

CHARGE MY STREET LTD

Report to Members For the year ending 30th September 2024



Charge My Street

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1. INTRODUCTION

In response to the climate crisis, Electric Vehicles (EVs) are becoming the norm in our cities, towns and villages. Due to this, it is more important than ever that we continue to provide EV chargepoints no more than 5-minute walk away from current and prospective EV drivers' homes.

Charge my Street is a community benefit society which installs EV chargepoints for homes without off-street parking. We also support tourists wishing to charge whilst visiting more rural areas such as Cumbria.

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



Filming day at the launch of the V2X charge point in Keswick with Director Angela Wakefield and V2X trial participants from Derwent Valley Car Club.

2. OUR VISION

Charge My Street's vision is for every home to be within 5 minutes walk of an EV chargepoint. This vision aims to support residents without their own driveways, such as those living in flats and terraced housing who wish to switch to an EV, as well as providing chargepoints in areas not served by mainstream commercial providers.

As a community benefit society, we are delivering this vision within the 7 cooperative principles:

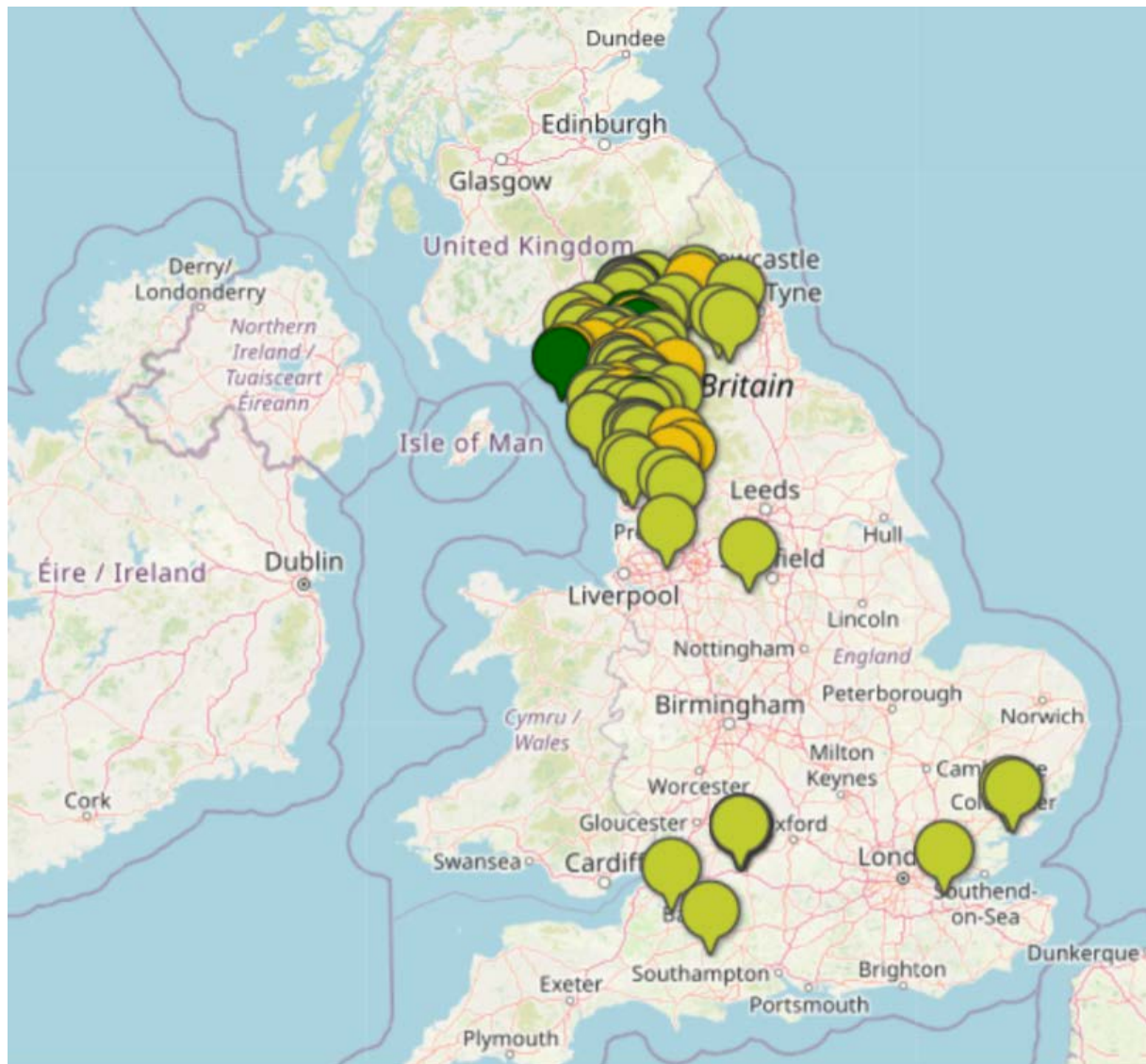
Co-operative principles

- | | |
|---------------------------------|---------------------------------------|
| ■ Voluntary and open membership | ■ Education, training and information |
| ■ Democratic control | ■ Co-operation among co-operatives |
| ■ Member economic participation | ■ Concern for community |
| ■ Autonomy and independence | |

3. ACTIVITIES

Our activities over the last year have included:

- Upgrading our current stock of EV chargepoints around Cumbria, Lancashire, as well as further afield.
- Implementing an ISO 9001 Quality Management System to meet future tender requirements.
- Developing and installing cutting-edge Vehicle-to-Grid (V2X) technology whilst working alongside community energy groups, community organisations, and car clubs.
- Initiation of trials with Royal Mail enabling the electrification of their fleet.
- 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 CO₂ emissions.



Available



Coming Soon



Charge While You Sleep

The network currently consists of 97 live sites with 234 sockets operated by CMS and made accessible via the Fuuse platform. Of the 234 sockets, 200 are public sockets, 20 private guest-only sockets and 14 residents' use only sockets.

3.1 Solar Charging for Homes Without Driveways (SCHOWD)

Residents in terraced streets and flats, who typically lack driveways, are hesitant to switch to electric vehicles (EVs), with half citing the absence of local charging points as the main obstacle. Meanwhile, community buildings across Britain are installing solar panels to cut energy costs. However, these

buildings often operate outside daylight hours, leading to surplus solar energy being sold to the grid for minimal profit. The SCHOWD project, funded by the Energy Redress scheme bridges these challenges by installing EV chargers at community sites, enabling residents to charge their vehicles while maximizing the use of locally generated solar power.

Over the past year, chargers have been installed at various community sites, with solar integration underway. Further installations are planned at another seven locations, ensuring more residents have access to convenient and sustainable charging. Dynamic load balancing is also being rolled out to optimise energy use across locations. This allows us to manage charging in relation to the available solar energy while ensuring adequate energy supply to the building.

To improve efficiency and future scalability, the project has upgraded hardware and software, replacing outdated chargers with more reliable models and refining energy management systems. These improvements will streamline installation, reduce costs, and ensure long-term reliability.

The project is now engaging with communities to expand its reach and collaborating with key stakeholders to identify new sites. By integrating solar energy with smart charging technology, SCHOWD is creating a sustainable and practical solution that empowers more people to transition to EVs, reduces carbon emissions, and ensures that community-generated solar power is put to the best possible use.

3.2 Rural Energy Resilience (RER)

Charge My Street is playing a key role in the Rural Energy Resilience V2X project, funded by Innovate UK, which is exploring Vehicle-to-Everything (V2X) technology to support rural communities. The project focuses on using Vehicle-to-Building (V2B) and Vehicle-to-Grid (V2G) technology to reduce energy costs, improve grid stability, and provide resilience during power outages.

