA about the manufacturer authorisation prior to the installation of the chargepoint and must provide evidence of this approval to the DVLA

- As from 1st July 2019, all chargepoints installed under the EVHS must be smart. Chargepoints authorised before this date are no longer be eligible under the EVHS. For more information, please refer to Chapter 1 of this document.

- All new installers wishing to participate in this scheme must apply for authorisation. All installers who have been granted authorisation since 1 September 2014 under the EVHS scheme remain authorised under the EVHS.

- Costs to installers must not be inflated or cross-subsidised across more than one installation. If evidence of this is found, it may result in authorisation being revoked.

Definitions

Chargepoint Manufacturer

A party that manufactures chargepoints which have been approved under the EVHS by OLEV through the process outlined in the chargepoint approval application form found on the [OLEV website](#). Manufacturers must ensure the standards and requirements of the EVHS minimum technical specifications are met.

Authorised Installer

A party that has been authorised to install electric vehicle chargepoints at residential properties under the EVHS by OLEV. Installers manage the installation of a chargepoint at a customer's residence and are responsible for meeting the terms and conditions of the scheme when applying for the grant. For the avoidance of doubt, the term 'installer' in this document means 'authorised installer'.

Authorised Installer Representative

A party that has been authorised to sub-contract to installers the installation of chargepoints under the EVHS by OLEV. The authorised installer representative remains wholly responsible for ensuring that the installers abides by all of the 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.

Customer

A party who has declared and evidenced that they are the registered keeper or lessee of an eligible electric vehicle or the nominated user of an employer's eligible electric vehicle. They receive funding from government to offset total capital costs of the chargepoint and associated installation cost, claimed on their behalf by an authorised EVHS installer. Customers have responsibility to meet the terms and conditions outlined in the customer guidance document published on the [OLEV website](#).

1. Becoming an authorised installer

Authorisation to make grant applications

- 1.2 If you wish to install chargepoints, you must be authorised by OLEV before you start installations and claim grants on behalf of customers. Only installations carried out after the date of your authorisation are eligible for the grant. Please see Annex C for details of the authorisation process and the information required.
- 1.3 If you were previously accredited to install chargepoints under the Domestic Recharging Scheme or the interim scheme, you must re-apply to become authorised. If you are in doubt whether you are authorised or not, please refer to the list of authorised installers found on our web page (see above).
- 1.4 To make an application for authorisation online, please visit [our website](#). The application form must be fully completed to be successful. Installers should be prepared to present valid documents on request to demonstrate they meet the requirements.
- 1.5 It is the responsibility of installers and authorised installer representatives to have valid public liability insurance. The public liability insurance documentation must remain up to date.
- 1.6 It is the responsibility of installers to have relevant qualifications, including membership to electrical associations. These must remain current.
- 1.7 **The information above is a mandatory part of the application process. If any of the information is missing, the application will not be processed. If you have any questions about the information you need to supply, please contact the DVLA (OLEV grants administrator) at Installer.Authorisations@dvla.gov.uk.**
- 1.8 OLEV, or its representatives, will conduct a series of checks on any party which applies for authorisation. These checks could include credit and fraudulent activity checks as well as checks on customer experiences. As a result of these checks, OLEV has the right to deny or suspend authorisation of an installer.
- 1.9 Installers must be formally approved by chargepoint manufacturers to install their equipment. Installers must notify DVLA about the manufacturer authorisation prior to the installation of the chargepoint and must provide evidence of this approval to the DVLA. Installers must seek authorisation from the manufacturer for each model of chargepoint that they wish to install under the scheme. Under no circumstances will

grants 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.*

- 1.10** Customers are able to access a list of authorised installers and chargepoints on the [OLEV website](#).
- 1.11** Authorisation can be revoked at any time if the current terms and conditions of authorisation are breached.
- 1.12** Any grant claims from organisations that were not authorised at the point of the installation taking place will not be paid.
- 1.13** If an authorised installer representative wants to sub-contract the installation of chargepoints, the authorised installer representative remains wholly responsible for ensuring that it's installers abides by all of the relevant terms and conditions of the scheme. Authorised installer representative's installers need to have a manufacturer's certificate to install chargepoint models that they are installing. The authorised installer representative should inform the DVLA of the sub-contracted installers. If an authorised installer representative's installer fail to meet the terms and conditions, OLEV may revoke the authorisation of the authorised installer representative.
- 1.14** Authorised installers or authorised installer representatives will be required to submit to OLEV monthly updates on their installation orders. OLEV will also request updates to quarterly forecasts every 3 months. An online form will be sent to installers (usually by the end of every month), to be completed and submitted by the deadline indicated on the online form. Failure to supply this information, or persistently supplying inaccurate information, may result in authorisation being revoked.

Chargepoint approval

- 1.15** The grant will only be paid against chargepoint models which are approved by OLEV for installation. Manufacturers must submit an application to OLEV via our online portal. This consists of a series of questions designed to evaluate if the model meets the minimum technical specifications for the EVHS.
- 1.16** If the application is successful, we will notify the manufacturer and add the chargepoint model to our published list of EVHS-eligible chargepoints.
- 1.17** Additionally, installers must seek authorisation from the manufacturer for each model of chargepoint that they wish to install under the scheme. Installers must notify DVLA about the manufacturer authorisation prior to the installation of the chargepoint and will need to provide evidence of the manufacturer authorisation. The list of approved chargepoints can be found on the [OLEV website](#).¹

¹ <https://www.gov.uk/government/publications/electric-vehicle-homecharge-scheme-approved-chargepoint-model-list>

- 1.18** Chargepoints and installations must meet a minimum technical standard. This is set out in **Annex B**. For any queries on chargepoint authorisation, please contact ChargepointApprovals@dft.gov.uk.

Smart functionality

- 1.19** A 'smart' chargepoint is one which can receive and transmit communications, and can automatically shift its charging pattern depending on external signals, such as changes in price.

- 1.20** As of 1st July 2019, it is a requirement that all chargepoints installed under the EVHS have smart functionality, and have secure communications. We have added these requirements to our minimum technical specification (**Annex B**).

- 1.21** As part of the chargepoint model approval application process, there are declarations regarding smart functionality:

- 1.** *I confirm that the chargepoint is able to receive and process information, and react to it by adjusting the rate of charging or discharging.*
 - This includes the chargepoint being able to adjust its available power for charging the EV (charging rate) based on external input signals, such as changes in price from a chargepoint operator.
- 2.** *I confirm that the chargepoint can monitor, record and transmit energy consumption.*
 - We would expect that it is able to monitor, record and transmit energy consumption on a regular basis, and at least for the beginning and end of every charging event.
- 3.** *I confirm that the chargepoint can be accessed remotely through the Open Charge Point Protocol (OCPP) v1.6 or above.*
 - If not, chargepoint manufacturers should describe the protocol to which the chargepoint's communications conform. An alternative protocol must have at least equivalent functionality to OCPP v1.6.

- 1.22** There are also declarations regarding cyber security:

- 4.** *I confirm that the chargepoint has appropriate security measures to ensure that its functions are resilient to cyber-attack.*
- 5.** *How does the chargepoint ensure an appropriate level of encryption of the communications between the chargepoint and the chargepoint operator?*
- 6.** *How does the chargepoint operator ensure its communications and functions are appropriately encrypted?*
 - For these cyber security questions, we expect manufacturers to provide a short description of the features which ensure that communications between the chargepoint and chargepoint operator are secure.

- We encourage applicants to refer to any relevant standards in their response. For example, we would consider a chargepoint that complies with the European Network for Cyber Security EV Charging Systems Security Requirements² to be appropriately cyber secure.

1.23 Any chargepoints that have not had their smart functionality approved by OLEV will not be eligible for the grant from 1st July 2019. If you are uncertain about a specific chargepoint model having this functionality, you should contact the relevant chargepoint manufacturer to confirm.

Installation standards

1.24 Chargepoint installations should be carried out in accordance with Part P of the Building Regulations (Electrical safety - Dwellings) and with the latest edition of the **IET Code of Practice** for Electric Vehicle Charging Equipment Installation).³

1.25 As of November 2016, chargepoint units capable of three-phase charging are eligible to apply for authorisation. For more information, please see Annex B.

