CHARGE MY STREET LTD

Report to Members

For the year ending

30th September 2025

Charge My Street

Reg Number: 7704

Office 5-2-14, White Cross Business Park, Lancaster, LA1 4XQ

E: hello@chargemystreet.co.uk W: www.chargemystreet.co.uk F: chargemystreet T: @chargemystreet

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1. Introduction

As the climate crisis accelerates, electric vehicles are no longer the future—they are the new standard for our communities. To meet our net-zero goals, sustainable transport must be accessible to everyone, not just those with a driveway. **Charge My Street** is a community benefit society dedicated to bridging this gap, ensuring that every driver—from residents in urban terraces to tourists exploring rural Britain—is never more than a five-minute walk from a reliable chargepoint.

This report sets out the Society's activities in the last year and its future plans.

Showcasing the V2X project at the CENEX Expo

2. Our Vision

Charge My Street is making EV ownership a reality for everyone by placing a chargepoint within a five-minute walk of every doorstep. We specialise in serving the "unchargeable"—residents in flats and terraces, and communities overlooked by commercial giants. As a community benefit society, our work is more than just a service; it is a commitment to the **7 Cooperative Principles**, ensuring local power for a global cause:

1. **Voluntary Membership:** Open to everyone to join without discrimination.

2. **Democratic Control:** Members have an equal voice with one vote each.
3. **Economic Participation:** Surplus is reinvested or shared fairly among members.
4. **Autonomy:** Independent organizations controlled by members, not outside partners.
5. **Education & Training:** Investing in the skills and knowledge of the community.
6. **Cooperation:** Strengthening the movement by working with other cooperatives.
7. **Concern for Community:** Operating for the long-term benefit of the local area.

3. Activities

Our activities over the last year have included:

- Continuing to upgrade our current fleet of EV chargepoints around Cumbria, Lancashire, as well as further afield.
- Maintaining an ISO 9001 Quality Management System to meet future tender requirements.
- Gaining Cyber Essentials certification.
- Maintaining and further testing of cutting-edge Vehicle-to-Grid (V2X) technology whilst working alongside community energy groups, community organisations, and car clubs.
- Applying for funding to continue our EV development initiatives as well as streamline our internal process with AI assistance.
- Providing people with the means to locally finance a community EV chargepoint.
- Encouraging the take up of electric vehicles, allowing people to save money on fuel costs.
- Reducing air pollution and CO_2 emissions.

The network currently consists of 99 live sites with 211 sockets operated by CMS and made accessible via the Fuuse platform. Of these sockets, 177 are public sockets, 20 private guest-only sockets and 14 residents' use only sockets.

3.1 Solar Charging for Homes Without Driveways (SCHOWD)

The SCHOWD project came to an end in May 2025. This project was developed to address two linked challenges: the difficulty faced by people without off-street parking in making the switch to electric vehicles (EVs), and the underuse of solar energy generated by community buildings. Many residents in terraced streets and flats remain reluctant to move to EVs because they do not have access to convenient local charging, while community buildings with solar panels often generate surplus

electricity that is exported to the grid for relatively little return. Funded by the Energy Redress Scheme, SCHOWD brought these issues together by exploring how community-based solar generation and EV charging can be connected in a practical, locally beneficial way.

During the project, initial test sites were thoroughly researched, developed and installed, allowing the core concepts to be tested in real-world settings. The model was successfully demonstrated at Skelton Toppin Memorial Hall, Lancaster Boys and Girls Club and Broughton Victory Hall, while a number of other sites also helped to prove the concept through feasibility work, technical assessment and design development. This work has shown that community buildings can play an important role as local charging hubs, particularly where solar generation can contribute to vehicle charging and wider energy management. It has also reinforced the importance of careful site selection, sound technical design and ongoing optimisation in achieving the best outcomes.

The project is particularly timely as solar is becoming increasingly common at community sites, village halls and similar buildings, with many now able to install systems through grant schemes, council funding and other support mechanisms at low or no upfront cost. This represents a logical and valuable opportunity for Charge My Street. As more community buildings generate their own renewable electricity, there is clear potential to link community energy directly with community charging, helping hosts make better use of their solar generation while also improving local access to EV charging. This aligns closely to our vision and values, showing how community-owned infrastructure can deliver practical local benefit, retain more value within communities and support the transition to cleaner transport in a way that is fair and locally rooted.

Solar array at Skelton Toppin Memorial Hall

SCHOWD successfully proved the core concept, while also identifying the further work needed to achieve full integration. In particular, energy management systems now need to be developed further to allow more advanced control and visibility across charging, solar generation and building demand. This next stage of work is due to be carried out by Fuuse over the coming year and should enable more effective management of pricing, system integration, in-app controls, monitoring of available solar generation and the introduction of flexible tariffs. Alongside the site-based learning, the project has also produced a range of supporting templates, reports and practical documentation, including a

document setting out the requirements for suitable sites. Together, these outputs leave a strong legacy from the project and provide a solid foundation for future rollout, making it easier to assess, develop and replicate similar schemes in other communities.

3.2 Rural Energy Resilience (RER)

The RER project came to an end in September 2025 following a six-month extension. This was a multi-partner project, funded by Innovate UK, exploring how Vehicle-to-Everything (V2X) technology can support rural communities through greater energy resilience, flexibility and more effective use of electric vehicles as part of the wider energy system. For Charge My Street, the project has been an important opportunity not only to test emerging technology in real-world community settings, but also to better understand the practical, social and commercial conditions needed for wider rollout.

During the project, 15 installations were successfully delivered, each demonstrating different aspects of V2X charging in live environments. Sites including Alston Gym, Yealand Village Hall, Keswick Quaker Meeting House, Bampton Memorial Hall, Rydal Hall and Skelton Toppin Memorial Hall, helped show how bidirectional charging can work in practice across a range of rural and community settings. These were highly innovative installations, including the first chargers of their type to be installed in the UK. Across the network, 52 separate trials were undertaken, showing how local buildings can run essential loads from an EV and increasing understanding of how this technology can support communities during power outages and periods of grid constraint. The project helped demonstrate, in a practical and visible way, that EVs can be more than a means of transport: they can also become part of the local energy solution.

Community event, using V2X to make a cup of tea with local MP, Tim Farron

One of the most significant outcomes for Charge My Street was the level of understanding and confidence that grew amongst hosts, partners and local communities over the course of the project. Feedback from participating sites showed high levels of satisfaction, with many reporting that involvement in the project had transformed their understanding of EVs and the wider capabilities of chargepoint technology. At sites such as Keswick Quaker Meeting House and Yealand Village Hall, the project helped bring to life the idea that EVs can serve not just as transport assets, but as flexible energy assets capable of supporting buildings, resilience planning and future grid services. Alongside partners, we have also supported the setting up of a car club at Keswick Quaker Meeting House, providing a practical example of how V2X technology, community transport and local renewable energy can be brought together in one place. This is a model we hope to replicate at further sites in future.

The project also demonstrated the wider social value of this work. Public engagement activity provided a tangible and accessible way for people to engage with climate action, energy resilience and the future of transport. A key lesson from the project was that knowledge is critical. Many of the early barriers were caused less by the technology itself and more by limited understanding amongst users, hosts and delivery partners. As understanding improved, confidence and support for the technology increased significantly. The project reinforced the value of practical, hands-on engagement and the power of lived experience in helping communities understand what V2X can do and why it matters.

Community engagement at Skelton Toppin Memorial Hall

At the same time, the project highlighted a number of important challenges that will shape our future work. Site-specific factors, including administrative processes, available space, lease arrangements and host readiness, can all create delays even where there is strong support for the concept. The project also showed that further work is needed if this type of infrastructure is to become part of our

network seamlessly and at scale. It is important that we continue to work closely with partners to ensure these sites integrate effectively into our wider offer. Issues encountered during the project included the availability of roaming[1] and subscription services. Working across two separate systems — Fuuse as our core platform and Hangar 19's Hubeleon system for V2X sites — also created some challenges. As we look to do more V2X installations in future, we will need to resolve these issues and work with partners to improve user experience, reporting and system functionality.

