

CHARGE MY STREET LTD

**Report to Members
For the year ending
30th September 2022**



Charge My Street

Reg Number: 7704

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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 Electric Vehicle Chargepoints (EVCPs), no more than 5-minute walk away from current and prospective EV drivers' homes.

Charge my Street is a community benefit society who installs electric vehicle charging points 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.



Beetham Road Car Park, Milnthorpe, Cumbria (SLDC)

2. OUR VISION

Charge my Street's vision is for every home to be within 5 minutes walk of an EV charging point. 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, provide charge points in areas not served by mainstream commercial providers.

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

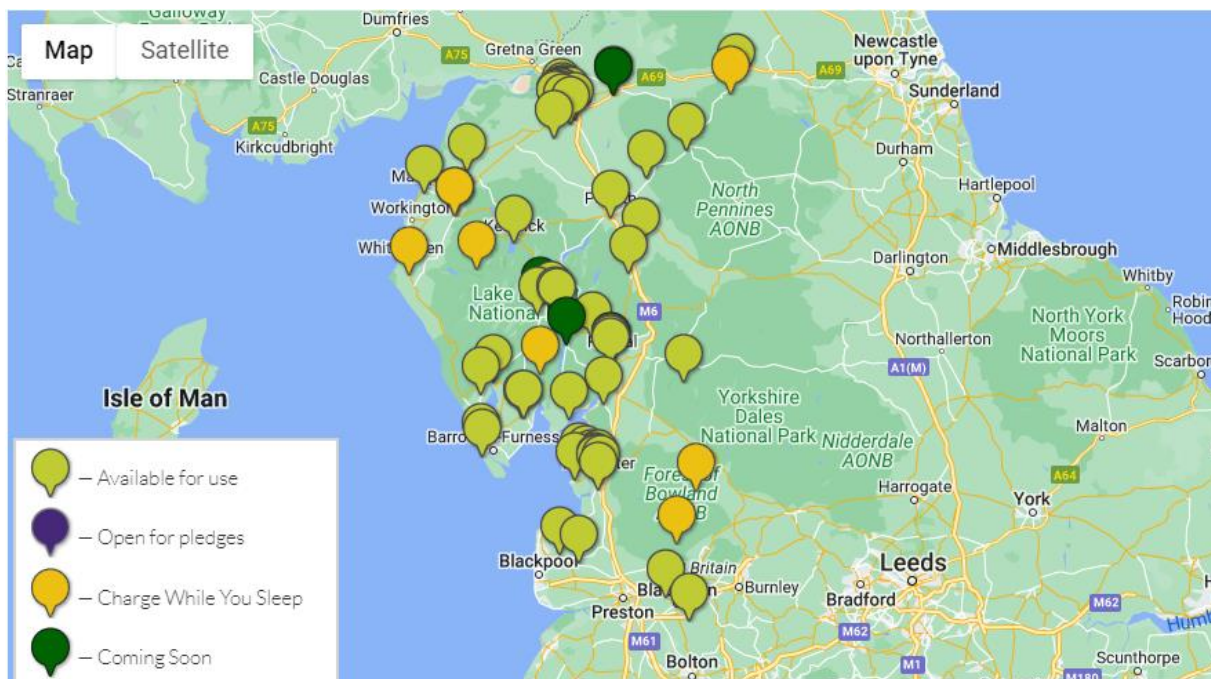
Co-operative principles

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

3.0 ACTIVITIES

Our activities over the last year have included:

- Installing and operating charging points around Cumbria, Lancashire, as well as further afield with community energy groups, community organisations, and car clubs.
- Providing people with the tools to locally finance a community chargepoint.
- Encouraging Electric Vehicle uptake, allowing people to save money on fuel costs.
- Reducing air pollution and CO2 emissions.