1.26 In the interest of safety and minimising the chance of power quality issues to electricity customers, **Chargepoint installers** are required – as a condition of the scheme – to notify the relevant DNO **directly** of the installation of a chargepoint. The DNO notification must be compliant with the DNO requirements. In certain circumstances an application for connection to the DNO network is required, this must be made prior to installation. Full guidance for the EV connection process can be found on the Energy Networks Association (ENA) website.

1.27 Evidence of your DNO notification must be provided to the DVLA for each grant claim. It is the installer's sole responsibility to inform the DNO. This will not be done by the DVLA.

1.28 To notify a DNO installers should either submit an online form OR list a number of notifications in a single spreadsheet (both the online form and the spreadsheet template can be found on the ENA website – see below) and send these to each relevant DNO. Multiple notifications are encouraged. The contact details for the relevant DNO can also be found on the ENA website. Further information on the ENA, including DNO contact details, the EV connection process and notification forms, can be found on their website.⁴

1.29 Compliance with all of the relevant provisions of all codes and regulations mentioned in this document may be subject to audit. Failure

² <https://www.elaad.nl/projects/cybersecurity/>

³ Engineers registered with a Part P competent person scheme will self-certify compliance with the Building Regulations. Engineers who are not registered must arrange for their work to be inspected and approved by a building control body (the local authority or a private approved inspector) or by an electrician registered with a Part P third-party certification scheme. For further information: http://www.planningportal.gov.uk/uploads/br/BR_PDF_AD_P_2013.pdf

⁴ <http://www.energynetworks.org/electricity/futures/electric-vehicle-infrastructure.html>

to provide all relevant, accurate evidence of compliance may result in further action against the authorised installer making the grant claims.

Further details

- 1.30** Where documents are mentioned in the technical specification, the current edition of each applicable document at the time of the installation is the one with which compliance is required. In cases where updates of documents lead to apparent inconsistency, the latest IET Wiring Regulations (BS 7671) take precedence for electrical installation requirements.

2. Claiming grant on behalf of customers

Eligible Expenditure

- 2.1** This grant scheme provides a grant of 75% (up to a maximum of £350 including VAT) of the capital expenditure which would otherwise be incurred by the householder as a result of the purchase and installation of a chargepoint at a domestic residence (i.e. 75% of the price to the customer of the installation and equipment). It is expected that the customer will fund the remaining cost.
- 2.2** Installers must not charge customers for the grant in advance of payment being made by OLEV. If a third party (e.g. the car manufacturer or installer) wishes to fund the remaining cost or part-fund on behalf of the customer then this must be separately identified in the EVHS Annex D grant application form.
- 2.3** Eligible expenditure consists of:
- Cost of unit
 - Electrical components
 - Civil engineering works
 - Labour costs (for installation)
 - Hardware costs
 - The VAT incurred by the customer
 - Site survey works (when leading to a completed installation)
- 2.4** Where an additional smart meter or current clamp device is required, the capital costs of this would also be eligible expenditure under the grant as long as it is installed at the same time as the chargepoint.
- 2.5** Examples of ineligible expenditure include:
- Interest charges, bad debts, profits, entertaining
 - Project management and reporting costs
 - Administration costs
 - Inflation and contingency allowances (as an overall arbitrary percentage) additional to eligible costs – however reasonable inflation rates can be included in labour and material cost estimates

- New/additional land required for the proposed infrastructure
- Software
- Electricity provided by relevant infrastructure
- Ongoing back office data provision
- Any other ongoing operating costs (e.g. maintenance or communication)
- Any warranty extension beyond three years
- Transport costs
- Marketing costs
- Any other cost not listed as an eligible expenditure in 2.2 above

2.6 The costs of each installation must not be inflated or cross-subsidised across a number of installations. OLEV, or its representatives, require information on prices in Part B of the **Annex D** application form and checks will be made against installers who consistently claim the maximum grant amount. If evidence of cost inflation or cross-subsidisation is discovered, authorisation will be revoked.

2.7 Installers must provide a list of the equipment used in each installation in the Cost Breakdown table in Part C of the application form. Installers can refer to a standard kit list once they have been given approval from OLEV to do so. A standard kit list will cover the minimum equipment used in every installation to successfully install a chargepoint under the EVHS, and any additional equipment required should be listed on the form. This should be listed as a single item with the full cost included. For more information, installers should email Chargepoint.Grants@olev.gov.uk. You cannot refer to a standard kit list unless you have prior approval from OLEV to do so.

2.8 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.

Grant claim process

2.9 Only authorised installers can claim the grant on behalf of the domestic customer. The evidence required in support of claiming the grant is detailed below and in **Annex D**.

- 2.10** Please note that only the V.2.4 Annex D application form is acceptable until further notice. For the avoidance of doubt, installers must abide by the rules set out in this guidance document (V.2.4) for all new installations carried out on or after 1 July 2019, regardless of which version of the application form is completed.
- 2.11** The total funds claimed on behalf of the customer are 75% of the customer facing capital expenditure capped at £350 (including VAT) and is paid in arrears. Installers must not charge customers for the grant in advance of payment being made by OLEV.
- 2.12** Grant claims are to be made by the chargepoint installer using an OLEV approved method of submission. This must be via the [DfT portal](#) or, if this cannot be accessed, please email ChargePointGrantApps@dvla.gov.uk. If installers have a proposed methodology for submitting electronically this must be cleared with DVLA before it can be used. All grant claims must contain customer signatures where specified and must be supported by OLEV Electric Vehicle Homecharge Scheme forms for each installation (**Annex D**) under the conditions set out below.
- 2.13** The monthly OLEV grant claim form in Excel will be made available to installers upon authorisation. On the form installers are to provide OLEV, or its representatives, with a uniquely numbered list of installations pertinent to the claim. OLEV, or its representatives, will only accept electronic copies of the forms - paper copies will not be processed for payment.
- 2.14** For each installation, the installer must supply a number of supporting documents alongside the OLEV grant claim form, these include:
- All parts of the completed OLEV Electric Vehicle Homecharge Scheme application form (**Annex D**), **ensuring Part A is signed and dated by the customer** and Part B includes a breakdown of the costs of the installation which clearly states the source of the remaining contribution towards the costs. Incomplete or other installation forms will not be accepted.
 - If the customer is not available on the day of installation, they must complete and sign Part A of Annex D in advance. This documentation must then be provided to the installer or a nominated third party. The nominated third party will be responsible for signing Part B of Annex D on the day of installation, therefore confirming the unique chargepoint serial number and that the installation has been completed.
 - Photographic evidence of the installation, with one photo showing the chargepoint unit and its serial number, and a second photo showing off-street parking with the chargepoint unit visible (maximum 200kB per photo). 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.

- A copy of the DNO notification email, or monthly spreadsheet listing installations.
 - Proof of purchase for the customer's eligible electric vehicle. Acceptable evidence is listed in Part A, Section 2 of the application form.
- 2.15** For each installed domestic chargepoint we also require the authorised installer to:
- Retain all documentation pertaining to the installation, including installation and commissioning confirmations and certificates, photographs, customer declarations and signatures, dates of installation and full address.
 - Ensure there is no duplication (i.e. the same chargepoint is not claimed for twice).
 - Ensure that all relevant fields on the form 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 and meets the safety requirements.
 - Notify the Distribution Network Operator (DNO) of the installation in writing and retain evidence of this notification.
- 2.16** Annex D Part A must not be signed any more than 6 weeks prior to the date of installation. Any application that includes a Part A dated more than 6 weeks prior to installation will not be approved.
- 2.17** By signing Part A, the customer is declaring that any evidence submitted as part of this application is valid, and will remain valid until the day of installation. It is the customer's responsibility to inform the installer if their circumstances change prior to the day of installation as this may result in the application becoming ineligible for EVHS funding. If the customer fails to inform the installer of any such change, OLEV reserves the right to take whatever action it deems necessary in order to claim the funding back from the customer.
- 2.18** OLEV reserves the right to withhold payment from the installer where the installer was aware of changes in circumstances which affect the customer's eligibility under the EVHS and failed to inform OLEV.
- 2.19** Chargepoint installers must retain all of the above information, a copy of Annex D and associated documentary evidence for at least three years after the grant is claimed for each chargepoint. This information may be stored electronically or in hard copy, and must be available to OLEV immediately if requested as part of the grant claim assurance process.
- 2.20** A record must be kept of expenditure funded partly or wholly by grant claims and all income generated by the scheme. All accounting records relating to that expenditure and income must

be retained for a period of at least six years after each grant claim. Accounting records include purchase orders, original invoices, receipts, accounts and deeds, whether in writing or electronic form. Such records must also be kept for any income generated with the help of grant. The chargepoint installers must make these available at any reasonable time for inspection by officials from the Department for Transport or their representatives or by the Comptroller and Auditor General or his representatives.