For Charge My Street, the value of the RER project extends well beyond the installations themselves. The learning from RER is already feeding directly into future funding bids, policy discussions and commercial opportunities, including ongoing work linked to LEVI[2] and wider conversations with network and delivery partners. Electricity North West has shown increased interest in V2X as part of its wider portfolio, while local groups are increasingly recognising the role that V2X could play in both resilience and energy flexibility. The project has also strengthened collaboration with partners including Hangar 19 and Fuuse, particularly around user experience, integration and the development of systems that are practical and accessible in day-to-day use.

[1] EV charging roaming allows electric vehicle drivers to use a single app, RFID card, or account to charge on various networks, eliminating the need to register for multiple services.

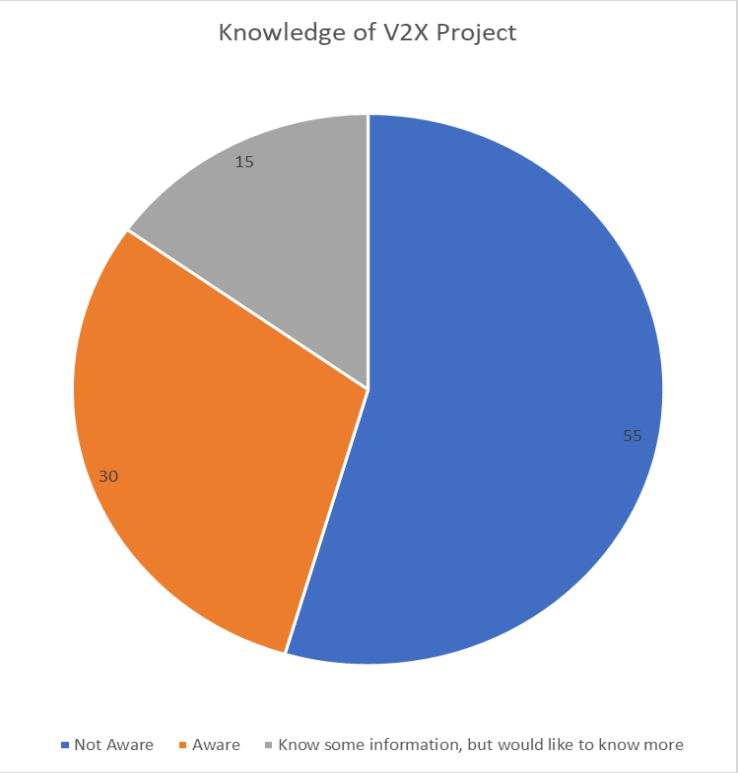
[2] The Local Electric Vehicle Infrastructure (LEVI) fund is a UK government initiative providing capital and capability funding to local authorities in England.

[3] V2X (Vehicle-to-Everything) technology allows electric vehicles to both charge from the grid and send electricity back to buildings or the wider electricity network. This enables EV batteries to act as flexible energy storage, supporting local energy resilience and helping balance the grid.

Discharging at Eaglesfield

Looking ahead, this work is continuing to shape future activity. Potential follow-on projects are being explored with support from Electricity North West and Energy Redress funding, including further installations at substitute or successor sites and a stronger educational element to help address the knowledge gap around V2X. More widely, the project has confirmed that collaboration remains central to success: between technology partners, site hosts, communities, councils and network operators. RER has provided a strong platform for future work and has shown how community-based delivery can play a meaningful role in advancing energy flexibility, improving resilience and supporting the transition to cleaner transport.

As part of the Charge My Street 2025 survey, users were asked ‘How much are you aware of our V2X project?’. The responses highlight that there has been a significant increase (22%) in understanding since the initial installations. This is to be expected as the project has been completed and all chargepoints have been tested and are live.



3.3 Maintaining and expanding our network

A significant amount of work has been undertaken to improve our existing sites, partly out of necessity due to the age of hardware, faults that could not be resolved, and the withdrawal of support for some legacy chargers. During the year, we upgraded 100 chargers to Autel/Sevadis units, supported by proceeds from the 2024 share offer alongside other available grant funding. These units are more reliable which has effected a reduction in calls to the helpline and downtime has been significantly reduced.

We also installed a total of 15 V2X units, of which 7 were at new sites. These installations formed part of our growing work around innovation, energy flexibility and the role EV infrastructure can play within wider local energy systems.

The number of new sites being suggested via the website has been lower than in previous years, and a higher proportion of those put forward have proved unsuitable because of their location or because they fall outside Charge My Street's stated aims. This includes 9 suggested sites on residential roads, along with others that would effectively amount to on-street or cross-kerb charging.

We have continued to maintain and upgrade chargepoints across the Regenda Housing estate, as well as Local Authority installations operated under contract for Lancaster City Council and Wigan Council.

4. Site Selection Criteria and Barriers to Progression

Between 1st October 2024 and 30th September 2025, a total of 21 sites have been suggested via the website or via email— a decrease compared to previous years (28 last year and 58 the year before). A key factor contributing to sites not progressing has been the increasing number of suggestions located on residential streets, and the challenges of getting necessary legal and technical information ready.
There remains a misconception, particularly following initiatives such as SOSCI (Scaling On-Street Charging Infrastructure) and the V2X project, that sites may be fully funded. This is not the case, and securing both funding, either through local investment and host commitment remains essential for site viability. Through our website redesign we have provided greater clarity around what types of sites fit with our ethos. In general, community engagement is being prioritised in order to attract more viable site suggestions.
To streamline and enhance efficiency in our site selection process, we have developed guidance on the Minimum Site Requirements (MSR). This ensures a structured and effective approach to identifying suitable locations for EV charge points.

Key Points:

- Feasibility: Site must have reliable power, internet, funding, and public accessibility.
- Social Impact: Community support, economic benefits, accessibility, and environmental improvements.
- Renewable Energy: Solar and battery storage considerations for efficiency and sustainability.

The guidance ensures practical, equitable, and eco-friendly EV infrastructure development.

4.1 Barriers to installation

Some proposed EV charging sites may not progress due to a combination of technical, stakeholder, and commercial constraints. In some cases, the existing electricity supply is unsuitable and the cost of a new connection from the Distribution Network Operator can exceed the available budget, particularly where extensive groundwork is required. Projects can also stall due to delays in electricity connections, highway restrictions, or concerns from local stakeholders about the loss of parking spaces. In addition, sites may not proceed if ownership is unclear or engagement from site managers is limited. Commercial viability is also a key consideration: although Charge My Street is community-owned and not profit driven, community investment still needs to be repaid and ongoing operating costs must be covered. As a result, sites may not progress if expected usage is too low, if another chargepoint already exists within a short walking distance, if the location is on a wholly residential street with limited public access, or if there is insufficient community support to raise the required investment.

5. Suppliers

During this period our main suppliers were:

1. Chargepoint Equipment - Autel & Hangar 19
2. Chargepoint Installation - iCharge EV, AWD Electrical & Hangar 19
3. Energy – Octopus Energy
4. Chargepoint management software – Fuuse & Hubeleon
5. Roaming Partners - Octopus Electroverse, Zap-Pay, Allstar, Paua
6. Project support – Cybermoor Services Ltd, Hangar 19 & Fuuse
7. Research - Lancaster University Centre of Global Eco-Innovation
8. Maintenance - AWD Electrical, iCharge EV and Charge Point Champions
9. Out of hours call handling - Fuuse

6. Membership

At the end of September 2024 the society had 171 members, 166 of whom are investors, and five who are subscribers who have opted to become members. In the year to end Sept 2025, 11 people became members of CMS by purchasing community shares, and 9 people applied to withdraw their shares. In total there are 52 active subscribers to Charge My Street charging services. All Charge My Street subscribers are eligible to become members but will need to opt in to finalise their membership.

7. Operation of Charge my Street

7.1 Operation

Charge My Street is a Community Benefit Society and is owned by its members. A Board of volunteer Directors oversees the management of the Society.

7.2 Team

The Board of Directors of Charge my Street Ltd are:

- Will Maden (Technical Director)
- Angela Wakefield (Health & Safety Director)
- Daniel Heery (Business Development)
- Steven Agar (Finance Director)

- Rich Grant (co-oped Technical Director)
- Christian Scott (co-oped Director)

Anne Chapman is a community shares practitioner who is contracted to provide support for board meetings and is the secretary of Charge My Street.

Members of Staff:

- Laura Short (Charge My Street - Project Officer)
- Eamonn Hennessy (Charge My Street - Project Manager)

Subcontractors:

- Tom Barker, Daniel Heery & Jenny Snowden (Cybermoor Services)
- Anj Ward (Bookkeeper)
- Axel Fensom (Website and IT support)

Charge my Street actively supports young researchers to base their projects on CMS activities. This is a win-win, the researchers gather valuable data from real-life situations and CMS gets valuable insights into the behaviours of our customers.