Several key installations have been completed or are in progress. Sites such as Weardale, Alston Gym (pictured) , and Yealand Village Hall have successfully implemented bidirectional charging, allowing electric vehicles to store and return energy to buildings and the grid. More installations, including those at Keswick Quaker Meeting House, Bampton Memorial Hall, Rydal Hall, and Newbiggin Village Hall, are set to be completed in early 2025. The technology used varies by site, with a mix of AC and DC bidirectional chargers, often combined with solar panels and battery storage.



The project is demonstrating how car clubs and community buildings can benefit from flexible energy use. At Keswick Quaker Meeting House, solar panels will be able to charge a community car club vehicle during the day, which can then power the building at night, cutting electricity costs.



The electric car club partnership multiplies the social and environmental impacts of CMS - the vehicles are being used as backup power for the building but also to help people get to training courses, and back into employment, powered by locally generated renewable energy. The car club vehicle is shown charging at Hamsterley Colliery with the RER team.

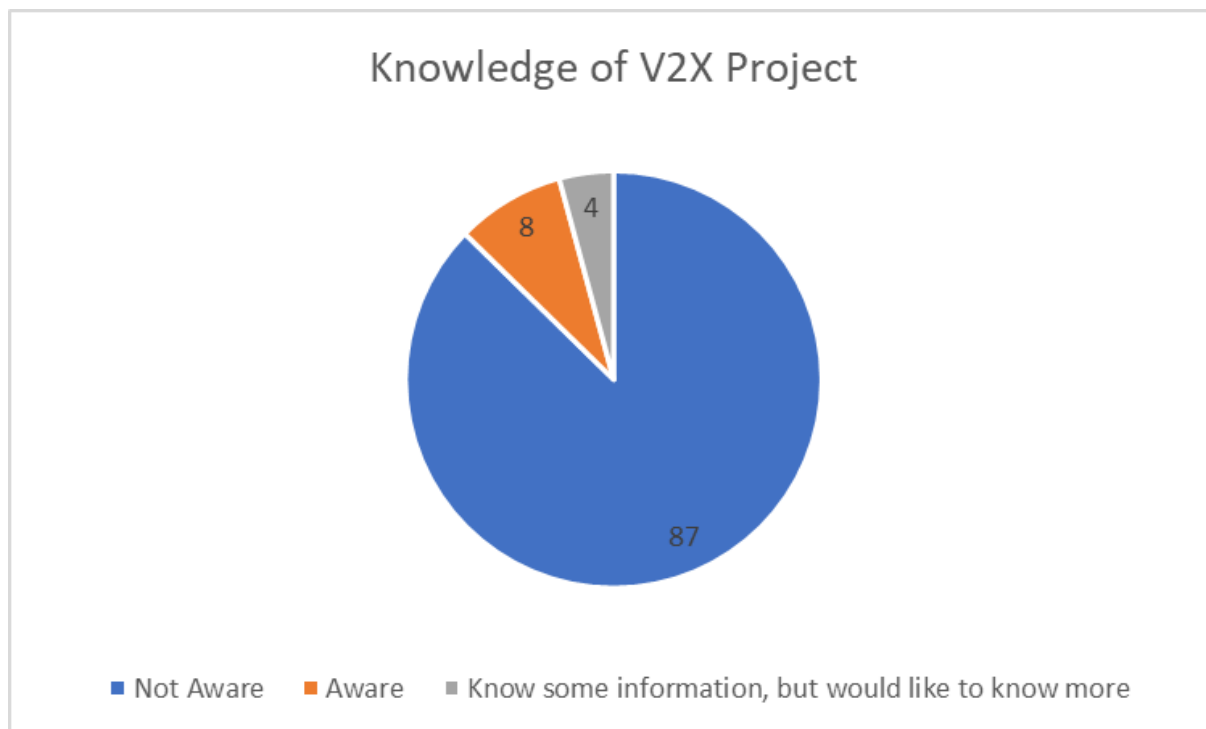
Yealand Village Hall (right) and Alston Gym are resilience hubs, providing power to the community during power cuts. The use of V2G technology at Skelton Toppin Village Hall will allow vehicles to supply energy back to the grid during peak times, helping to prevent strain on the local electricity network.

Engagement has been a key focus, with public events, webinars, and training sessions held to increase understanding of the technology. With the deployment of the world's first AC bi-directional chargers, it is natural that some challenges remain. User knowledge and training need to improve to prevent downtime, and delays in back-office software integration have impacted data collection and site management. Planning for future sites has also highlighted the need for better communication with site hosts and Local Authorities to ensure smooth installations.



Despite these challenges, the project is delivering strong results. With 15 V2X systems to be installed, 12 community buildings participating, the potential for expanding this model is clear. Charge My Street is now working to finalise installations, streamline software integration, and expand partnerships, including exploring additional funding from the LEVI fund. Looking ahead, the focus will be on scaling up V2X technology, optimising user experience, and increasing participation in energy flexibility services to ensure the long-term success of community-driven EV charging solutions.

As part of the 2024 survey, users were asked 'How much are you aware of our V2X project?'. The responses highlight that more work needs to be done in communicating the benefits of V2X to communities and individuals. This is to be expected as the project is still relatively new and has focused on closed cohorts of test users. However, 4% have some knowledge but would like to know more with 8% aware of the project and V2X technology.



3.3 Other Chargepoint Installations

The number of EV chargepoints being installed has reduced when compared to previous years as the focus has been on innovation projects and upgrades of existing sites. 26 new sockets were installed between 1st October 2023 and 30th September 2024. These have primarily been at sites associated with Triconnex, a company that works with property developers to install various utilities including EV chargers, but we have also installed at several community sites.

We were pleased to win Innovate UK funding to install 15 V2X chargepoints under the Rural Energy Resilience Programme. This project began in June 2024 and will run until the end of March 2025.

We have continued to maintain and upgrade charge points across the Regenda Housing estate as well as Local Authority installations under Lancaster City Council and Wigan Council.

The average number of days between a site being suggested and a chargepoint becoming operational has decreased due to our focus on using sites with existing electricity supplies and following a more rigid process of validation for the sites prior to proceeding with installs.

3.4 Supporting Local Renewable Generation

Currently, there are 22 sites that have their own renewable energy solution. As demands on the national grid increase, we are looking at innovative solutions to use existing renewables to power our chargepoints.

Financial support from the Energy Redress Scheme has allowed us to trial a service enabling customers to charge their vehicles at a lower cost using solar energy. The Solar Charging Homes

Without Driveways (SCHOWD) project commenced in June 2022 and will finish in May 2025. We have worked with Fuuse to develop the back office software, hardware and processes which allow for the monitoring of surplus solar power with subsequent redirection to our chargepoints. This technology is being trialled at different sites with more to be added when the Fuuse software has been upgraded. The service will be rolled out to other village halls with solar when complete.

4. SITE SELECTION CRITERIA AND BARRIERS TO PROGRESSION

Between 1st October 2023 and 30th September 2024, a total of 28 sites have been suggested via the website— a decrease compared to previous years (58 last year and 231 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 and getting necessary legal and technical information ready. Where the necessary permissions can be signed-off quickly, and communities provide a proportion of the investment, chargepoints can be quickly deployed in a couple of months.