- 2.21** All commercial offers that utilise the EVHS grant should make this clear in any advertising, contracts and in person.

Submitting claims

- 2.22** **Installers must send in all applications for the preceding month's installations as part of a single claim. All claims must include applications for installations made over the course of a single month only. Any claims that include applications across more than one month will not be accepted.**

- 2.23** Claims can be submitted any time before the last working day of the month following that in which the installations were carried out. Installers do not have to wait until the last working day of the month to submit a claim, they can be submitted as soon as the claim form is ready. If installers cannot meet the last working day deadline they should make OLEV aware as soon as possible.

- 2.24** Claim forms and required documentation should be sent directly to the DVLA using the [Upload Portal](#). If for any reason this cannot be used, please contact the DVLA at ChargePointGrantApps@dvla.gov.uk. The DVLA helpdesk can be contacted for queries relating to your monthly claim using the email address above or by calling 0300 123 1343.

- 2.25** Successful claims will then be passed to OLEV for processing.

- 2.26** DVLA will inform chargepoint installers if any claims have been unsuccessful within 15 working days of initial submission, unless the claims have been submitted after the deadline. If a claim is submitted after the deadline, installers may be informed later than 15 working days following the submission. The process for re-submissions is as follows:

- **First submission** by the final day of the first month following installation (e.g. installations completed in July submitted by 31st August). DVLA will feedback within 15 working days, unless the claim has been submitted after the deadline. If the claim is submitted after the deadline, installers may receive feedback later than 15 working days following the first submission.
- **Second and third submissions (optional)** on a date of your choice. Note – if installers wish to take full advantage of the two optional re-submission attempts they should allow enough time for DVLA to feedback (within 15 working days, unless the claim has been submitted after the deadline) and for any required changes to be made ahead of the final submission deadline.

- **Fourth submission** by the final day of the fourth month following the initial submission (e.g. installations completed in July submitted by 31st December). DVLA will feed back within 15 working days, unless the claim has been submitted after the deadline. If the claim has been submitted after the deadline, installers may receive feedback later than 15 working days following the fourth submission.

This system is designed to offer flexibility in the timing of submissions to enable installers to secure all additional evidence and make all required changes before sending claims back to the DVLA.

- 2.27** Subject to any queries arising as part of the claim, OLEV, or its representatives, will endeavour to process the claim to enable payment of an approved claim within 30 working days, unless the claim was submitted to the DVLA after the deadline. Please note that this is only a guideline for payment as both DVLA and OLEV need to be satisfied that all of the necessary terms and conditions of the scheme have been met.

Please note that your first payment(s) may take up to 3 months to process, so you may not receive your first payment(s) within the customary 30 working days following submission of a claim.

- 2.28** The detailed process flowchart is shown in **Annex F**.

Audit

- 2.29** OLEV, or its representatives, will conduct on-site audits of installed chargepoints to ensure the requirements of the grant are met. If a chargepoint is selected for audit, OLEV, or its representatives, will contact the relevant party for relevant information.

- 2.30** 'Relevant information' will consist of:

- installation/commissioning confirmations/ certificates (including the BS7671 Electrical Installation Certificate and Building Regulations compliance certificate), including customer signatures, dates of installation and full address
- contact details of the customer
- DNO notification
- any other relevant material.

- 2.31** If an installer or authorised installer representative fails to meet the terms and conditions of the grant, OLEV reserves the right to suspend or revoke their authorisation to install chargepoints eligible for this grant scheme.

3. Eligible grant claims

- 3.1** This grant is for the installation of chargepoints at domestic properties. The property must have designated private off-street parking and the chargepoint must be installed appropriately in relation to the parking space. It is the responsibility of the chargepoint installer to ensure that all requirements are met prior to installation and grant claim submission.

Off-street parking

- The customer's designated private off-street parking must be associated to the property of the customer (i.e. the installation address).
 - Where the link between the off-street parking and the customer's property is unclear, we may require additional evidence such as the customer's property records (e.g. the property's land registry) and/or evidence from the customer's local authority.
 - Where the link between the customer and the property of the customer (i.e. installation address) is unclear, we may require additional supporting evidence (e.g. a utility bill).
- In addition to being the registered keeper, leasing or having primary access to an electric vehicle, the customer must have off-street parking facilities suitable for chargepoint installation (a survey prior to installation should be conducted by the installer). The installation address must have designated private off-street parking with good access for an eligible vehicle to be charged safely. The customer must be able to access the designated private off-street parking space at all times.
 - We may require additional supporting evidence, such as the customer's property records (e.g. the property's land registry) and/or evidence from the customer's local authority to ascertain that the parking space is off-street, designated and private.
- In addition to meeting the off-street parking requirements, along with the other terms and conditions of the EVHS grant scheme, it is for the installer and manufacturer to abide by the current edition of the Institution of Engineering and Technology (IET) Code of Practice for electric vehicle charging equipment (and other relevant wiring regulations). It is for the customer to ensure that any necessary third party permissions are obtained.
- If a resident lives in a flat and has a parking space/garage that is legally dedicated to the resident's flat, then an Electric

Vehicle Homecharge Scheme (EVHS) installation might be possible (if all the other terms and conditions of the scheme are met). If a resident is having a domestic chargepoint installed then it is for them to obtain any necessary third party permissions (such as from the freeholder or managing agent of the flats) and for their installer to comply with the latest edition of the IET Code of Practice for Electric Vehicle Charging Equipment Installation (for example in mitigating trip hazards) and other wiring regulations.

- If customer moves property they may take their chargepoint with them. If they do, the householder must contact DVLA at ChargePointGrantApps@dvla.gov.uk requesting permission to move the chargepoint, confirming the current post code and chargepoint ID serial number and providing the address and post code to which they 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.

Eligible vehicles

- 3.2** Grant awards are limited to a maximum of £350 (including VAT) per eligible electric vehicle towards the installation of a domestic chargepoint at a residential address.
- 3.3** An electric vehicle is eligible if it appears on the OLEV eligibility list for the Plug-in Car, Van, Taxi and Motorcycle Grants, or the list of EVHS eligible vehicles. A full list of eligible vehicles can be found on the [OLEV website](#).

Eligible customers

- 3.4** The following customers are eligible to access the grant:
 - Individuals who have taken keepership of a new or second hand eligible electric vehicle **on or after 1 October 2016 as long as they have not claimed against the previous chargepoint schemes**
 - **Individuals can claim for a second chargepoint if they can evidence keepership of two eligible electric vehicles concurrently;**
 - Individuals who are assigned a company car for at least six months on or after 1 October 2016;
 - Individuals who lease an eligible vehicle for at least six months on or after 1 October 2016. If a letter is being used as evidence, Annex I can be used as a template which must include start date and term of the lease;
 - Individuals who lease an eligible electric vehicle through a salary sacrifice scheme on or after 1 October 2016;
 - 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

October 2016. If the named individual changes within six months, a second grant cannot be claimed. Please see the letter template at **Annex I** which should be used by employers;

- Individuals who can prove that they have ordered an eligible electric vehicle and the vehicle will be received on or after 1 October 2016.

- 3.5** The grant claim form requires the registered keeper, lessee or nominated driver of the electric vehicle to provide evidence of keepership, lease or use. Where the customer has possession of the electric vehicle on the day of installation, **the vehicle registration number (VRN) or vehicle identification number must be provided in all grant claims.** Part A of Annex D outlines the required evidence to be provided by the customer and an employer where required.
- 3.6** An investigation will be conducted into any applications that are made using a VRN that has been flagged as duplicate. Where we feel there is reasonable evidence to suggest improper conduct on behalf of an installer, OLEV reserve the right to withhold payment pending further investigation in order to ensure public funding is not being used incorrectly.
- 3.7** If the vehicle has been delivered by the date of the installation the VRN **MUST** be provided on either Part A or Part B for the claim to be valid. If a third party is signing Part B the customer must ensure they have the correct VRN.
- 3.8** For applications where a VRN is not available by the day of installation, it is essential that OLEV can confirm that a vehicle is on order. For this reason, customers are required to provide evidence of a unique identification number that should appear on an order confirmation form. Examples have been provided in box 7 of Part A, Section 1. If customers have not provided a VRN, failure to provide one of these numbers will result in an invalid application.
- 3.9** It is important that OLEV are able to identify any company that has been used as a signatory for Annex I. Any applications that require an Annex I letter as evidence of ownership from an employer or third-party business will therefore need to provide one of the below pieces of evidence. i and ii can be written in the boxes provided in Annex I, but iii must be separately attached:
- i. Company registration number - This can be found on a company's certificate of incorporation or any official company documentation received from Companies House.
 - ii. VAT number
 - iii. Attach evidence of a company's HMRC registration - Many sole-traders and small companies are neither registered with Companies House nor VAT-registered. In this instance, please provide evidence that this company has registered with HMRC (such as a confirmation letter or email from HMRC).