- Ellie Dolmor (Lancaster University PhD Student) is working on V2X societal issues.
- Giridhar Dharmendra (Lancaster University Postgraduate Student) carried out a project to analyse site data at Farmborough to assess inconsistencies in metering.
- David Liu (Lancaster University Postgraduate Student) carried out analysis of power cut data in the North West to identify sites that would benefit from V2X chargers.

7.3 Financial Management

Budgeting decisions are the responsibility of the Board of Directors of Charge My Street and they are jointly and severally liable for the good and proper financial management of the company under company law.

The accounts for the year can be downloaded from the website at https://chargemystreet.co.uk/about

7.3.1 Accountants

Charge my Street has appointed an independent accountant and operates its own financial management. The accounts were compiled and examined by Taylor Robertson & Willett Ltd.

8. Social Return on Investment and Impact

To ensure we are delivering on our promise to the community, we continuously monitor the social and environmental footprint of our work. This impact assessment is steered by our Board-approved objectives and validated through our annual member and user survey. By framing our 2025 findings

within the United Nations Sustainable Development Goals (SDGs), we demonstrate how local EV charging contributes to a global transition.

The methodology includes an annual survey to engage with users to understand the social impact of installing our chargepoints. The SDGs focus on a wide range of issues with their 17 goals, from reducing world hunger to reducing inequality. The goals which CMS are more able to achieve include Goal 7, Goal 9 and Goal 11:

- Goal 7 focuses on affordable and clean energy, ensuring access to clean and green technology, and accessibility to cleaner energy infrastructure.
- Goal 9 focuses on promoting inclusive, sustainable and resilient infrastructure to support economic development, and human wellbeing, it particularly highlights ensuring equitable access to such infrastructures.
- Goal 11 focuses on making human settlements and cities inclusive, safe, resilient, and sustainable, ensuring that there is inclusive and sustainable urbanisation. It also includes attention to improving air quality and human well-being.

Data was collected from a survey of chargepoint users (33 responses). The results of the survey are summarised in Section 8 below.

8.1 Usage and associated Carbon savings

In the 2020/21 period, 23,057 kWh of electricity were served to 340+ drivers, equivalent to a saving of 4.0 tCO_2e.

In the 2021/22 period, 136,220 kWh of electricity were served to 750+ drivers, equivalent to a saving of 23.54 tCO_2e.

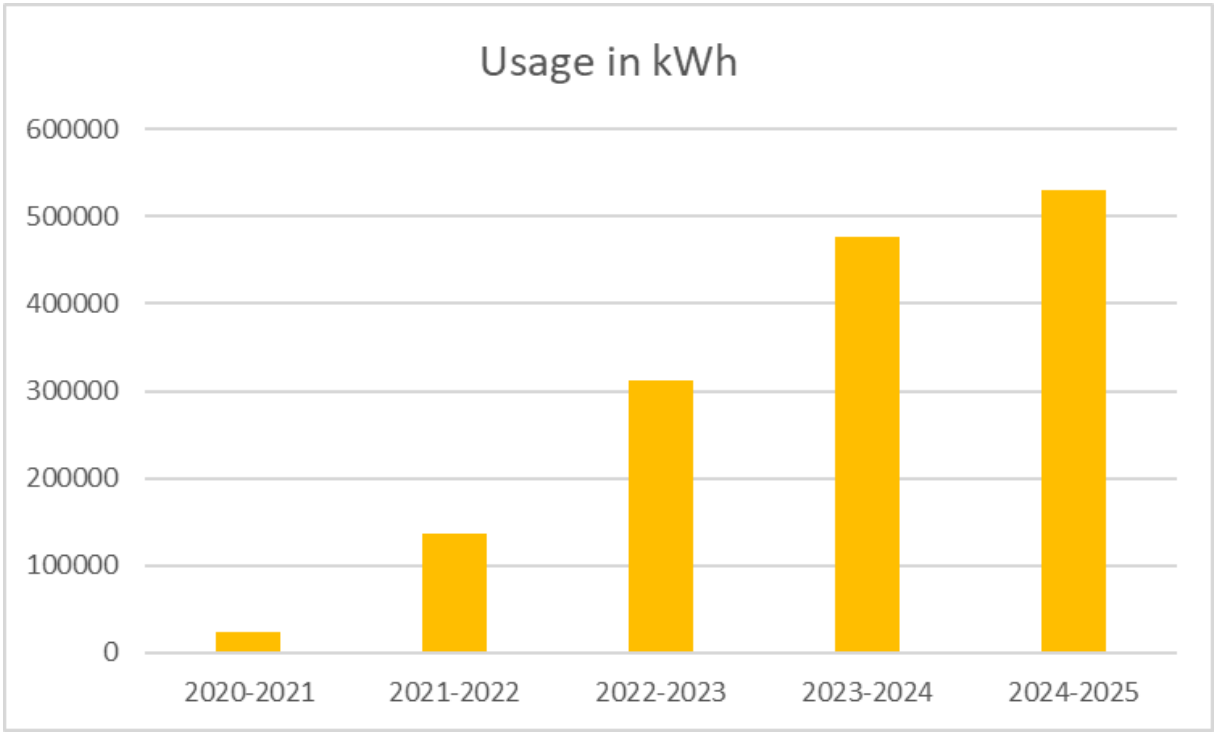
In the 2022/2023 period, 311,917 kWh of electricity were served to 4,500+ drivers, equivalent to a saving of 53.9 tCO_2e.

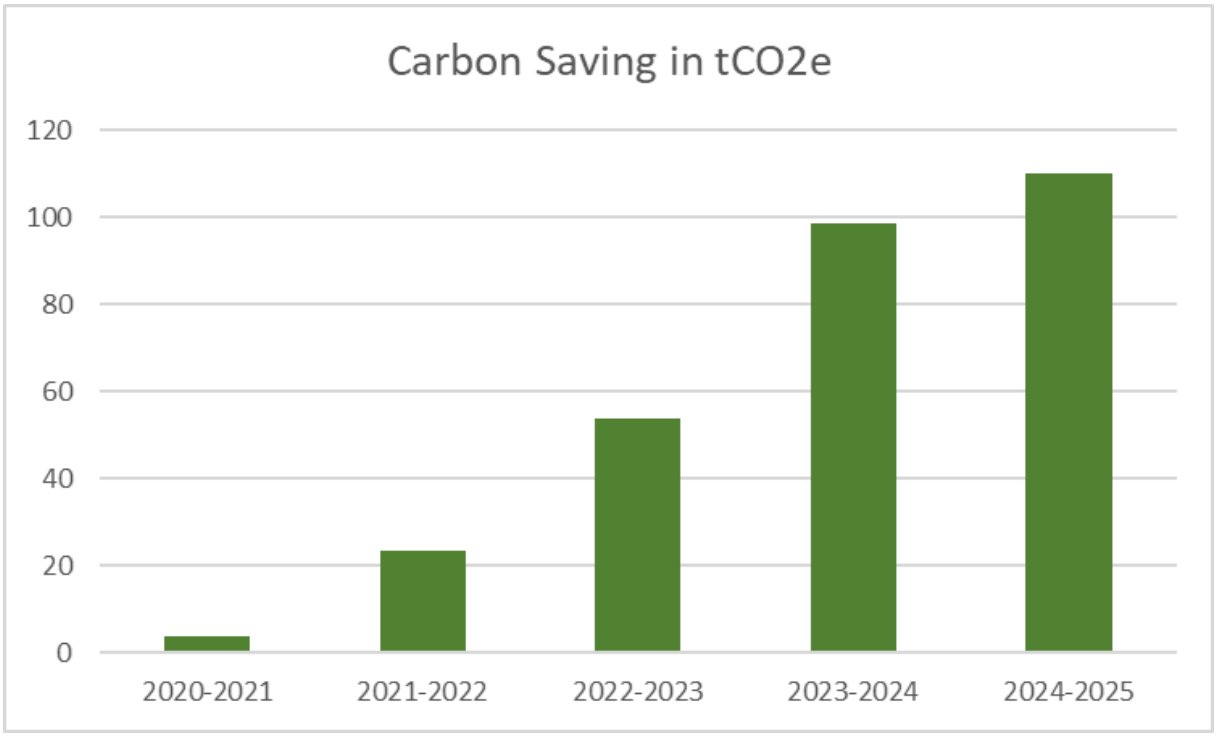
In the 2023/2024 period, 476,906 kWh of electricity were served to 4,500+ drivers, equivalent to a saving of 98.7 tCO_2e.