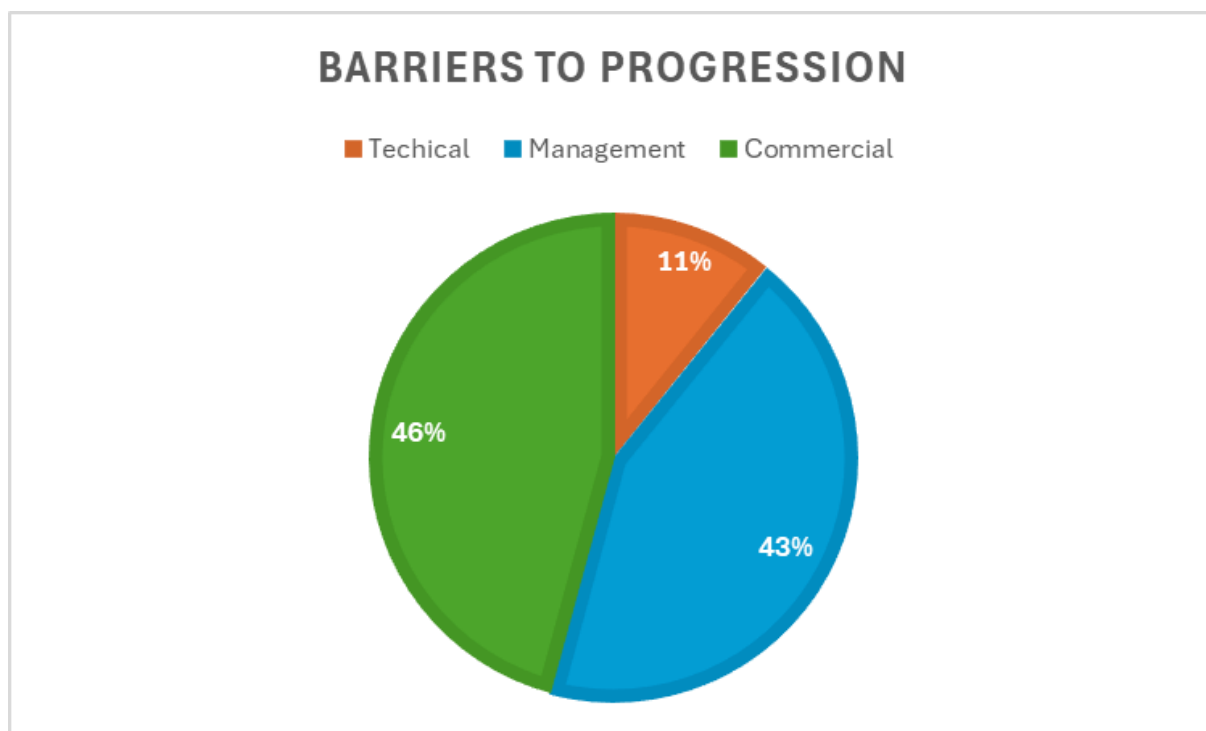
Additionally, there remains a misconception, particularly following initiatives such as SOSCI (Scaling On-Street Charging Infrastructure), that sites may be fully funded. This is not the case, and securing both funding, either through local investment and host commitment remains essential for site viability. Through the website redesign we provide 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 Technical

Some sites cannot go ahead because the existing electricity supply isn't suitable. Getting a new connection from Electricity North West (the North West Distribution Network Operator (DNO)) could exceed a feasible budget, so extra funding is needed. Sites with a suitable supply are prioritised, as noted last year.

Electricity and meter connections are taking longer due to high demand. If a chargepoint is placed far from the power source, groundwork costs can push the project over budget and increase carbon emissions.

DNO costs, limited building supplies, and highway restrictions have increased, while issues like inadequate parking, network reinforcement, and high groundwork costs have decreased.

4.2 Managerial

Stakeholder support is essential. Even ideal sites can stall if people worry about losing parking spaces to EV chargers. Some site owners show interest, but delays happen when others prefer to wait for a better offer or require input from third parties who may not be as enthusiastic.

Charge My Street works with multiple stakeholders to resolve issues early. Most sites do not progress because ownership is unclear or management is unresponsive. These challenges remain the same as

last year, with lack of engagement still the main reason for failure. We have overcome a multitude of these challenges over the years, with some locations connected 3-4 years after initial contact has been made.

4.3 Commercial

While CMS is keen to widen the availability of the chargepoint network, community investment still has to be repaid and once sites are installed, there are a number of operating costs that need to be met, regardless of usage. Sites do not progress commercially for these reasons:

- An existing chargepoint is already within a 5-minute walk.
- The site is located on a wholly residential street.
- The location is unlikely to generate enough usage to be viable.
- Sufficient community buy-in to raise required funding is not apparent.

Compared to last year, commercial viability issues have increased.

5. SUPPLIERS

During this period our main suppliers were:

1. Chargepoint Equipment - EO Charging, Garo, Easee, Autel & Hangar 19
2. Chargepoint Installation - AMP EV, iCharge EV & AWD Electrical
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, Sixteen62, Hangar 19
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 - Everyday EV (now owned by Fuuse)

6. FINANCIAL RESULTS

The financial results can be downloaded from the website at <https://chargemystreet.co.uk/about>

7. MEMBERSHIP

At the end of September 2024 the society had 176 members who have purchased shares. In the year to that date four people joined and 7 left. In addition there are 49 active subscribers to Charge My Street charging services.

8. OPERATION OF CHARGE MY STREET

8.1 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.

8.2 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 (Technical Director)
- Christian Scott (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)
- Axel Fensom (Charge My Street - Website and Data Support)

Subcontractors:

- Tom Barker, Daniel Heery & Jenny Snowden (Cybermoor Services)
- Adam Tutt (Sixteen62)
- Anj Ward (Bookkeeper)

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.
- Artur Chrapowicz (Lancaster University Masters Student) carried out a project to improve the usability of the website.

8.3 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.

8.3.1 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.

9. SOCIAL RETURN ON INVESTMENT AND IMPACT

As part of our commitment to record our social impacts, Charge My Street is continuing to measure the social and environmental impacts of the work it carries out. These impacts closely align with the Society's aims and objectives as agreed by the Board of Directors.

The methodology includes an annual survey to engage with users to understand the social impact of installing our chargepoints. The 2024 survey continued to take inspiration from the United Nations Sustainable Development Goals (SDGs). 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 (73 responses). The results of the survey are summarised in Sections 9.4 to 9.9 below.

9.1 Carbon savings

In the 2019/20 period, 4,071 kWh of electricity were served to 51 drivers across all of the sites equivalent to a saving of **0.7 tCO₂e**.

In the 2020/21 period, 23,057 kWh of electricity was served to 340+ drivers equivalent to a saving of **4.0 tCO₂e**.

In the 2021/22 period, 136,220 kWh of electricity was served to 750+ drivers equivalent to a saving of **23.54 tCO₂e**.

In the 2022/2023 period, 311,917 kWh of electricity was served to 4,500+ drivers, equivalent to a saving of **53.9 tCO₂e**.

In the 2023/2024 period, 476,906 kWh of electricity was served to 4,500+ drivers, equivalent to a saving of **98.7 tCO₂e**.

This is the equivalent of planting 3,059 trees*.

*Data from Climate Neutral Group.

9.2 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 major industry events such as the CENEX Expo (September 2024) and attended key gatherings including the London EV Show (November 2023) and MOVE 2024 (June 2024). These events provided valuable opportunities to showcase innovative charging solutions, connect with policymakers and technology providers, and highlight the benefits of bidirectional energy systems.

Beyond industry events, Charge My Street has worked closely with community groups, village halls, and parish councils to raise awareness of V2X and smart energy innovations. A series of webinars has been delivered to inform community groups and interested parties about the benefits and practicalities of these technologies. The organisation has also participated in third-party events run by organisations such as CAFS (Cumbria Action for Sustainability) and ACTION for Cumbria, engaging with local stakeholders on sustainability and energy resilience.

Additionally, Charge My Street has contributed to discussions on grid flexibility and network resilience, attending Northern Powergrid's Latest Network Development Plan webinar (April 2024) and Connected North (April 2024). The Pennington Flash Launch Event (November 2023) was our biggest deployment of chargers on a single site. Participation in the NZIP Innovation Showcase (October 2024) further raised our profile in advancing electrification and smart energy solutions at the community level.



Events have included the Launch of twelve new chargepoints at Pennington Flash country park in Wigan.