- 3.10** Installers must ensure that at least one of above pieces of evidence is provided before sending off this application.
- 3.11** If the customer does not have any of these pieces of evidence, the customer wishing to access the grant should contact OLEV (Chargepoint.Grants@olev.gov.uk) prior to installation to confirm if any other evidence is appropriate. If the customer cannot provide the evidence above and an exception has not been agreed in writing with OLEV the grant claim will not be paid.
- 3.12** If an employer's vehicle fleet management is outsourced, Annex I can be filled out and signed by an official from the company managing the fleet. The employer must give written permission (via email or letter) for an official with fleet management responsibility from the fleet company to sign on their behalf. This permission must be retained by both companies as OLEV may request this as evidence for future audits. **The signing official must also tick the final box at the bottom of the letter to say they have been given prior permission to sign on behalf of the employer.**
- 3.13** Annex I must be presented on company-headed paper, which must include the address of the company. Annex I must be signed by a senior member of that company as identified by the employer. If company-headed paper is not available, the employer's address must be provided in the body of the letter.
- 3.14** As well as the technical specification of the chargepoint and its installation meeting the minimum requirements set out in **Annex B**, the installer must make the customer aware of the conditions that need to be met for them to be eligible for the grant. The customer must then sign a declaration to that effect in Part A, and the customer/third party and installer must all sign Part B. The necessary clauses are included in the OLEV Electric Vehicle Homecharge Scheme Installation form to be completed by the chargepoint installer and the customer in Annex D.
- 3.15** Any queries relating to the EVHS should be sent to DVLA's ChargePointGrantApps@dvla.gov.uk inbox. Officials will endeavour to respond to any queries sent to the inbox within 10 working days.
- 3.16** Please note that where it considers it necessary OLEV reserves the right in its absolute discretion to seek further information or documentary evidence from relevant parties in support of any individual claim.
- 3.17** Letter template to be used in conjunction with grant applications:

Dear Sirs,

Please find attached a grant claim on behalf of residents under the Electric Vehicle Homecharge Scheme.

The total expenditure covering the period [DD/MM/YY - DD/MM/YY] is £_____, of which the claim is for a total of £_____

I can confirm that all of the conditions of the Electric Vehicle Homecharge Scheme have been met.

Yours faithfully,

[Signature]

[NAME OF FINANCE DIRECTOR]

FINANCE DIRECTOR

Annex A: Chargepoint approval application

This annex has now been moved to the OLEV web page for infrastructure grant schemes:

<https://www.gov.uk/government/collections/government-grants-for-low-emission-vehicles>

Annex B: Minimum technical specification – Electric Vehicle Homecharge Scheme (EVHS)

1. This technical specification is for the EVHS only. If you wish to apply for authorisation under both the EVHS and the WCS, you must ensure your chargepoint complies with technical specifications for both schemes. WCS technical specifications can be found on the OLEV infrastructure grant scheme web page: <https://www.gov.uk/government/collections/government-grants-for-low-emission-vehicles>
2. Where documents are mentioned in the technical specification, the current edition of each applicable document at the time of the installation is the one with which compliance is required.
3. In cases where updates of documents lead to apparent inconsistency, the IET Wiring Regulations (BS 7671:2018) take precedence for electrical installation requirements.
4. The minimum technical requirements of the chargepoint and its installation are as follows:

1.0	GENERAL
	This document defines the specification for electric and plug-in hybrid electric road vehicle conductive charging equipment.
	References to standards or regulations are to the current edition of such standards or regulations at the time of the installation.
	In cases of apparent inconsistency in installation requirements, the IET Wiring Regulations (BS 7671:2018) shall take precedence.
	Manufacturers/suppliers of the proposed charging equipment shall demonstrate compliance with this specification.
2.0	INSTALLATION
	This specification is for the charging equipment only and not the final installation. However, it is required that the final installation will be in accordance with the current edition of the IET Wiring Regulations (BS 7671:2018); the recommendations of the IET Code of Practice for Electric Vehicle Charging Equipment Installations (as amended); Electricity Safety, Quality and Continuity Regulations and all other applicable standards.
	Installations on the public highway shall use a contractor registered through the Highways and Electrical Registration Scheme (HERS). Please note that from 3 February 2020 the latest version of BS 7671 will be BS 7671:2018+A1:2020. Installations commenced after 31st July 2020, to which this is relevant, are to comply with BS 7671:2018 incorporating Amendment 1:2020.

	Charging Equipment shall be installed in accordance with BS EN 61851-1:2019.
	The electrical supply of the final installation should allow the charging equipment to operate at full rated capacity. Where local supply constraints prevent operation at full rated capacity, the charging equipment shall be classified according to actual output capacity.
	The design of the charging equipment shall permit compliance with the requirements of BS 8300:2009+A1:2010.
3.0	CHARGING EQUIPMENT - COMMON REQUIREMENTS
	Charging equipment shall be CE marked in accordance with EC Directive 768/2008/EC.
	Details of any precautions necessary to ensure safe operation with Active Implantable Medical Devices shall be provided and must also be clearly displayed on the charging equipment.
	Charging equipment shall be compliant with:
	. BS-EN-61851-1:2019
	. Electromagnetic Compatibility Regulations 2016 (The 2006 Regulations continue to apply to equipment placed on the market or put into service before 8 December 2016).
	. Electrical Equipment Safety Regulations 2016(The 1994 Regulations continue to apply to electrical equipment placed on the market before 8 December 2016).
	BS EN 62196 Mode 1 or Mode 2 charging shall not be compliant with this specification.
	Charging equipment shall utilise charging station EV socket outlets (BS EN 61851-1:2019 Case A, or B connection) or charging stations with tethered cables (BS EN 61851-1:2019 Case C connection).
	Where multiple outlets are provided the charging equipment shall be classified according to the output power delivered at each outlet with all outlets operating simultaneously.
	Where multiple connectors are associated with a single outlet only one connector shall be active, and all other connectors shall be inactive, when the outlet is in use.
	For AC charging equipment:
	. AC charging equipment output power shall be measured or calculated at a nominal supply voltage of 230Vac single-phase or 400Vac three-phase.
	. AC charging equipment shall be compliant with BS EN 61851-1:2019 (Please note that all requirements from IEC 61851-22 have been moved to this standard, as work on IEC 61851-22 has ceased).
	. AC charging equipment shall use BS EN 62196 Mode 3 charging.
	. AC charging equipment socket outlets (where used) shall be BS EN 62196 Type 2.
	For DC charging equipment:
	. DC charging equipment shall be compliant with BS EN 61851-23:2014
	. DC charging equipment shall use BS EN 62196 Mode 4 charging
	For charging equipment with embedded generation capability (V2X):
	. Charging equipment with embedded generation capability of up to and including 16A per phase shall be compliant with ENA Engineering

