



Office for Product
Safety & Standards

Office for Product Safety and Standards

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Enforcement Undertaking Summary

Electric Vehicles (Smart Charge Points) Regulations 2021

An Enforcement Undertaking is a commitment by a business to undertake specific actions within a specified timeframe.

The Office for Product Safety and Standards ('OPSS') has accepted an Enforcement Undertaking under paragraph 20, Schedule 2 to the Electric Vehicles (Smart Charge Points) Regulations 2021 ('the Regulations') as summarised below:

Date Enforcement Undertaking starts	12 April 2024
Date by which all actions specified in the Enforcement Undertaking must be completed	30 September 2024

Name of business:	IES Synergy
Company registration number: (if applicable)	N/A
Address: (including postcode)	615 Avenue de la Marjolaine 34130 Saint-Aunes

Model(s) or type(s) of charge point covered by the Enforcement Undertaking
1. WBG3 24Kw DC
2. KW50X 50KW DC
Technical requirement(s) addressed in the Enforcement Undertaking
1. Schedule 1 (Security)

Enforcement Undertaking

Model or Type of charge point	Breach(es)	Action(s)	Completion Date
Action(s) to secure that the breach(es) do not continue or recur.			
WBG3 24KW DC, KW50X 50KW DC.	Regulation 12	Software and hardware update	December 2023
Action(s) to secure the restoration of the position, in so far as possible, to what it would have been if the breach(es) had not been committed.			
The programming of the chargers and the factory reset can be done by connecting physically to the chargers or remotely by the customer or manufacturer back end.			
Action(s) (including the payment of any sums of money) to benefit any third parties affected by the breach(es).			
Continued monitoring of impact on customers as and when the enforcement periods arise.			
How the statement of compliance will reflect the areas of compliance with the Regulations, and any areas of non-compliance, for the respective charge point:			
IES Synergy will produce a statement of compliance which will be made publicly available to the customer and updated as actions are completed. This will refer to the enforcement undertaking.			