Recently installed and trialed V2X chargepoint at Yealand Village Hall

9.3 Chargepoint Champions

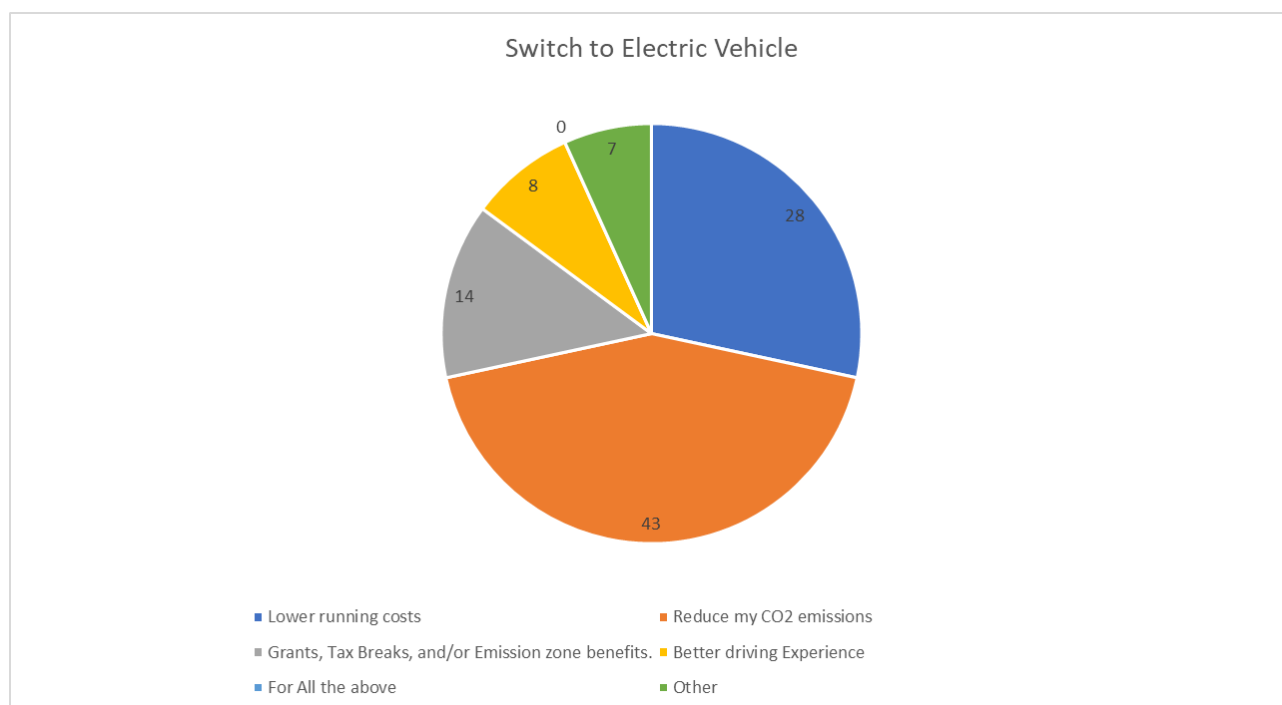
There are 80 'Chargepoint Champions' who look after their local chargepoints, generally resetting because of trips in the power supply or loss of data signal or otherwise escalating faults. These issues are easily resolved by a volunteer with a little training. Charge My Street are eager to develop EV-related skills with volunteers. As the network of chargepoints grows, calls from EV drivers are received on a daily basis, either with questions relating to Charge My Street and EVs or when they are having issues with their charge session.

As part of our ongoing commitment to provide the best possible support to our network, processes have been put in place to undertake refresher training with Chargepoint Champions as well as enhancing their skills to take meter readings on site to improve the accuracy of our usage reporting.

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

9.4 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; 43% switched to reduce their carbon emissions, which has reduced by 3% since last year. This demonstrates that users are still environmentally conscious and are interested in how to reduce their environmental impact, but also have other concerns and requirements. While those choosing to switch to an EV for lower running costs have decreased by 4%, there has been an increase of 5% in EV users switching for a better

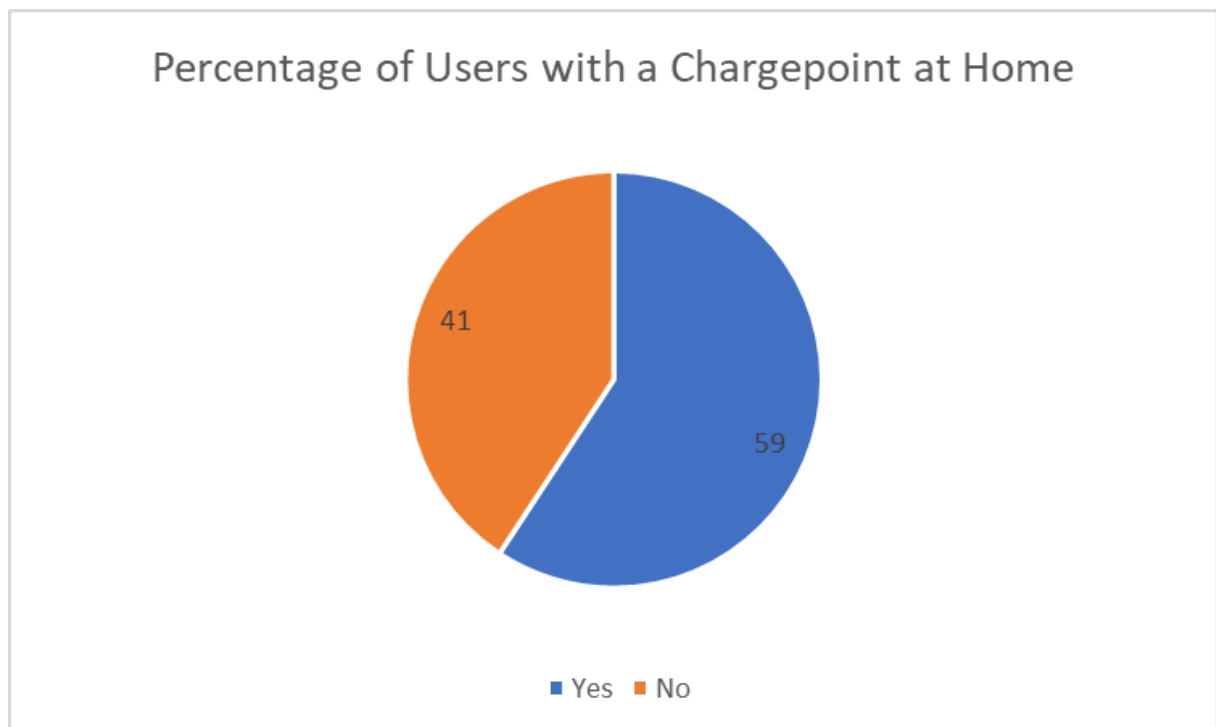
driving experience - indicating there are more than just environmental reasons for switching. Our subscription pricing has continued to stay below 45p/kWh which is the equivalent price for a running petrol or diesel car.