	Recommendation G98.
	. Charging equipment with embedded generation capability greater than 16A per phase shall be compliant with ENA Engineering Recommendation G99.
3.1	CHARGING OUTLETS
	The following outlet configurations are permitted:
3.1.1	SLOW AC (less than 3.5kW)
	Not permitted.
3.1.2	STANDARD AC (3.5kW to 7kW)
	Charging equipment outlet shall be rated 230Vac \pm 10% single-phase.
	Charging equipment output shall be greater than 3.5kW and not greater than 7kW.
3.1.3	FAST AC (7kW to 23kW)
	Charging equipment outlet shall be rated 230Vac \pm 10% single-phase or 400Vac \pm 10% three-phase.
	Charging equipment output shall be greater than 7kW and not greater than 23kW.
3.1.4	SEMI-RAPID AC (23kW to 43kW)
	Not permitted.
3.1.5	RAPID AC (43kW to 44kW)
	Not permitted.
3.1.6	FAST DC (3.5kW to 22kW)
	Charging equipment output shall be greater than 3.5kW and not greater than 22kW.
3.1.7	SEMI-RAPID DC (22kW to 50kW)
	Not permitted.
3.1.8	RAPID DC (50kW to 62.5kW)
	Not permitted.
3.1.9	ULTRA-RAPID DC (62.5kW to 400kW)
	Not permitted.
4.0	LOCATION – GENERAL
	Equipment installed shall meet the applicable minimum IP ratings set out in BS EN 61851-1:2019 and BS 7671:2018 according to the usage location
4.1	LOCATION – DOMESTIC
	The final installation shall be in accordance with the current edition of the Building Regulations Part P (Electrical Safety – Dwellings).
	AC charging equipment socket outlets (where used) shall be BS EN 62196 Type 2 shuttered sockets in accordance with BS7671.
5.0	USER INTERFACE – GENERAL
	Charging equipment status shall be indicated using lights, LEDs or display.
6.0	DATA REQUIREMENTS
	No data communication is required to be sent to OLEV.
7.0	SMART REQUIREMENTS
	The chargepoint must be able to receive and process information provided.
	To react to information received, by adjusting the rate of charging or discharging.
	To monitor and record energy consumption, and be able to transmit this.

7.1	DATA COMMUNICATION PROTOCOL
	To be accessed remotely, through a data communication protocol and communication technology, by utilising the following:
	The Open Charge Point Protocol (OCPP) version 1.6 (or above), or equivalent.
7.2	CYBER SECURITY
	The chargepoint must have appropriate security measures to ensure that its functions are resilient to cyber-attack.
	The chargepoint must ensure that any communications are exchanged in a secure manner with an appropriate level of encryption to prevent interception by an un-authorised third party.
8.0	SERVICING & MAINTENANCE
	Charging equipment shall be supplied with an on-site three-year warranty on parts and installation.

Annex C: Authorisation Application for Installers

- C.1** Parties wishing to claim grants under the Electric Vehicle Homecharge Scheme and/or the Workplace Charging Scheme must be authorised by OLEV before any chargepoints are installed.
- C.2** This application form has now been moved online, and can be found at: <https://forms.dft.gov.uk/olev-authorised-installer-application/>
- C.3** OLEV, or its representatives, will process your application and will confirm whether you have been successful via email.
- C.4** Please note that your first payment(s) may take up to 3 months to process, so you may not receive your first payment(s) within the customary 30 working days following submission of a claim.

Annex D: Electric Vehicle Homecharge Scheme Installation Form (V.2.4)

[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.

The contents of this form must not be altered without prior permission from OLEV under any circumstance.

Your personal information will be safeguarded and processed in accordance with data protection legislation. The Department for Transport is the 'Controller' for personal data processed as part of the Electric Vehicle Homecharge Scheme (EVHS) and the Workplace Charging Scheme (WCS). A copy of the full Privacy Policy, which includes the information we collect, how we use it and under what circumstances, if any, we will share it with other parties, is available at: <https://www.gov.uk/government/organisations/office-for-low-emission-vehicles>.

PART A – REGISTERED KEEPER/PRIMARY USER DECLARATION

Section 1

All applicants must fill in boxes 1 – 5 in order for your application to be eligible, any failure to do so may result in your application being unsuccessful. In addition, if you are currently in possession of your vehicle you must fill in box 6, if your vehicle is on order and you are unable to provide the VRN/VIN at this stage you must fill out box 7.

1	Name of Primary Vehicle User ("the customer")	
2	Date of birth (dd/mm/yyyy)	
3	Installation address	
4	Customer phone number	
5	Customer email address	
6	Vehicle Make and Model (please ensure this vehicle is eligible for the grant)	
7	<p>Vehicle Registration Number (VRN) or Vehicle Identification Number (VIN)*</p> <p>*The VRN must be provided where the customer has possession of the vehicle on the day of installation. If the vehicle is on order, 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.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 5.</p>	
8	<p>For vehicles on order, please provide the estimated delivery date and one of the following identification numbers (please state which):</p> <ul style="list-style-type: none"> • Order number • Reference number • Arrangement number • Agreement number • Enquiry/quotation number <p>If your order confirmation does not include any of the above, please contact your vehicle provider to obtain one, otherwise this application will be ineligible.</p>	<p>Identification number:</p> <p>Estimated delivery date:</p> <p>(The estimated delivery date should be no more than four months from the date of installation and should be the same date that appears on your vehicle order form. If, for any reason, these dates do not match, please provide an explanation as to why in the space below.)</p>

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I, (“the customer”),

hereby confirm that the above information is accurate, and if it is missing from this claim I will provide the VRN to DVLA within 28 days of the delivery of my vehicle.

Your personal information will be safeguarded and processed in accordance with data protection legislation. The Department for Transport is the ‘Controller’ for personal data processed as part of the Electric Vehicle Homecharge Scheme (EVHS) and the Workplace Charging Scheme (WCS). A copy of the full Privacy Policy, which includes the information we collect, how we use it and under what circumstances, if any, we will share it with other parties, is available at: <https://www.gov.uk/government/organisations/office-for-low-emission-vehicles>.

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 OLEVs responsibility to determine how they process customer. Please always read terms and conditions carefully.

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

Section 2

In addition to the information above, please put a tick in one of the four boxes in the right-hand column to confirm your customer type and that you have at least one of the matching pieces of evidence. **All attached documents must reference your name, address and vehicle make and model.**

Customer type	Accepted Evidence	Please tick
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 have a finance agreement for this vehicle	Leasing Confirmation	
	Hire Purchase Agreement	
Official headed		

documentation providing evidence that you are the user of an eligible electric vehicle for a minimum of 6 months.	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 is required	Letter from Employer (See Annex I for template, must include Company Registration Number, VAT-registration number or attach separate HMRC registration confirmation)	
I have leased the vehicle as part of a salary-sacrifice scheme.	Letter from Employer (See Annex I for template, must include Company Registration Number, VAT-registration number or attach separate HMRC registration confirmation)	
	Order Confirmation	

Section 3

Under the scheme the government funds up to 75% of the cost of a home chargepoint and associated equipment as well as the cost of installation. Usually the remaining 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.

<i>If you are not contributing the total amount of the remaining cost of the chargepoint please describe how this is being covered</i>	
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Section 4

Eligibility Criteria for Grant

I 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.)

I am the registered keeper, lessee or the nominated user of this eligible electric vehicle or have the vehicle on order	
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 acknowledge that I am required to inform the installer if before my installation date my circumstances change and I am therefore no longer eligible for the grant.	
I understand that after the installation date if my circumstances change and I therefore no longer have control of the vehicle for the minimum 6 months period I am required to inform OLEV via email at Chargepoint.Grants@olev.gov.uk	
The address specified in Part A is a residential address and is owned or rented by me. Where I rent the property, I have consent from the landlord for a domestic recharging unit to be installed.	
If I have possession of my vehicle on the day of installation, and the VRN was not provided in Part A, I understand that the VRN <u>MUST</u> be provided in Part B of this application. If a third party will be signing Part B on the day of installation, I will ensure they are able to provide the correct VRN for me.	
To my knowledge, a grant has not previously been claimed at this property by myself or spouse/partner/family member 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 this case: - The VRN for the existing eligible vehicle (which is not the vehicle being claimed for in this application) is - The existing eligible vehicle (which is not the vehicle being claimed for in this application) is a leased/company vehicle or is currently on order, and I will provide additional evidence for this vehicle as listed in Section 2.	
I have not previously claimed under the Domestic Recharging Scheme or Electric Vehicle Homecharge Scheme for this vehicle	
I am having this chargepoint installed as a private individual and will not be claiming the VAT back from HMRC.	
The installation address has designated private off-street parking with good access for an eligible vehicle to be charged safely.	

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 data protection law).	
I understand that I am responsible for paying the costs associated with electricity usage for the chargepoint.	

Section 5 - Customer Declaration

I have read and understood the information outlined in sections 2 - 5. 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. 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.

Your personal information will be safeguarded and processed in accordance with data protection legislation. The Department for Transport is the 'Controller' for personal data processed as part of the Electric Vehicle Homecharge Scheme (EVHS) and the Workplace Charging Scheme (WCS). A copy of the full Privacy Policy, which includes the information we collect, how we use it and under what circumstances, if any, we will share it with other parties, is available at: <https://www.gov.uk/government/organisations/office-for-low-emission-vehicles>.