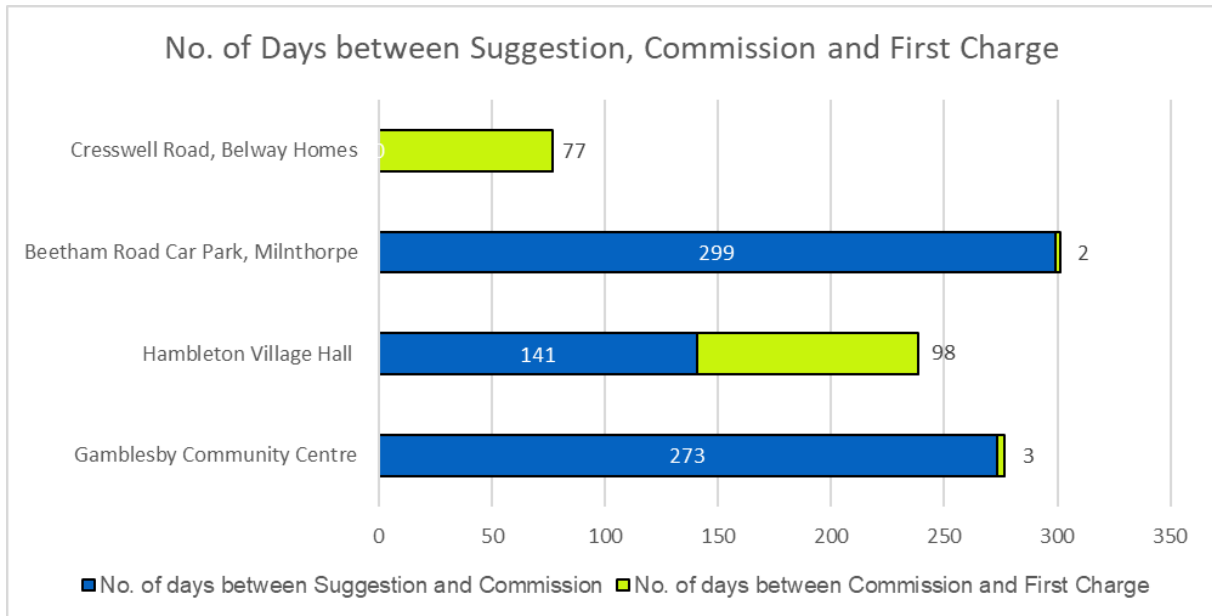
The network currently consists of 131 public sockets and 9 private guest-only sockets. Due to a shortage of meter engineers in the Cumbria area, there are 10 SOSCI project sockets still to be commissioned in the South Lakeland area of Cumbria.

Presently, 83 sockets are in the installation or commissioning stage, these are spread across England, suiting a range of stakeholders. When the Friends of the Lake District (FoLD) project comes to an end at the end of the current financial year, the focus will be shifted to website-suggested sites.

3.1.1 SOSCI Project

In February 2022, the SOSCI project came to a close, final reports were submitted to Innovate UK and the final project meeting was completed. Overall, the project was a huge success, it created 291 electric vehicle chargepoints across the North allowing residents in areas with no access to off-street parking to charge their EVs. In 2022, the SOSCI project won the Best EV Charging Project at the [MJ Awards](#).

3.2 Chargepoint Installations



The average number of days between being suggested and installed was 238 days, and the average number of days between installation and first use was 34 days. Last year, 39 sites were operational by the end of September. On average, the number of days between suggestion and installation was 81 days and the average number of days between installation and first charge was 174 days.

Between September 2021 and September 2022,, there have been 4 sites installed from online suggestions. During this time, the focus was on finishing the installation of SOSCI project chargepoints, rather than on new site suggestions. At this time, suggestions were not being taken from the website.

3.3 Multi-use sites

Currently, there are 13 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.

In April 2023, we hope to start work on a project focusing on installing technology which will allow EV drivers to charge their vehicles during peak solar hours at a reduced price and speed. This will be funded through money won by Charge my Street from local DNO Electricity North.