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



9.5 Using our Chargepoints

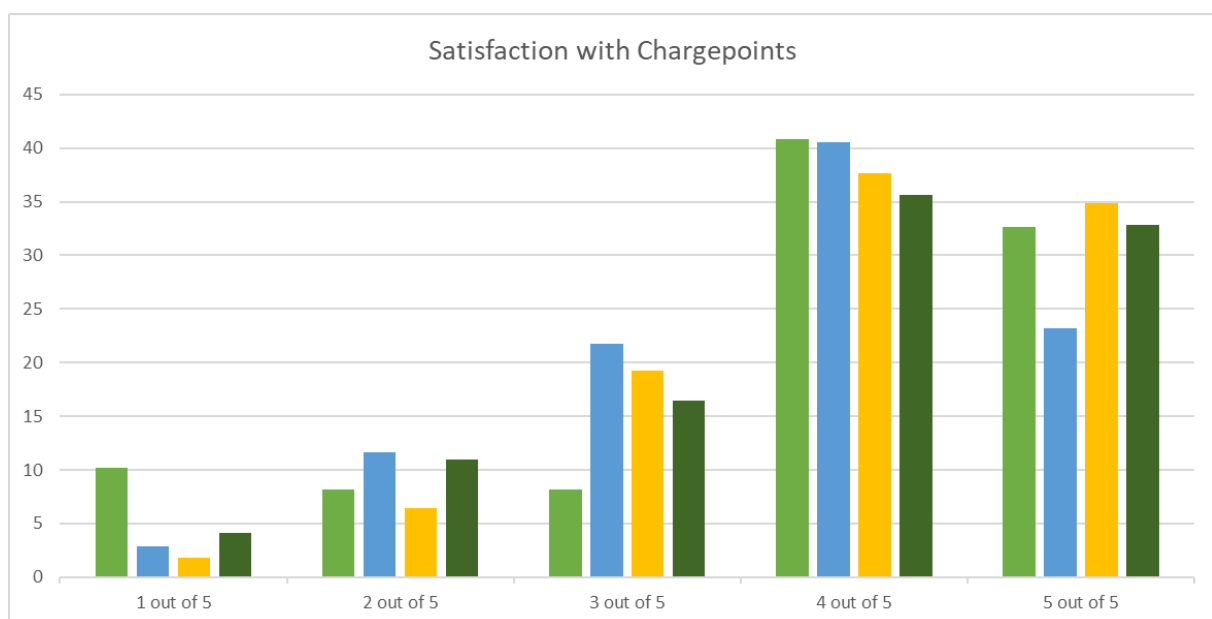
The survey of chargepoint users showed that 16% of users do not have access to off-street parking, compared to the previous two years, this has increased by 3%. It is also considerably more than a recent ZapMap survey in 2022 which showed that 2% of users did not have access to a chargepoint at home. This demonstrates that CMS is meeting its aim to support people who do not have the ability to install a home charger.



This result suggests CMS is playing a key role in supporting the achievement of SD Goal 11 as it is ensuring equitable access to sustainable technology.

9.6 Overall Satisfaction

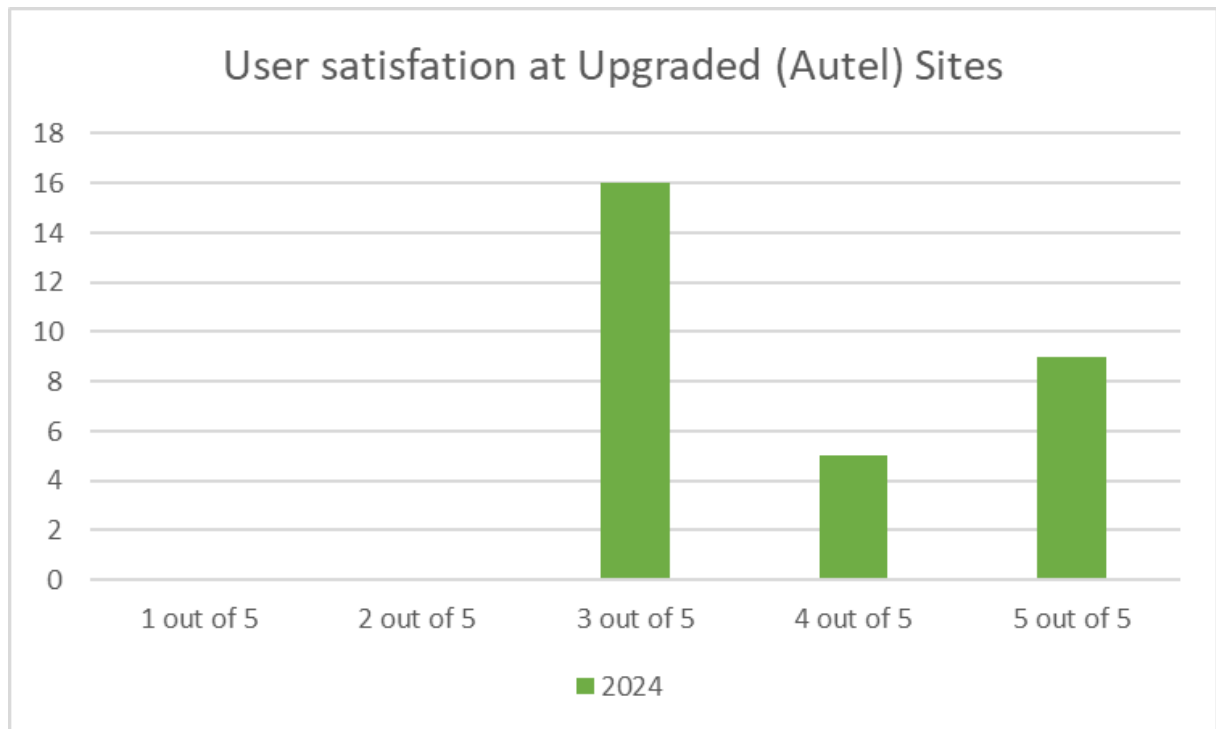
The users of CMS chargepoints were asked to rank how satisfied they were with their experience using the ranges of between 1 out of 5, very unsatisfied, to 5 out of 5, very satisfied. Overall, the average satisfaction rating for CMS chargepoints is 3.8 out of 5. The average top 5 satisfaction score from Zap-Maps survey for 2024 is 3.78 out of 5, suggesting that users of CMS are as satisfied on average than users of other chargepoints. CMS with a satisfaction rating of 3.8 could be placed in the top 2 providers from the Zap-Maps survey data.



	EV network	Overall rating*	Star rating**	Equivalent rank 2023***
1		4.7		N/A
2		3.8		2
3		3.6		3
4		3.5		N/A
5		3.3		5