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

Name..... ("the customer")

PART B – AGREED CHARGEPOINT INSTALLATION PRICE BREAKDOWN

Reminder: This installation will not be eligible under the EVHS if the customer no longer has possession of the electric vehicle being used in this claim. If the installer becomes aware that any of the customer's circumstances as confirmed in Part A have changed prior to the day installation, the installer must inform OLEV via email at Chargepoint.Grants@olev.gov.uk. **OLEV reserves the right to withhold payment from the installer where the installer has failed to inform OLEV of such changes in circumstances which affect the customer's eligibility under the EVHS.**

Name of person signing if different from Part A. (Please provide relationship to the primary user)	
Unique chargepoint serial number	
Tick to confirm the chargepoint has been installed in an appropriate location	
If the VRN/VIN was not provided in Part A by the customer, and the vehicle has been taken possession of since the customer signed Part A, this must now be provided in the adjacent box. <u>Please ensure you have the correct VRN/VIN for the vehicle, as an incorrect VRN/VIN will invalidate this claim.</u> If the vehicle has not been delivered/taken possession of this information should be provided to DVLA within 28 days of delivery.	

Price breakdown table – please only fill out the unshaded empty boxes.

Description	Net Price (ex. VAT)		
Hardware			
Charge-point unit price to customer:	£		
Other equipment (switchgear etc.):	£		
Other eligible costs:	£		
Labour			
Hourly rate to customer:	£		
No. of hours worked:		hrs	
Total labour cost:	£		
Totals		VAT	TOTAL
Total Install Price - Without Subsidy	£	£	£
	EVHS Grant value (75% - capped at £350):		£
	Total Install Price - Charged to Customer		£

The correct accounting treatment is that the customer should be invoiced for the total (including VAT - irrespective of rate) for their installation and that the OLEV grant be treated as an offset leaving a reduced balance for the customer to pay.

Installers who are not registered for VAT should enter zero in the VAT box above.

	Source	Amount inc. VAT)
Remaining contribution(s) Please specify amounts inclusive of VAT (gross). Please specify source(s) and amounts either in pounds or as a percentage (please delete as appropriate)		£
		%
		£
		%
		£
		%

I, [customer (“the customer”)/third party name]
confirm that:

[i] the estimate of hours worked [as above] is accurate, and I have agreed that the remaining contribution will be met by the sources stated above.

Your personal information will be safeguarded and processed in accordance with data protection legislation. The Department for Transport is the ‘Controller’ for personal data processed as part of the Electric Vehicle Homecharge Scheme (EVHS) and the Workplace Charging Scheme (WCS). A copy of the full Privacy Policy, which includes the information we collect, how we use it and under what circumstances, if any, we will share it with other parties, is available at: <https://www.gov.uk/government/organisations/office-for-low-emission-vehicles>.

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 OLEVs responsibility to determine how they process customer. Please always read terms and conditions carefully.

Signed.....[customer/third party]

Signed.....[installer]

Date.....

PART C – INSTALLER DECLARATION

Section 1- Installation details

I [full name of installer (company name in brackets if a sub-contractor)],
..... on behalf of [authorised chargepoint
installer], confirm that the following
installation records are accurate as of the date of installation (if a sub-
contractor, the details below should be those of the installer):

Installation postcode	
Company OLEV authorisation code	EVHS
Unique chargepoint serial number	
Chargepoint ID (if different to serial number)	
Installation date	

Cost breakdown table – Please use the below table to list all equipment and items used in the installation, and use the adjacent box to list the price of each.

<p>Please list equipment used in the installation, including price per item</p> <p>Eg:</p> <ul style="list-style-type: none"> • Cable • Fixings • Switchgear <p>Please do not include costs for labour or the chargepoint equipment here.</p>	<p>Equipment</p>	<p>Price (Excluding VAT)</p>
<p>Total</p>		<p>£</p>
<p>Other eligible cost(s) (Please specify each item)</p> <p>Eg:</p> <ul style="list-style-type: none"> • Site survey 	<p>Item(s)</p>	<p>Price (Excluding VAT)</p>
<p>Total</p>		<p>£</p>

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 model⁵] meets the Office for Low Emission Vehicles (OLEV) Electric Vehicle Homecharge Scheme minimum technical standard specification;
- I have conducted a survey prior to installation and confirm that the existing 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 will complete a BS7671 Electrical Installation Certificate and Building Regulations compliance certificate for this installation.
- I will notify the local Distribution Network Operator of this installation, providing all information required on the form accurately and will inform DVLA of that notification.
- I have recorded photographic evidence of this chargepoint installation. With one photo showing the chargepoint serial number and one photo of the installation site relative to the off-street parking. Where a smart device (such as hub / smart cable etc.) is

⁵ Please provide the reference to the relevant model listed under the EVHS approved chargepoint model list. You must be approved to install this model. Please do not provide any variant codes which are not on the EVHS list as this may lead to your application being rejected.

separate to the main dumb chargepoint, a third photo should be provided showing the smart device and its serial number.

Section 3 –Installer 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 installer any benefit received in accordance with the EVHS grant and any other associated recovery costs.

Your personal information will be safeguarded and processed in accordance with data protection legislation. The Department for Transport is the ‘Controller’ for personal data processed as part of the Electric Vehicle Homecharge Scheme (EVHS) and the Workplace Charging Scheme (WCS). A copy of the full Privacy Policy, which includes the information we collect, how we use it and under what circumstances, if any, we will share it with other parties, is available at: <https://www.gov.uk/government/organisations/office-for-low-emission-vehicles>.

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 OLEVs responsibility to determine how they process customer. Please always read terms and conditions carefully.

Signed.....

Date.....

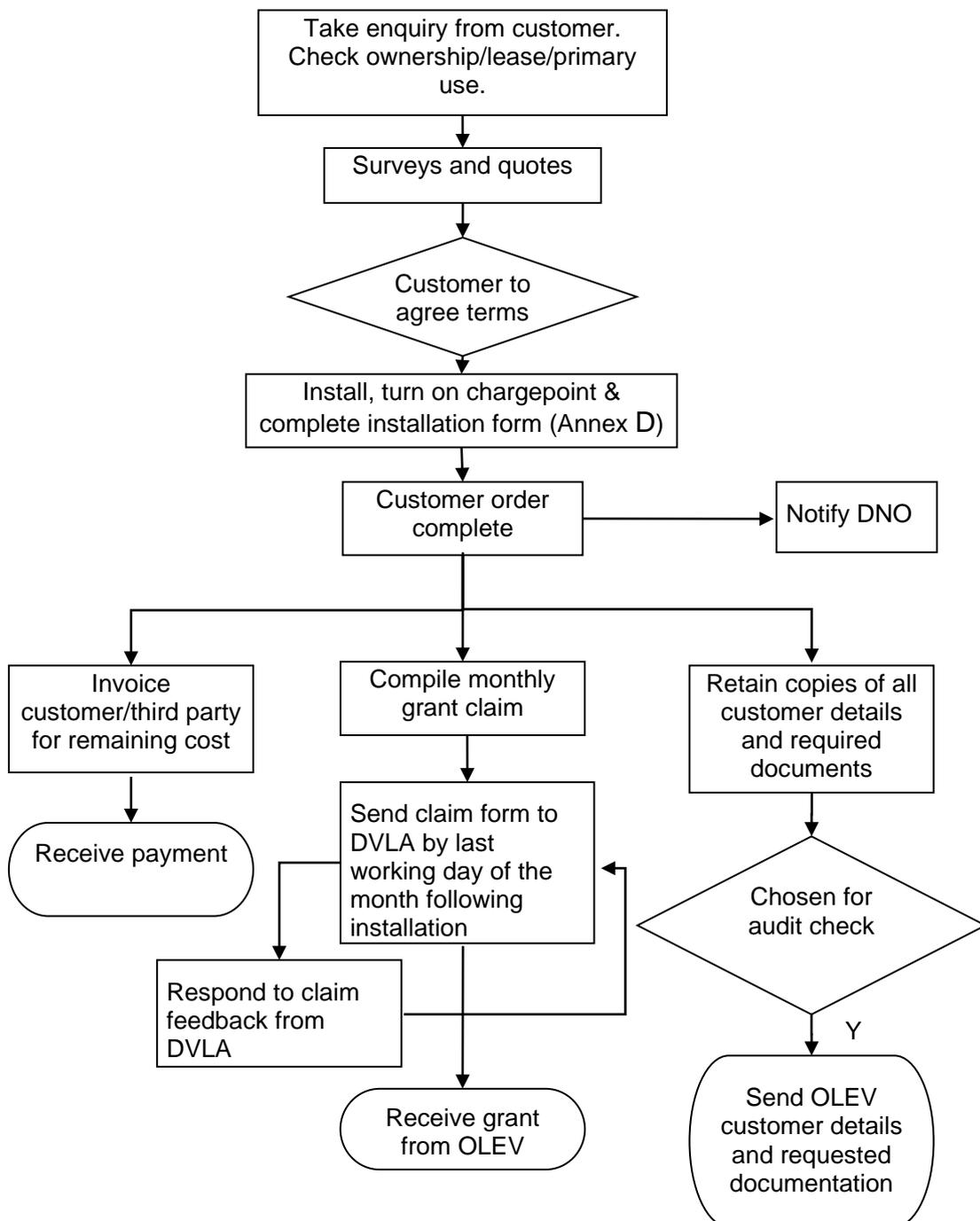
Name.....