In the 2024/2025 period, 531,180 kWh (531.18 MWh) of electricity were served to 4,500+ drivers, equivalent to a saving of 109.9 tCO_2e.

This is the equivalent of planting approximately 4,396 trees*.

*Data from Climate Neutral Group.





8.2 Stakeholder Engagement

Charge My Street has actively engaged with a wide range of stakeholders to promote V2X technology and community-led EV charging solutions. Over the past year we have attended and presented at a number of key industry and community events, providing opportunities to share learning from our projects and highlight the role community organisations can play in delivering smart energy and mobility solutions.

Industry engagement included participation in CENEX Expo (September 2024) and the NZIP Innovation Showcase (October 2024). These events provided valuable opportunities to showcase innovative charging solutions, connect with policymakers and technology providers, and demonstrate the benefits of bidirectional charging and flexible energy systems.

Charge My Street has also delivered a number of presentations focused on the learning emerging from our V2X and resilience projects. These included a presentation to HITRANS (Highlands and Islands Transport Partnership), participation in the Isle of Wight V2X event, and presentations at the V2X Forum (February 2025) and the Alston V2X Resilience Event (November 2024). We also presented at the RER project wrap-up event at Skelton Toppin, sharing lessons learned from the project and discussing opportunities for wider replication of community-led V2X deployments.

Beyond industry events, Charge My Street has continued to work closely with community groups, village halls and parish councils to raise awareness of V2X and smart energy innovations. We have delivered and attended a range of webinars and public events organised by third parties, including organisations such as Futureproof Cumbria and ACTion for Cumbria, helping to engage local stakeholders on topics such as EV charging, community energy and energy resilience.

Through these activities, Charge My Street has continued to strengthen partnerships across the transport, energy and community sectors, while sharing practical insights from real-world deployments of community-led charging and V2X technology.

Installation process at Skelton Toppin Memorial Hall.

8.3 Chargepoint Champions

To assist staff at Charge My Street there is a network of 80 Chargepoint Champions whose local oversight is essential to keeping our chargers online and available. These volunteers turn potential

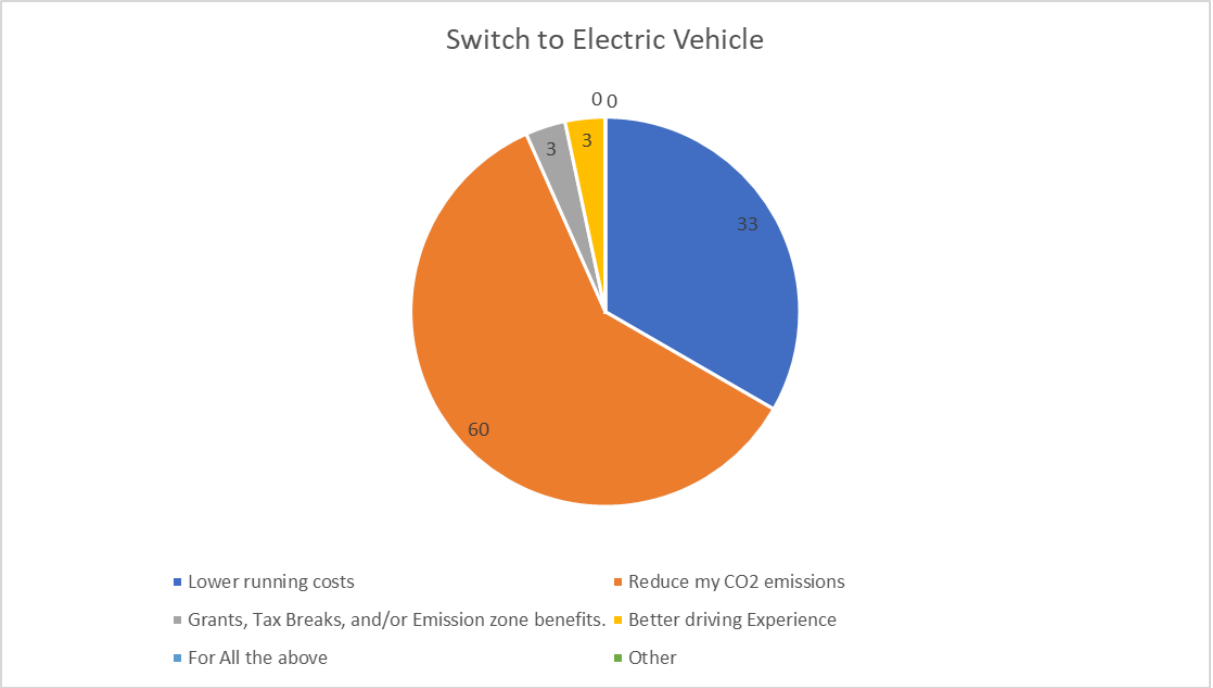
downtime into simple, five-minute fixes, ensuring that daily driver enquiries are met with a functional service.

As our network scales, the role of the Champion is evolving; we are currently rolling out enhanced training that covers everything from technical resets to meter-reading. This not only improves our data accuracy but ensures our community has the specialised skills to lead the local transition to electric transport.

If you would like to become a Chargepoint Champion, please get in touch at hello@chargemystreet.co.uk.

8.4 Adoption of EVs

This year's survey did not explicitly investigate the adoption of EVs in chargepoint areas, but asked users what motivated them to switch from an Internal Combustion Engine (ICE) to an EV. As seen in the graph below.

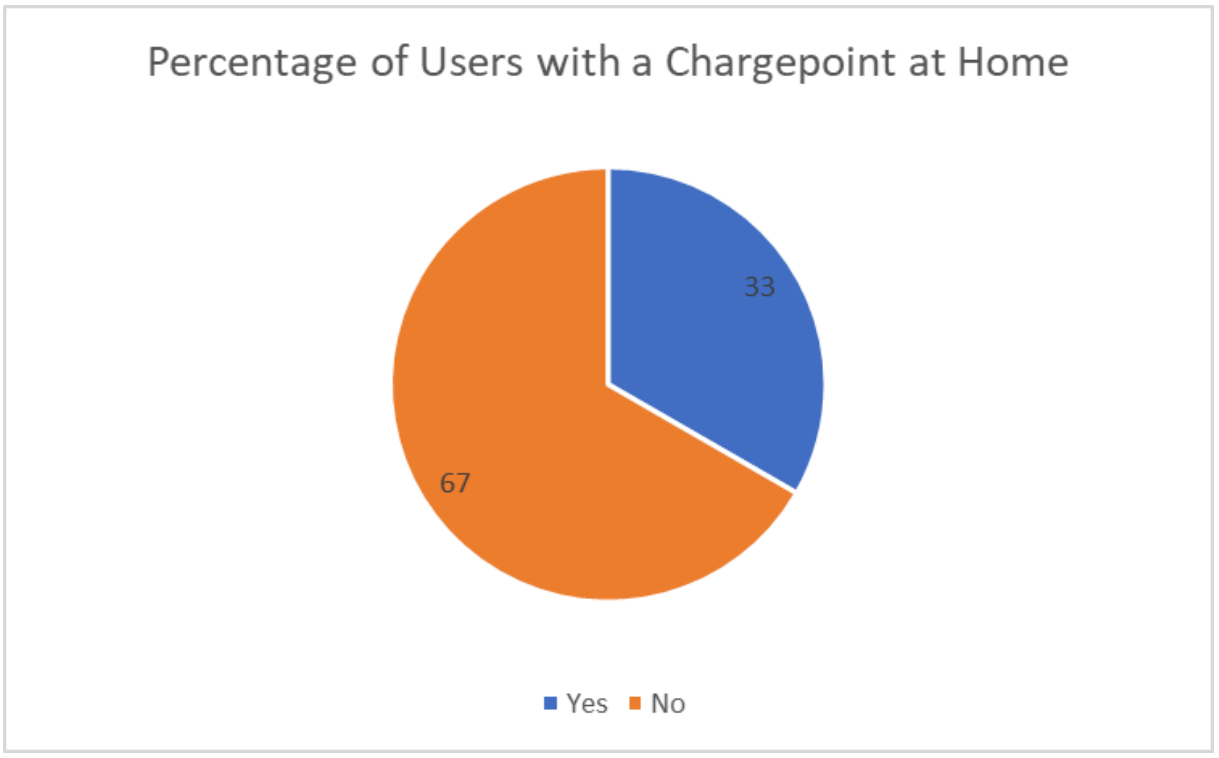


The users were asked why they decided to switch to an EV; 60% switched to reduce their carbon emissions (the highest % change to date), which has increased by 17% since last year. This demonstrates that users are more environmentally conscious than ever before and are interested in how to reduce their environmental impact. While those choosing to switch to an EV for lower running costs has increased by 5%, there has been a decrease of 5% in EV users switching for a better driving experience - indicating that drivers are more aware of the environmental impacts of their driving choices.