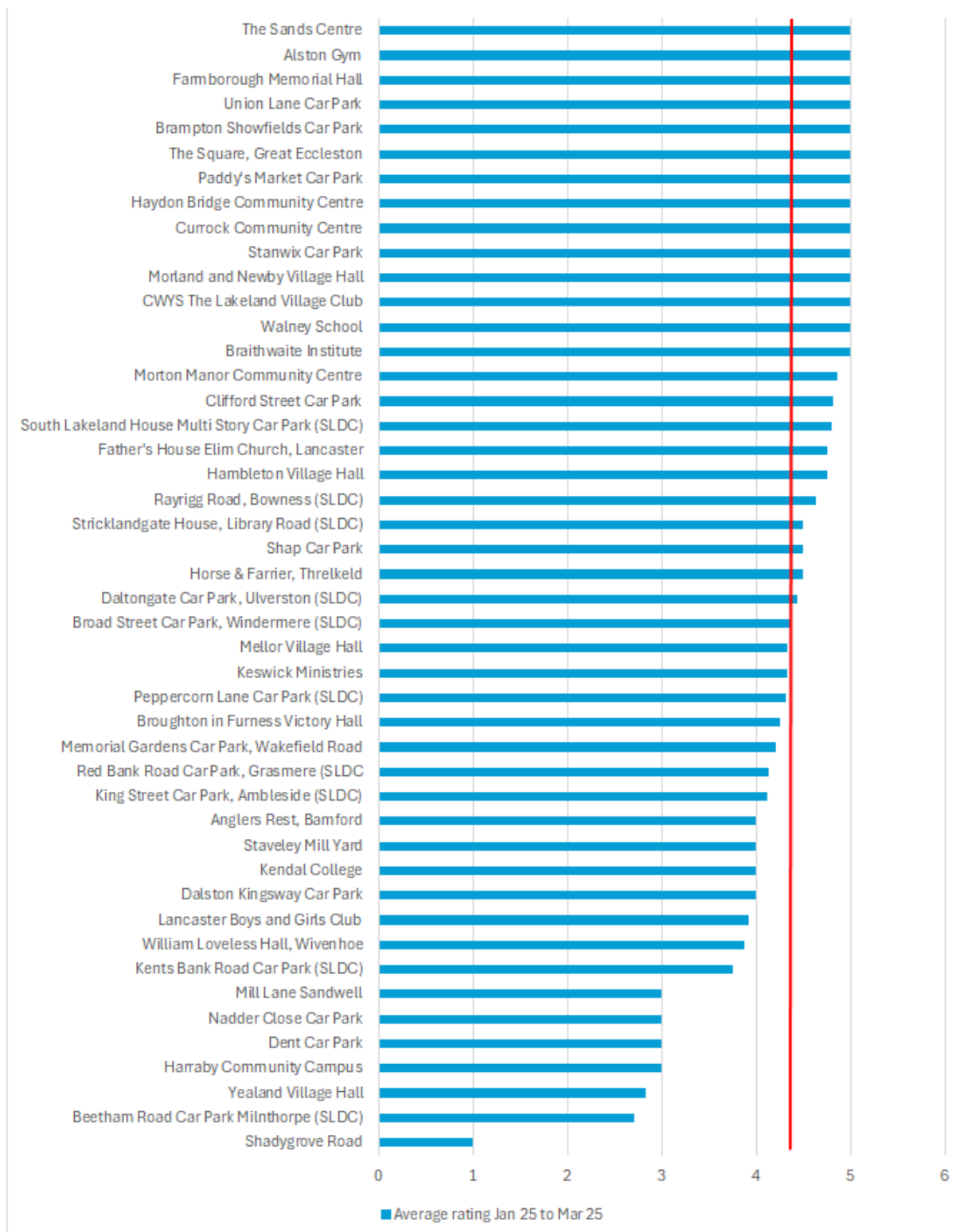
ZapMap Network Ranking 2024

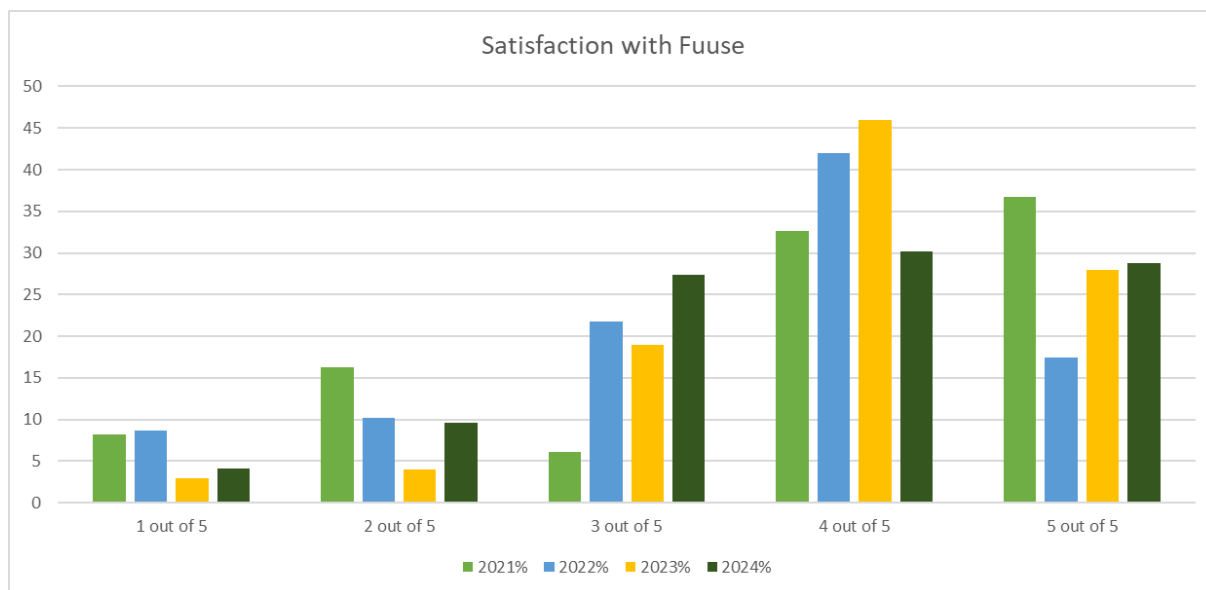
This year's survey included a question regarding recently upgraded sites, where chargepoints have been upgraded from EO genius 1 units to Autel units. The responses in the graph below indicate that of those that have used an upgraded chargepoint the satisfaction in usage has improved, with no customers rating the charging experience less than 3 out of 5.



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 manage 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.

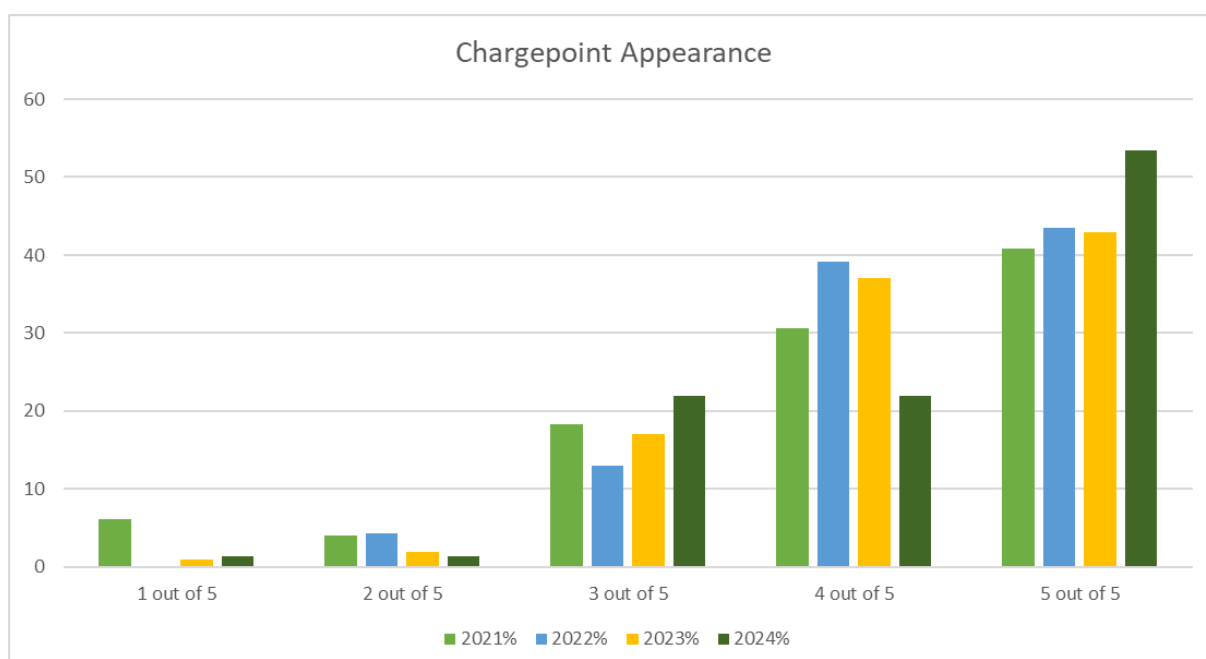
Customer Satisfaction with chargepoints January – March 2025