Annex E: Data requirements

This Annex is no longer applicable.

Annex F: Process flowchart

This flowchart illustrates the processes an authorised installer must complete for installation and grant claim.



Annex G: Q&A

Authorisation

Q1. What do I need to do if I want to claim the grant on behalf of a customer?

In order for you to claim the Electric Vehicle Homecharge Scheme grant, you must apply to become an authorised installer. You will also need to ensure that prior to authorisation you have approval from the chargepoint manufacturer to install their products. Only once you have confirmation of authorisation from OLEV (which typically takes up to 6 weeks) and approval from the relevant chargepoint manufacturer/s can you start to install chargepoints which you intend to claim the grant for.

Q2. Why do parties have to be authorised?

The government wants electric vehicle drivers to be able to charge their vehicles safely and securely. We also have a duty to ensure that public funds are administered in such a way as to reduce the risk of misuse and fraud. By authorising chargepoint installers we are able to provide comfort to the electric driver and reduce the risk of fraudulent activity.

Q3. Do chargepoint installers need to be approved by the chargepoint manufacturers?

Installers must be formally approved by chargepoint manufacturers to install their equipment and must be able to provide evidence of this approval.

Q4. What technical criteria do the installations have to meet?

The requirements are set out in full in **Annex B**.

Q5. What if a product or installation does not meet customer expectations or authorisation requirements?

If a grant beneficiary (the customer) is not satisfied with the purchase and installation of an approved chargepoint, their first point of contact to rectify the situation is with the chargepoint installer. Note that the declaration form must include a section signed by the customer confirming that they have received the chargepoint and it is working. This form is required by OLEV or its representatives in the processing of any grant claims on behalf of the customer.

If the situation cannot be rectified then there will be a complaints procedure through Chargepoint.Grants@olev.gov.uk

Subject to the individual circumstances and complaint assessment, chargepoint installers and/or approved chargepoints may ultimately be removed from the authorisation list and procedures put in motion to reclaim any grant paid.

Q6. What information do I need to supply to OLEV on a monthly basis?

Chargepoint installers must provide OLEV with details of how many chargepoints they have installed and intend to claim grant funding for in the month just completed, and how many they intend to install in the coming month. We will also request updates to quarterly forecasts every 3 months, and you will receive a reminder email for this, with an online form to complete and submit. Persistent failure to supply this information, or persistently supplying forecasts that are incorrect by a significant degree may result in authorisation being revoked.

Approval of new chargepoints

Q7. I have a new design for a chargepoint what do I do next?

You will need to complete the application form for chargepoint approval (Annex A). OLEV will assess the application form, and if successful your chargepoint will be approved and can then be installed by authorised installers.

Q8. Why do you not require chargepoints to be endorsed by car manufacturers?

As well as providing a grant for customers to install necessary and safe infrastructure, this scheme is there to help encourage and facilitate the growth of the emerging infrastructure market. We recognise that a requirement for car manufacturer endorsement of specific chargepoints will be a further barrier to new entrants in the market or new products coming to market wishing to seek authorisation. We do however encourage chargepoint installers to seek such car manufacturer endorsements and to advertise this at point of customer enquiry. We would also hope that chargepoint installers will advise customers which chargepoint is most appropriate for their charging needs.

Q9. Are three-phase units eligible for this grant scheme?

Yes, from November 2016 three-phase chargepoint units will be eligible for grant funding under the EVHS.

Eligibility

Q10. Who is eligible to claim this grant?

Eligibility is as follows:

- Individuals who have taken keepership of a new or second hand eligible electric vehicle on or after 1 October 2016 as long as they have not claimed against the previous chargepoint schemes;

- Individuals can apply for a second chargepoint if they can evidence use of a second eligible electric vehicle concurrently;
- Individuals who are assigned a company car for at least six months, on or after 1 October 2016;
- Individuals who lease an eligible vehicle for at least six months on or after 1 October 2016;
- 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 October 2016. 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 for receipt on or after 1 October 2016;
- Individuals who have taken use of an eligible vehicle through an employer's salary sacrifice scheme on or after 1 October 2016.

Please see section 3 of this guidance for further information on eligibility. If you are unsure whether the customer is eligible, please contact DVLA at ChargepointGrantApps@dvla.gov.uk.

Q11. A customer bought or took use of their vehicle prior to 1 October 2016. Can they 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 by reducing costs at the point of purchase.

Q12. Can a household with two vehicles that are eligible for the Plug-in Car Grant, Plug-in Van Grant, Plug-in Taxi Grant, Plug-in Motorcycle Grant, or that are on the list of EVHS eligible vehicles, have two OLEV-funded domestic chargepoints?

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.

No more than two chargepoints can be funded at one property irrespective of how many vehicles are registered there.

In order to claim for a second chargepoint unit at the same address, the customer must have use of two eligible electric vehicles concurrently, at least one of which has not been used to claim previously under the EVHS or DRS by that customer. Customers must be able to demonstrate ownership of both vehicles. Upon claiming their second chargepoint, the customer will need to provide the VRN of their first vehicle, or – where it is on order or is being leased privately or through your employer – valid evidence of ownership.

It is vitally important that when a DNO notification is done in these circumstances, it clearly states that this is a second chargepoint, and gives the combined current of the two chargepoints in amps, e.g. 2 x 16A charge points

installed at a total of 32A. If this is not clear on the DNO notification, then the claim will be rejected.

Q13. What should a customer do if they move address and can they move a chargepoint that has been installed under EVHS or the previous domestic chargepoint scheme?

If a customer moves to a new address they must contact DVLA at ChargePointGrantApps@dvla.gov.uk to notify them and provide the new address and post code. If a customer wishes to take their chargepoint with them, they should request permission from the DVLA to move the chargepoint, confirming the current post code and chargepoint serial number and provide the address and post code to which they 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.

Grant claim process

Q14. How do I submit a grant claim?

We, at OLEV, cannot accept your grant claim as DVLA administers our Electric Vehicle Homecharge Scheme (EVHS) on our behalf. You should submit your grant claim (form and supporting documents) to DVLA via the DfT portal at <https://forms.dft.gov.uk/olev-installation-grant/> . If you cannot access the portal then please email ChargePointGrantApps@dvla.gov.uk.

For further information, please see the guidance notes at <https://www.gov.uk/government/collections/government-grants-for-low-emission-vehicles> .

For further assistance, you can email the DVLA Helpdesk at ChargePointGrantApps@dvla.gov.uk.

Q14. Who should I contact to track the progress of my grant claim?

Subject to any queries arising as part of the claim, OLEV, or its representatives, will endeavour to process your claim within 30 working days, unless the claim was submitted to the DVLA after the deadline.

If, after the normal 30 working days, you have not heard anything you may contact DVLA, who administers OLEV's Electric Vehicle Homecharge Scheme (EVHS) and Workplace Charging Scheme (WCS) on our behalf, by emailing them at installer.authorisations@dvla.gov.uk

Q14. Why are you not asking customers to claim the grant directly?

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. This means that installers must not charge customers for the grant in advance of payment being made by OLEV. In the event that an installer enters administration, payment will be made by OLEV to administrators.

Q15. A customer has told me they are not going to be at home on the day of installation - will this installation still be eligible?