CMS is providing the tools needed to achieve parts of SDGs 7, 9 and 11.

8.5 Using our Chargepoints

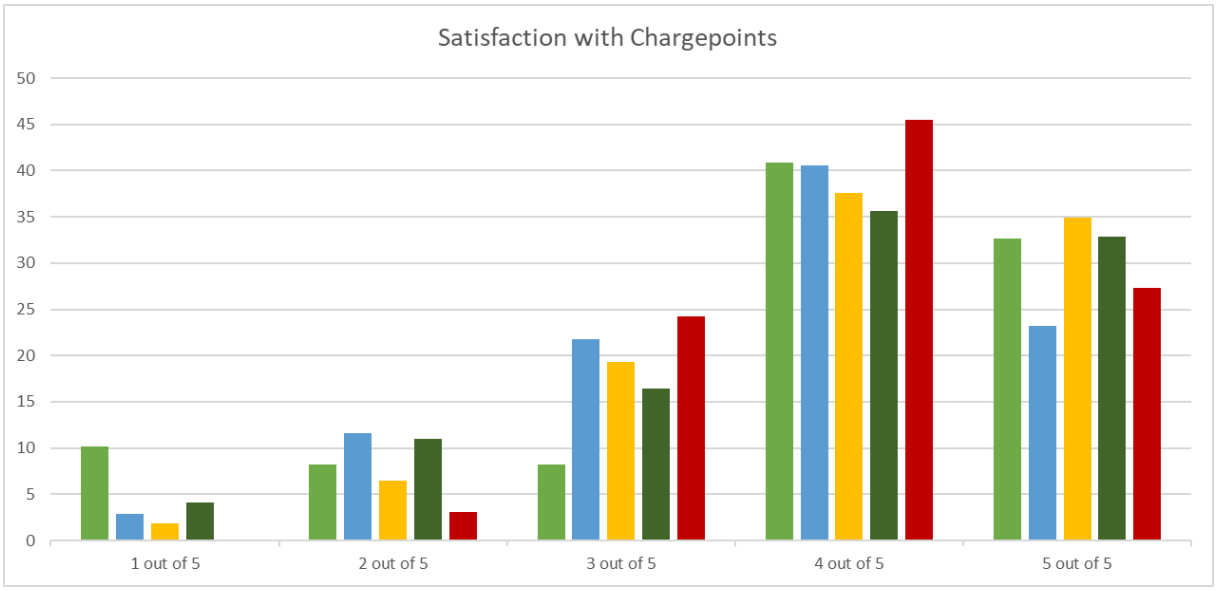
The survey of chargepoint users showed that 13% of users do not have access to off-street parking, compared to last year, this has decreased by 20%. There is a strong correlation between the number of users that have chargepoints at home and the usage of public chargepoints. This years' survey results indicate that home chargers are increasing as purchase/install prices reduce and more users are able to charge at lower domestic electricity prices. CMS is continuing to meet its aim to support people who do not have the ability to install a home charger and will endeavour to support as many communities as possible that do not have access to off-street parking and home chargepoints.



This result suggests CMS needs to identify more communities and locations where home charging is less dominant in order to provide EV charging provision to its target market.

8.6 Overall Satisfaction

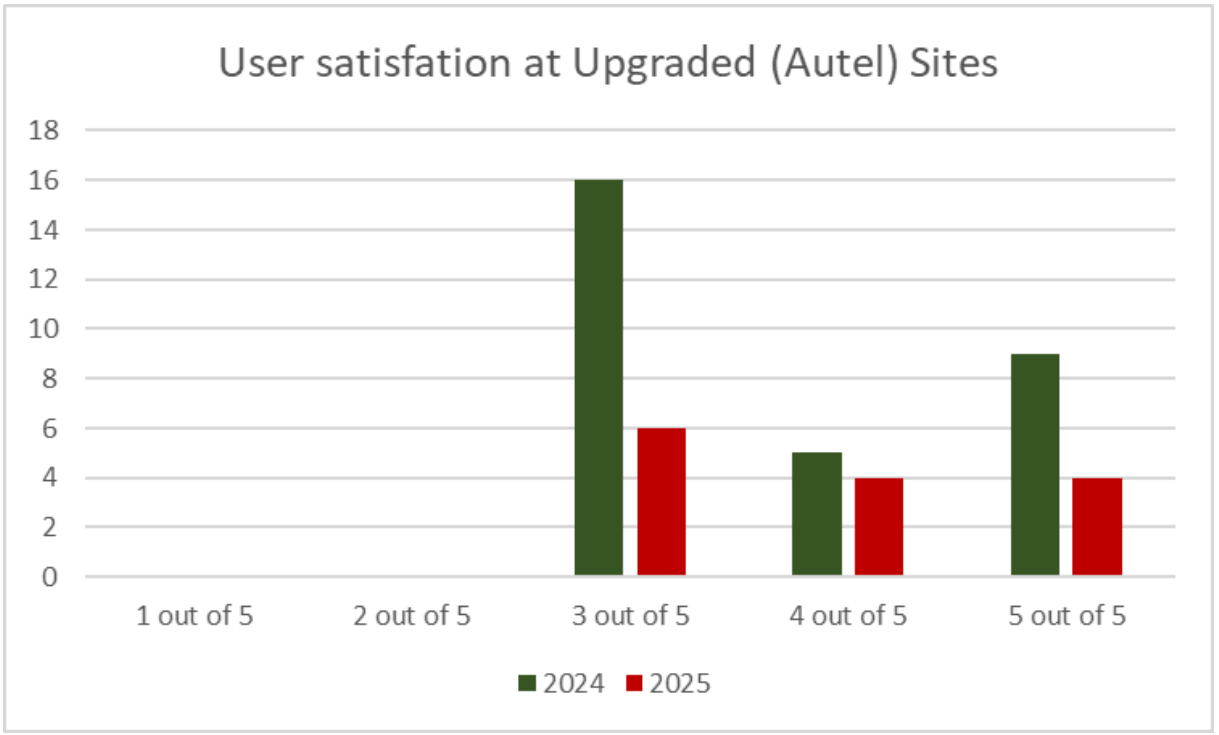
The users of CMS chargepoints were asked to rank how satisfied they were with their experience using the ranges of between 1 out of 5, very unsatisfied, to 5 out of 5, very satisfied. Overall, the average satisfaction rating for CMS chargepoints is 3.96 out of 5 (an increase on last year). The average top 5 satisfaction score from Zap-Maps survey for 2025 is 3.96 out of 5, suggesting that users of CMS are equally satisfied on average than users of the Top 5 Best EV Charging Networks Rapid/Ultra Rapid (Medium) category. CMS with a satisfaction rating of 3.96 could be placed in the top 4 providers from the Zap-Maps survey data.