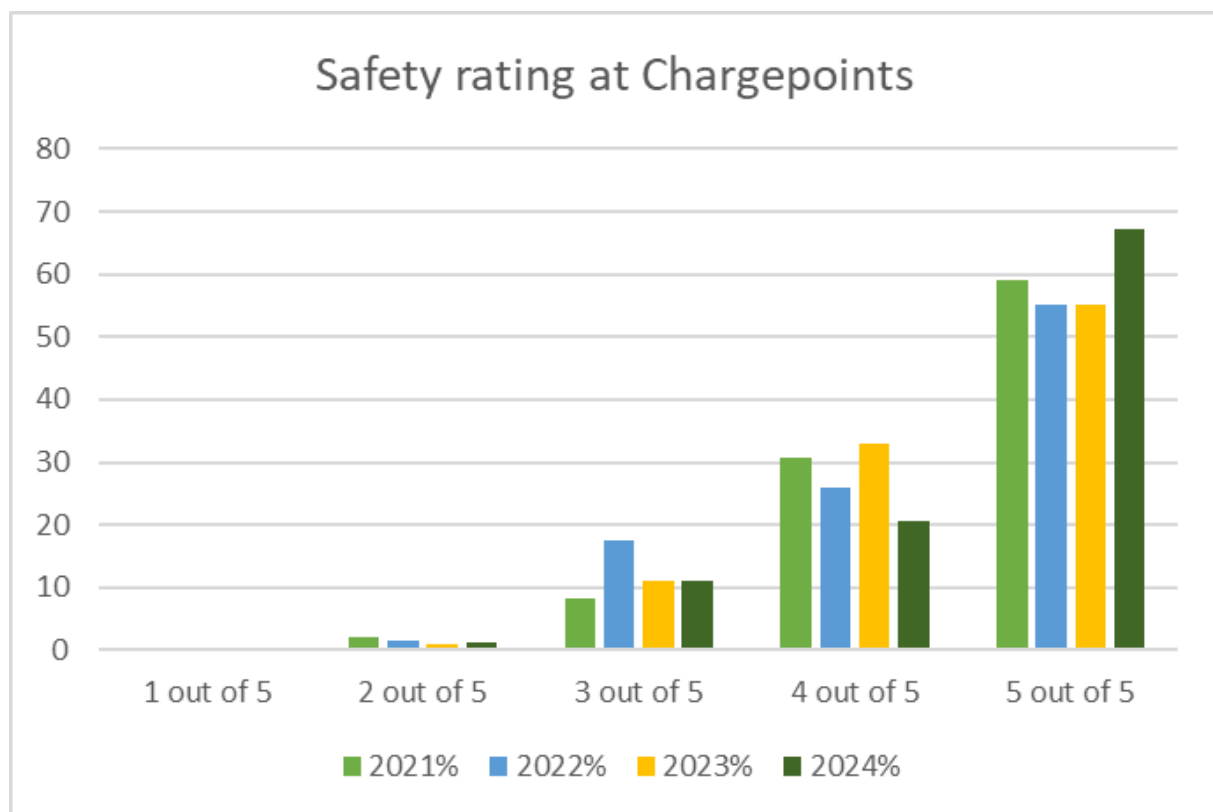
Overall, nearly 60% of users are satisfied with their experience of using the Fuuse app, this represents a decrease in satisfaction from previous years. However, a significant amount of work has taken place to upgrade end-of-life chargepoints which has caused some disruption. More work is being done 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.

9.6.1 Chargepoint Appearance



Site appearance ratings have increased by 10% at the top end of the scale (Very Satisfied), 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.

9.6.2 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 2021 to 2023 there is little difference between how safe users feel at their regular chargepoint, with over 80% of users feeling safe at CMS chargepoints. This has increased by 12% in the 5 out of 5 category indicating that improvements to the chargepoints has also resulted in improved levels of safety in using them.

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.



9.6.3 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 are being received due to upgraded chargepoints.

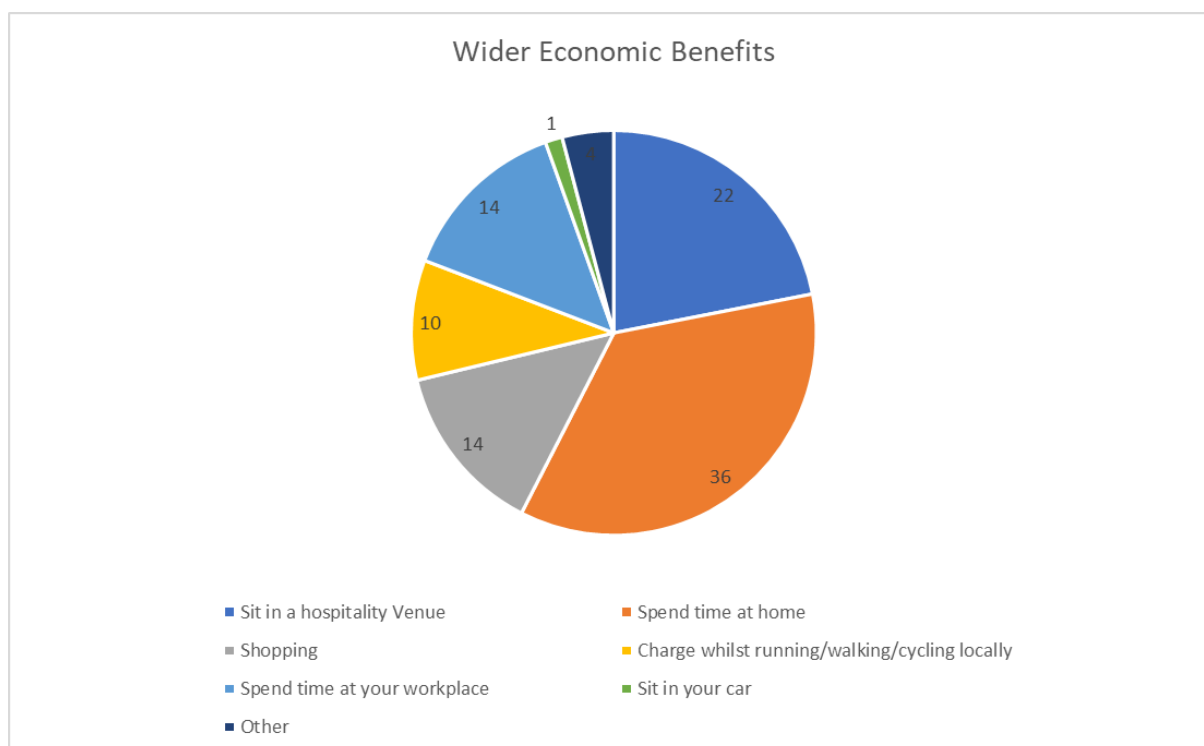
The introduction of an Out of Hours service to handle customer calls ensures that all customers have a positive charging experience even when they encounter difficulties in charging. Any poor charging experience can be improved and resolved through good customer support. The Out of Hours service used by Charge My Street has recently 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.

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.

9.7 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 45% of users spend time shopping, sitting in a hospitality venue or doing an activity locally, such as running/walking/cycling. Chargepoints at locations such as Festival Market and The Square, Great Ecclestone, can provide additional income to local businesses.

A total of 36% spend time at home whilst their EV's charge. Showing that CMS chargepoints are being used by local people and by visitors to the area. As 10% of users are undertaking leisure activities locally it suggests that they are adapting their daily routines to include charging their EV.

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.