Yes. The customer must still sign Part A of Annex D, but no more than 6 weeks prior to the date of installation. Any application that includes a Part A dated more than 6 weeks prior to installation will not be approved. A third party can sign the rest of the application where necessary.

Q16. The company used in Annex I is not VAT-registered and/or registered with Companies House – can they still be used in this application?

Yes, but they must be able to attach evidence that they are registered as a company with HMRC.

Q17. Why do you require so much information per grant claim?

We are seeking to reduce the risk of fraudulent activity and ensure the value for money when spending public funds. We require enough evidence to demonstrate that a cost has been incurred and paid at market value in order to pay a grant in arrears. Any evidence of non-compliance, misrepresenting the grant, or inflating costs will be acted on and payments will not be made.

Q18. Why will you not pay other costs such as project management or software costs?

The grant available is for capital items only. A list of eligible expenditure is found in Section 2 of this document. Resource costs are not covered by this grant.

Q19. Can I use my own version of the claim form or installation form?

Installers must contact OLEV if they have an electronic version of Annex D they are able to submit in PDF format with the necessary customer signatures included e.g. completed via a tablet onsite. However, the contents of the claim form must not be altered under any circumstances. Electronic signatures are permitted for completion of Annex D but require guidance from OLEV **prior to use**. Please contact OLEV at Chargepoint.Grants@olev.gov.uk to receive guidance on the use of electronic signatures for Annex D. This is because in certain circumstances, you may need to seek permission from OLEV before using an electronic signing software with your applications.

Q20. We would like to be able to sign applications electronically. Does the scheme allow for this?

Electronic signatures are permitted for completion of Annex D but require guidance from OLEV **prior to use**. Please contact OLEV at Chargepoint.Grants@olev.gov.uk to receive guidance on the use of electronic signatures for Annex D. This is because in certain circumstances, you may need to seek permission from OLEV before using an electronic signing software with your applications.

Q21. Can we claim the grant on a more frequent basis?

Chargepoint installers should submit their claim on a monthly basis. OLEV will not be able to process claims on a more frequent basis than this. However, subject to any queries arising as part of the claim, OLEV will endeavour to process the claim to enable payment within 30 working days.

Q22. What happens if the grant runs out before an installer has made a claim but has installed chargepoints?

Grant claims for chargepoints installed up to the date of any public announcement detailing any grant changes or the end of the scheme will be honoured against the conditions before such an announcement is made (subject to meeting all relevant criteria set out in this document).

Q23. Can a customer buy their own chargepoint and claim the grant?

It is acceptable for a customer to provide their own chargepoint if they can provide a confirmation of the 3 year 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.

Other

Q24. Am I eligible for the Workplace Charging Scheme?

There is information about the Workplace Charging Scheme (WCS) at <https://www.gov.uk/government/collections/government-grants-for-low-emission-vehicles>.

DVLA who administers the Workplace Charging Scheme (WCS) for us will be able to assist you with any further queries. Please email DVLA at WorkplaceChargingScheme@dvla.gov.uk.

Q25. What other grants might be available?

A full list of the grant schemes from the Office for Low Emission Vehicles and relevant guidances are available at <https://www.gov.uk/government/collections/government-grants-for-low-emission-vehicles>.

Q26. Should tax be applied before or after the grant is applied?

VAT should be applied on the cost of installation, not after the grant is applied (therefore lowering the VAT paid to HMRC). Below is an example to demonstrate how it should be applied:

Charge Point Installation:	£ 711.67
VAT @ 20%:	£142.33
TOTAL:	£ 854.00
OLEV Grant	-£ 500.00
Total Charge to Customer:	£354.00

And how it should not be applied:

Charge Point Installation:	£711.67
OLEV Grant :	-£416.67
SUB-TOTAL (Ex VAT)	£295.00
VAT @ 20%:	£ 59.00
Total Charge to Customer:	£354.00

Q 27. Given that there has been an update to Annex D, will version 2.3 forms still be accepted after the 1st of April 2020?

There will be a transition period until 31st May 2020 where version 2.3 documents will be accepted. During this period Part A/B/C of Annex D may be either version 2.3 or version 2.4 and different parts may be either version. After the 31st of May 2020 all parts of Annex D must use version 2.4 of the guidance.

Annex H: Checklists

Authorisation checklist

- H.1** This checklist is for electric vehicle chargepoint installers who wish to become authorised to claim the Electric Vehicle Homecharge Scheme grant on behalf of the customer.
- H.2** If you wish to claim for chargepoint installations under the EVHS you must be authorised by OLEV before you begin.
- H.3** To become an OLEV approved installer you are required to:
- Seek and obtain approval from the relevant chargepoint manufacturer/s of OLEV approved chargepoints;
 - Go online to complete and submit the authorisation application form (see Annex C);
 - Await confirmation of authorisation before installing any chargepoints. Upon confirmation OLEV will send you the Summary Grant Claim Form which you will need to use for each month's claims.

Grant claim checklist

- H.4** This checklist is for authorised installers to use as part of the Electric Vehicle Homecharge Scheme.
- H.5** Each claim under the electric Vehicle Homecharge Scheme requires the following:
- A cover letter which includes the invoice amount, the period for which the claim relates and a signature from the authorising person;
 - The Summary Grant Claim Form (provided to installers upon successful authorisation from OLEV);
 - A customer/ installer declaration for each installation (found at Annex D of this guidance). Please note, the serial number must be evident on each piece of evidence pertaining to each chargepoint installation being claimed for;
 - Photographic evidence of each installation with one photo showing the chargepoint unit with the serial number clearly visible, and a second photo showing the private off-street parking with the chargepoint unit visible. Where a smart device (such as hub / smart cable etc.) is separate to a main dumb chargepoint, a third photo should be provided showing the smart device and its serial number.

- Evidence of ownership of an eligible electric vehicle. A list of approved evidence can be found in Section 2 of Annex D;
- Evidence of the DNO notification for each application.

H.6 The claim should be submitted electronically once a month to DVLA by the last working day of the subsequent month to the installations.

H.7 If your claim does not include all of the evidence required for each part of the 6 elements above, it will not be paid. Please ensure that the grant claim form and the customer/installer declarations are fully completed before submission. Failure to complete the forms properly will result in delays to the processing of your claim.

Annex I: Employers' letter template

- 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, from 1 October 2016 onwards.
- I.2 The text below must be included on company-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. If company-headed paper is not available, please ensure the employer's address details are included in the letter.
- I.3 The signatory should return the completed Annex I to the customer/installer. The signatory should not return Annex I to the DVLA/OLEV directly.
- I.4 If an employer's vehicle fleet management is outsourced, Annex I can be filled out and signed by an official from the company managing the fleet. In these instances, the following steps must be taken:
 - a. The employer must provide written permission for an official with fleet management responsibility from the outsourced fleet company to sign Annex Is on their behalf. Permission must be provided via email or letter and retained by both parties as OLEV may require it as evidence for future audits. It does not have to be attached to the application.
 - b. The text below must be included on company-headed paper and signed by a senior official of the company as identified by the employer.
 - c. The signing official must also tick the final box at the bottom of this letter to confirm they have been given prior permission to sign on behalf of the employer.
- I.5 Please also provide **one** of three pieces of evidence requested in the boxes below in support of this letter. If the company is neither registered for VAT nor with Companies House, evidence of the company's HMRC registration – as requested in the third box – is required.
- I.6 If you have any queries, please contact OLEV.
- I.7 This template can be used for leased vehicles, but **please ensure you include the start date, and term, of the lease.**

Electronic signatures are permitted for completion of Annex I but require guidance from OLEV **prior to use**. Installers must contact OLEV at Chargepoint.Grants@olev.gov.uk to receive guidance on the use of electronic signatures for Annex I. This is because in certain circumstances, you may need to seek permission from OLEV before using an electronic signing software with your applications.

[date]

Dear Sir/Madam,

Please accept this letter as confirmation that [Vehicle Registration Number, or vehicle make and model 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] for a minimum of 6 months. [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.

Company Registration Number		
VAT Number		
Evidence of the company's HMRC registration (tick and attach)		
If this letter has been filled out and signed by an fleet management company, please tick to confirm you have been given prior permission to sign on the employer's behalf	Please tick:	Name of employer you are signing on behalf of:

Yours sincerely,

.....
[Signature]

.....
[Print]

.....
[Position of signatory]