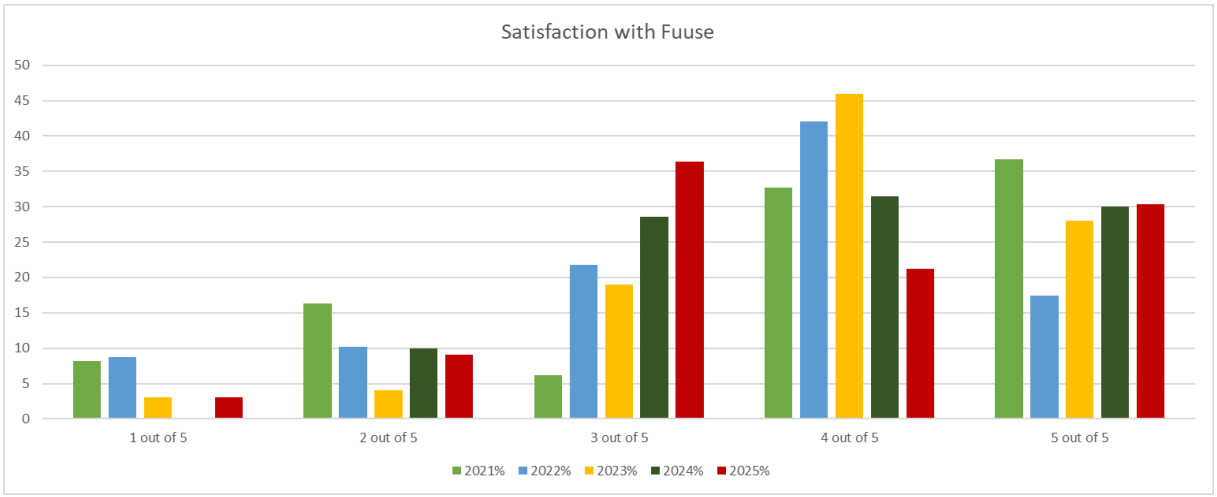
	EV network	Overall rating*	Star rating**
1	Smart Charge	4.4	★★★★½
2	Be.EV	4.3	★★★★½
3	Fastned	4.2	★★★★
4	EV on the move	3.6	★★★½
5	Applegreen electric	3.3	★★★½

ZapMap Network Ranking 2025

This year's survey still included a question regarding recently upgraded sites as this has continued to be an operational focus for the year. Chargepoints have been upgraded from EO genius 2 units to Autel units. The responses in the graph below indicate that of those that have used an upgraded chargepoint the satisfaction in usage has improved, with no customers rating the charging experience less than 3 out of 5. Charge My Street will continue with its plans to upgrade chargers to Autel (or equivalent) until there are no EO genius 2 chargers in the network.

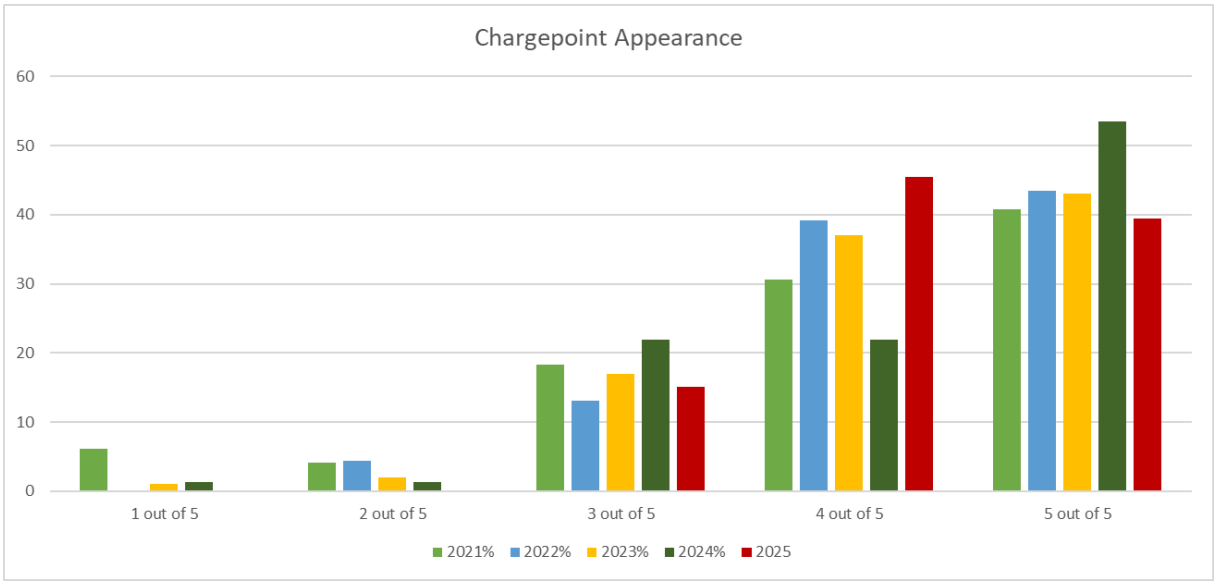


Fuuse asks customers to rate their charging session 1-5 after each session. This gives us an insight into how people view our individual sites. The baseline across the thousands of chargers that Fuuse manages is 4.35/5 and is more granular than the Zap-Map data. The graph below shows that approximately half the sample of sites are above this threshold (shown by the red line). Data is taken in the last 3 months since sites have been upgraded.



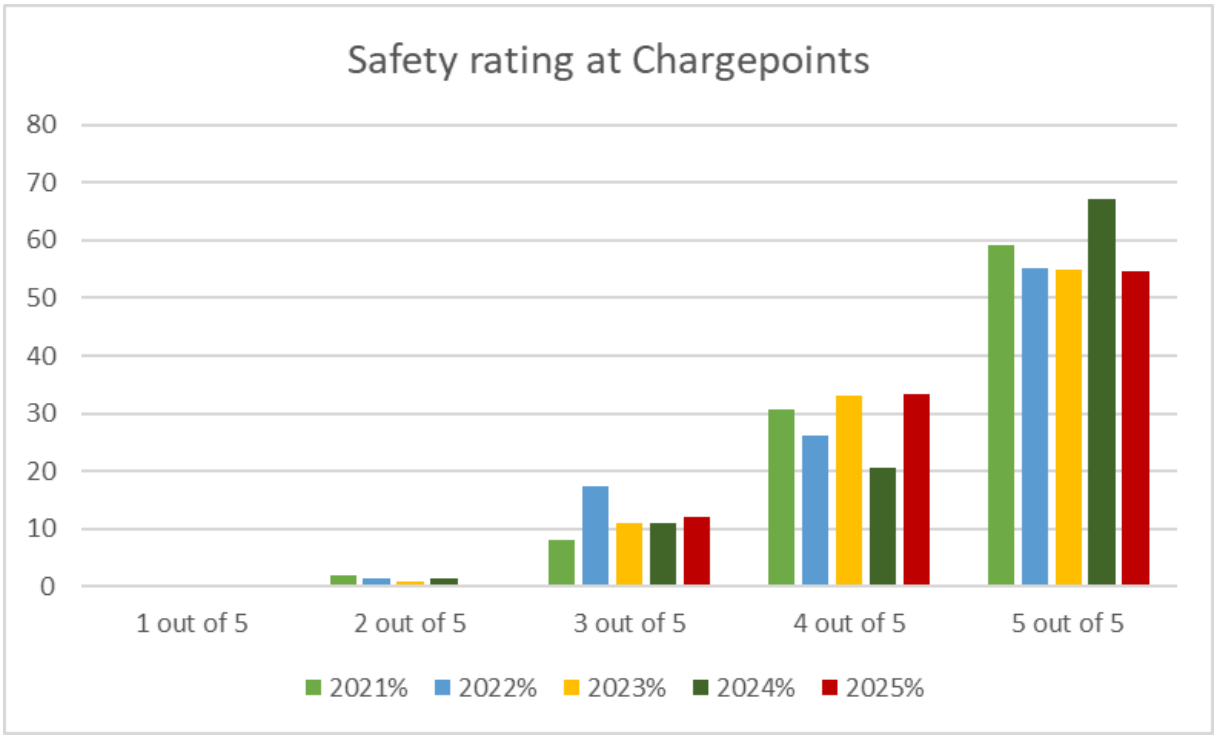
Overall, nearly 60% of users are satisfied with their experience of using the Fuuse app, this represents a decrease in satisfaction from previous years. However, a significant amount of work has taken place to upgrade end-of-life chargepoints, as well as installations and swap-outs with the V2X chargers, which has caused some disruption. More work is being done with partners to improve the overall experience, with new features being developed on the app process. This reflects the investment made by our technical partners in improving the reliability and usability of their apps.

8.6.1 Chargepoint Appearance



Site appearance ratings have increased by 10% at the top end of the scale (4 & 5 out of 5), which is likely due to the upgrade of chargepoints across the network. This also indicates that Charge My Street is acting upon areas for improvement highlighted in the last report and responding to the feedback of its users. It is also a reflection of the hard work carried out by our chargepoint champions keeping sites clean and tidy.