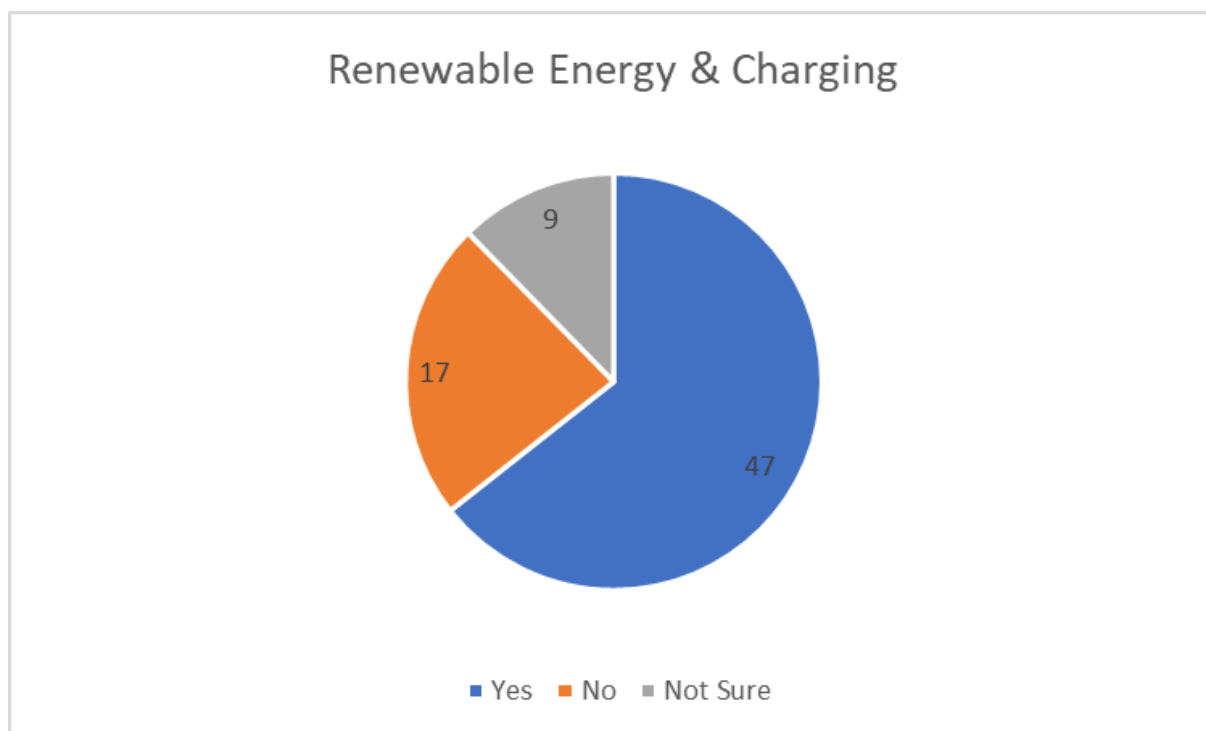


When comparing last year's wider economic benefits to this years, there has been an increase in the number of users spending time at home whilst charging, but a decrease in users undertaking leisure activities while waiting for their cars to charge. There has also been an increased number of users spending time in a hospitality venue whilst waiting for their car to charge. This suggests that CMS is delivering on its aim to provide chargepoints within a 5-minute walk

of user's homes and when visiting hospitality venues. There has been an increase in the number of users that are charging overnight with the use of the Charge While You Sleep scheme.

In response to feedback from local businesses in Buttermere in the Lake District, CMS worked with Cybermoor to deliver mobile phone coverage by installing broadband, WiFi and 4G at the Bridge Hotel. This meant that CMS customers could use their phone app to start charges, and the village ended its 20 year battle to receive a mobile signal!

9.8 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, almost 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 Solar Charging Homes Without Driveways (SCHOWD) project.

9.9 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.

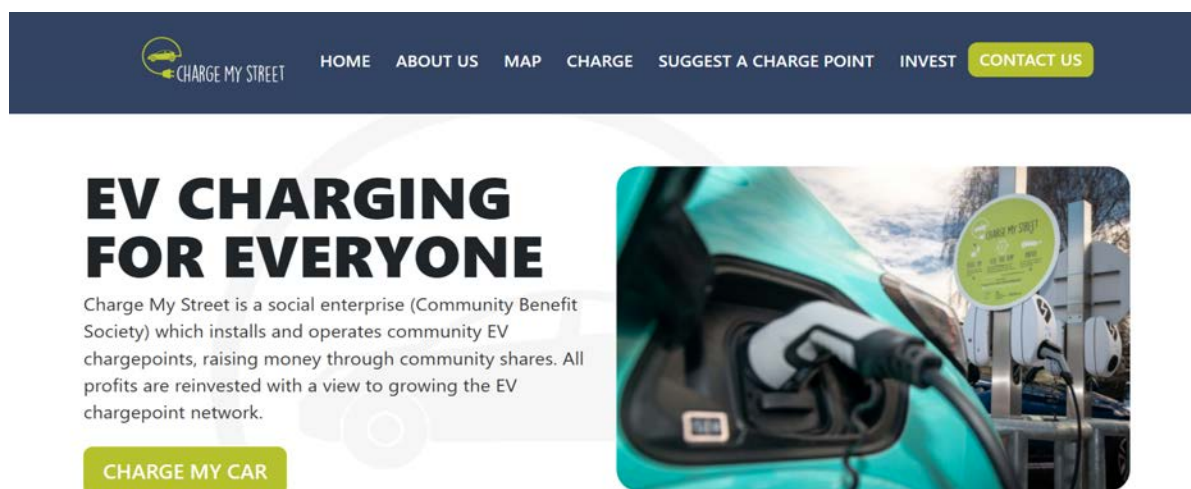
There are still many areas which are underserved, and there is an added difficulty of identifying and installing suitable sites in such areas. Sites which are initially promising can drop out due to contractual or technical issues late in the development process when significant effort has been expended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

10. WEBSITE UPGRADE

During 2024 Charge My Street's website underwent an upgrade. Focus groups engaged in providing details on what the new website would look like and its functionality.

The result was a completely upgraded site which allows visitors to have a more interactive experience when using the website. There is also greater functionality in suggesting sites and following their progress.

Overall, the feedback on the new website has been positive with a fresher look and clearer information explaining how the technology works, what Charge My Street stands for and how stakeholders can get involved.



11. FUTURE

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

There have been positive developments in the last year which bodes well for the future:

1. The policy landscape is still supportive, with the Office for Zero Emission Vehicles providing grants to Local Authorities for public charging. The government has now reinstated the 2030 deadline for a ban on new petrol and diesel cars.
2. Car manufacturers have overcome supply chain issues, with the cost of new EVs coming down and the second hand market improving.
3. The Government's Clean Power 2030 Action Plan¹ highlights the role of V2X, with 1GWh of storage anticipated by 2030. This benefits CMS, which is a leader in this field due to our Rural Energy Resilience Project.

The Directors feel that Charge My Street's approach will become increasingly attractive to other communities across the UK.

11.1 Strategy

The 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) Work with community organisations that are interested in hosting EV chargepoints.
- 3) Develop Charge My Street's capacity (both organisational and financial) to secure more Local Authority contracts to install and operate EV chargepoints.
- 4) Deliver more energy flexibility at our chargepoint sites, working with our customers and members.
- 5) Deliver more destination chargepoints in the North West.
- 6) Promote the use of installed chargepoints to generate more revenues for the Society.

Whilst the picture of usage is developing across our network, it is difficult to define a set of criteria that will always be successful in the future. The strategy over the coming year will target sites in the middle of the scale, so that Charge My Street can balance the difficulty and cost of installation with expected long-term usage, whilst sticking to its social inclusion ethos.

The ideal site will have:

- 1) Location of parking bays within 5 metres of the building to reduce cabling costs and groundworks.
- 2) Sufficient building power to avoid the requirement for a new DNO connection.
- 3) Sufficient space within the building to accommodate equipment like hubs and electricity meters.
- 4) People at the site who are able to get involved in discussions about delivery with a can-do attitude to overcome challenges and who are aligned with the CMS ethos.

¹

<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>

Sites not meeting these criteria will generally be more expensive and the local community or user community at the site will be given the opportunity to invest towards the cost of installation. An average site costs in the region of £10,000 to install and people would be expected to pledge half of the costs to progress the site. Charge My Street will look for additional funding through its relationships with Local Authorities and other stakeholders which will reduce the amount of local investment required.

12. PARTNERS & SUPPORT

12.1 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.



<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>





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