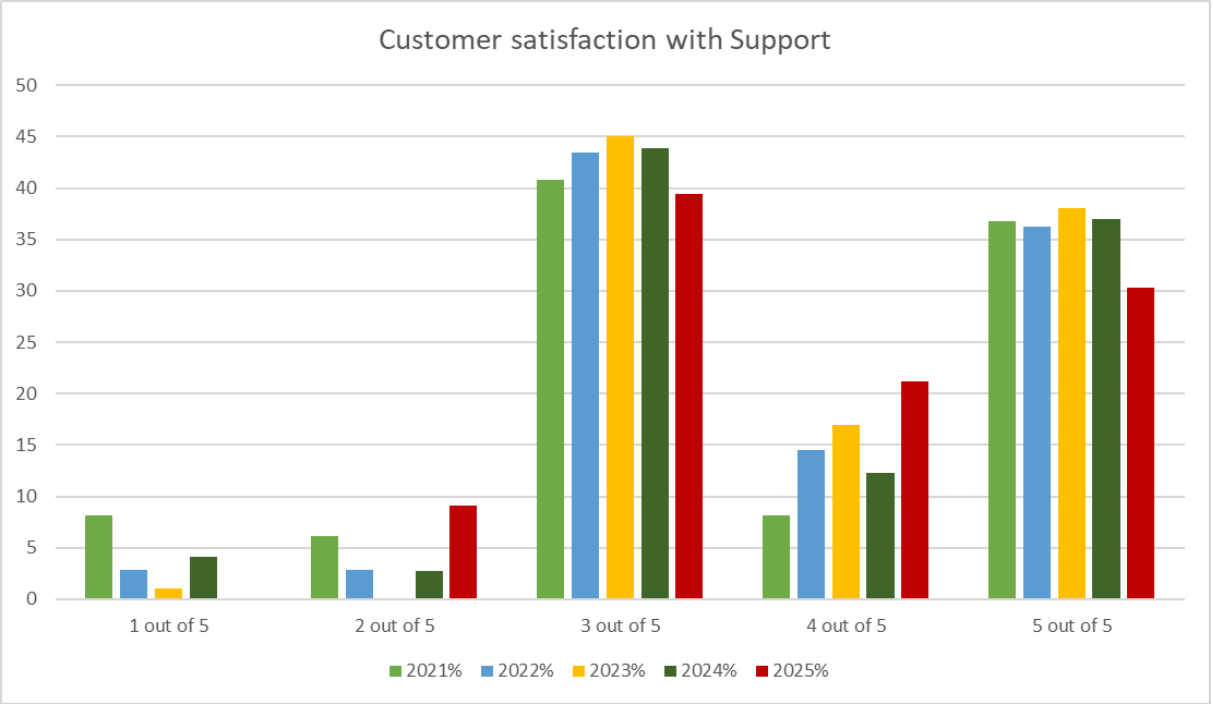
8.6.2 Safety at Chargepoints



Users feeling safe at CMS chargepoints is very important, especially when considering people using chargepoints at night. Comparing the survey responses from 2024 to 2025 there is no average difference between how safe users feel at their regular chargepoint (in the 4 & 5 out of 5 category), with over 80% of users feeling safe at CMS chargepoints.

When considering the SDGs this result can feed into the achievement of Goal 11, as it is ensuring chargepoints are safe spaces for users to charge their EVs. This is reflected in the result that no users suggested they felt very unsafe at CMS chargepoint, and the majority felt comfortable charging their EVs.

8.6.3 Satisfaction with Support



There has been a slight decrease in user satisfaction with assistance via phones/emails from the support service for the chargepoints, this is likely due to the fact that less calls overall are being received due to upgraded chargepoints.

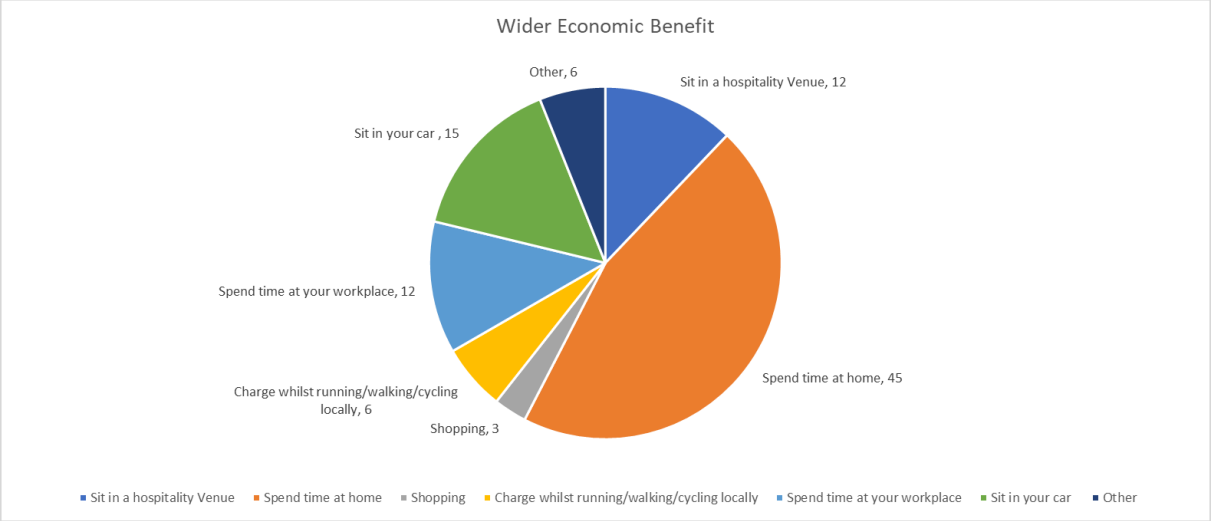
The Out of Hours service used by Charge My Street has been acquired by our software partner, Fuuse. This will ensure that a greater level of technical support can be available to users at all times. Any poor charging experience can be improved and resolved through good customer support, which should improve with the system changes that Fuuse are implementing on an ongoing basis.

CMS relies on support from the team and volunteers. Some chargepoints have poor mobile coverage particularly in rural areas leading to:

- chargepoints going offline more frequently.
- difficulty for people to use apps to start a charge and then monitor progress via their phone.

Coupled with increased power cuts at these sites, they can be more difficult to support.

8.7 Wider Economic Benefits



As one objective of CMS is providing support to local businesses near chargepoints, it's important to consider what users do whilst they are waiting for their car to charge. The survey responses show that 21% of users spend time shopping, sitting in a hospitality venue or doing an activity locally, such as running/walking/cycling. This has reduced by over 50% since last year, yet there has been a 9% increase in people spending at home while their cars charge. Chargepoints at locations such as Festival Market and The Square, Great Ecclestone, can provide additional income to local businesses if they are being used.

Monitoring the wider economic benefits also links to the SDGs as part of providing reliable infrastructure, but also ensuring small business and other enterprises are part of sustainable technical innovation. Additionally, charging and using EVs will reduce air pollution in these areas, which is in line with Goal 11 specifically.

When comparing last year's wider economic benefits to this year's, there has been an increase in the number of users spending time at home whilst charging, but a decrease in users undertaking leisure activities while waiting for their cars to charge. There has also been a decreased number of users spending time in a hospitality venue whilst waiting for their car to charge. These results indicate that there may be greater economic pressures preventing people from spending additional money in local areas.

8.7.1 Wider Social Impacts

Beyond the results captured through our annual survey, Charge My Street continues to deliver wider social impact through community-led projects that demonstrate how EV infrastructure can support everyday life, strengthen local resilience and increase access to low carbon transport.

A key example of this is the Keswick Eco Car Club, established through the Rural Energy Resilience (RER) project. The car club is supporting 16 members of the Keswick community, including young

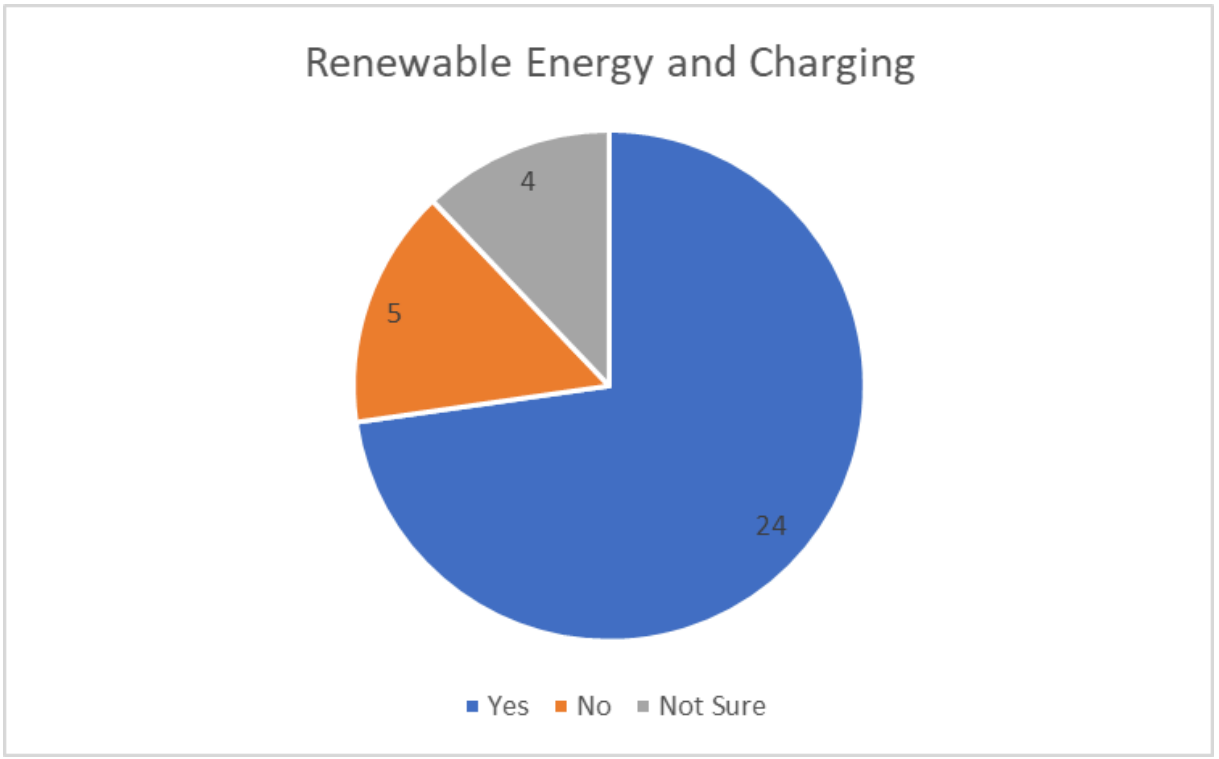
families, to access a shared electric vehicle. Members are using the vehicle for a range of purposes, including weekly shopping, hospital appointments and community support activities such as canine therapy. The car club has also enabled the creation of a weekly veg club, helping members access locally produced food from a nearby farm shop.

Keswick Eco Car Club member, Tom Rennie, also uses the vehicle through Cumberland Council's Voluntary Social Car Scheme to support residents in accessing essential services, including transport to hospital appointments.

Alongside this, the installation of a V2X unit at Skelton Toppin Memorial Hall provides a strong example of how this technology can support community buildings and the wider local area. The site demonstrates how EVs can act not only as a means of transport, but as part of a local energy system

— supporting community resilience during power cuts, enabling the use of locally generated solar energy, providing accessible EV charging, and creating the potential to export excess energy back to the grid. This model highlights the role that community-owned infrastructure can play in delivering practical, locally controlled energy solutions.

8.8 Renewables



In line with the SDGs and CMS goals, special attention was given to renewable energy and why users were switching to EVs to fit with Goal 7 and Goal 9.

From the survey, more than half of users agreed that if they knew chargepoints were using renewable energy to charge their EVs, they would be more likely to choose it. This suggests that customers are interested in further reducing their climate impacts. As over 10% of CMS sites have the capacity to generate their own renewable electricity, this makes the case for supporting our future renewables projects.

8.9 Barriers to achieving impacts

The main barriers to the adoption of EVs are the cost of buying an EV and concerns about the reliability of public charging infrastructure. CMS has the ability to address the second concern by reducing the downtime of chargepoints, working with our team of chargepoint champions and phone

support team to improve the overall experience. Investing in new chargepoints over the last year and replacing legacy units has led to a marked improvement in reliability.

There are still many areas which are underserved, and there is an added difficulty of identifying and installing suitable sites in such areas. Sites which are initially promising can drop out due to contractual or technical issues late in the development process when significant effort has been expended by the CMS team.

9. Future Strategy

The Society will continue to embed the approach of community-owned chargepoints in Lancashire, Cumbria and further afield.

There have been positive developments over the last year which bode well for the future. The policy landscape remains supportive, with the Office for Zero Emission Vehicles providing grants to Local Authorities for public charging, and the Government having reinstated the 2030 deadline for the end of sales of new petrol and diesel cars. Car manufacturers have largely overcome supply chain issues, with the cost of new EVs continuing to come down and the second-hand market improving. The Government's Clean Power 2030 Action Plan also highlights the role of V2X, with 1GWh of storage anticipated by 2030. This is particularly relevant to Charge My Street, which has developed a leading position in this area through the Rural Energy Resilience Project. The Directors therefore believe that Charge My Street's approach will become increasingly attractive to other communities across the UK.

At the same time, the future presents a number of challenges. Local Authority funding through LEVI presents a significant opportunity for Charge My Street, but also a clear risk: if the Society is not able to secure a role in delivering this infrastructure, there is a danger that it could be squeezed out of parts of the market. Competition is increasing as more chargepoint infrastructure is installed by a wider range of operators, including larger commercial providers. Customer behaviour also remains a challenge. Many drivers are still motivated primarily by convenience rather than price, meaning Charge My Street's preference for fast chargers, typically 7kW to 22kW, may place some sites at a disadvantage where rapid chargers are installed nearby. Whilst the picture of usage across the network continues to develop, it remains difficult to define a set of criteria that will always guarantee success. Over the coming year, the Society will therefore place greater emphasis on the financial viability of new sites, with more careful consideration given to installation costs, likely usage and long-term sustainability, whilst remaining true to its ethos by continuing to support rural locations and communities where the commercial case may be less straightforward but the social value remains strong.

To respond to these opportunities and challenges, the Society's future strategy is to:

1. Support individuals who wish to switch to an EV and would like support to get a local chargepoint installed.

2. We have submitted applications for Local Electric Vehicle Infrastructure (LEVI) funding in partnership with both Westmorland and Furness Council and Cumberland Council. We will continue to monitor and engage with similar opportunities as they emerge across the UK.

3. Work with community organisations that are interested in hosting EV chargepoints.

4. Develop Charge My Street's capacity, both organisationally and financially, to secure more Local Authority contracts to install and operate EV chargepoints.

5. Work with Local Authorities and other site hosts to adopt infrastructure formerly operated by companies that are pulling out of the market, helping to ensure continuity of service and avoid the loss of valuable public charging assets.

6. Work with ChargePlace Scotland site hosts with a view to adopting existing infrastructure and supporting a smooth transition to a new long-term operating model.

7. Deliver more energy flexibility at our chargepoint sites, working with our customers and members.

8. Work with partners on wider projects to increase awareness of innovation around V2X, renewables and community energy, and to demonstrate the wider role EV infrastructure can play in supporting local energy resilience and decarbonisation.

9. Deliver more destination chargepoints in the North West.

10. Promote the use of installed chargepoints to generate more revenues for the Society, including through investigations into flexible tariffs, time-of-day pricing, the integration of renewables, targeted promotions and other measures designed to increase usage and improve the customer offer.

11. Continue to seek external funding to support the work of the Society, ranging from smaller grants for targeted projects through to larger funding opportunities that enable wider roll-out, innovation and partnership working.

10. Partners & Support

10.1 Funders

Charge my Street would like to thank our community investors and the following organisations for funding elements of our work over the last year.

Office for Zero Emission Vehicles

energy saving trust

https://www.gov.uk/government/publications/clean-power-2030-action-plan/clean-power-2030-action-plan-a-new-era-of-clean-electricity-main-report#taking-us-to-2030-our-approach-to-delivery

UKRI Innovate UK

Department for Energy Security & Net Zero

Cumberland Council

Cumbria SOCIAL ENTERPRISE PARTNERSHIP

Funded by UK Government

Westmorland & Furness Council