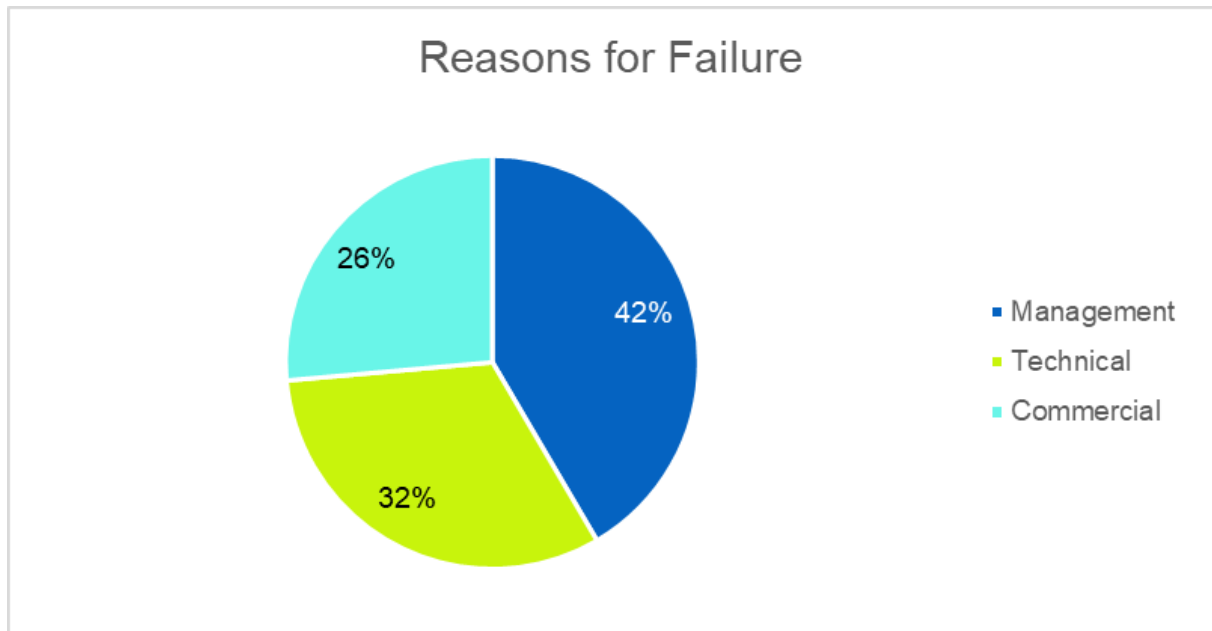


Staveley Mill Yard launch event, a fully solar-powered site.

4. SITE SELECTION CRITERIA

Between September 2021 and September 2022, 231 sites were suggested and assessed against a set of criteria. The reason sites did not progress after suggestions are summarised in the below chart and discussed in further detail in the sections below. The main issues faced at these sites were commercial, managerial or technical. When comparing the breakdown of reasons for site failures there is little difference between last year and this year's.

It needs to be noted that during this time Charge My Street was actively engaging with stakeholders to determine where to install chargepoints, in lieu of passively waiting for sites to be suggested and then engaging.



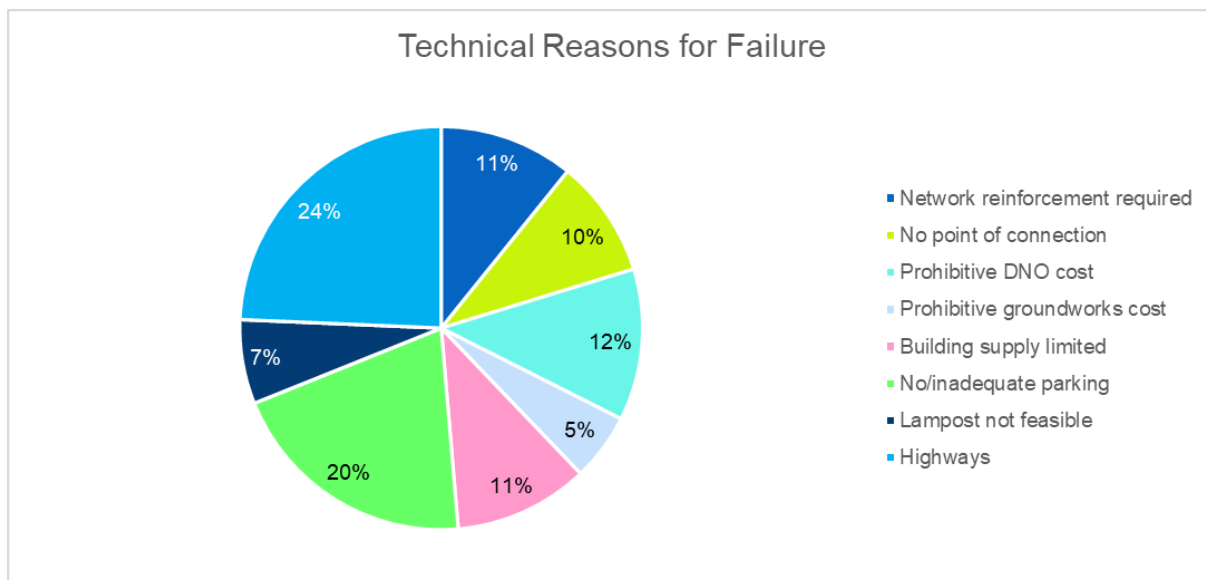
4.1 Technical

Many sites were unable to progress due to the unsuitability of the existing building's electricity supply. A solution to this involves creating a new connection from Electricity North West, however, this comes at a cost over our budget of £5k, therefore such sites cannot progress. Electricity and meter connections have also taken longer to install due to a number of reasons such as staff shortages and demand for new connections increasing. As set out in last year's report, sites that have an adequate existing electricity supply are prioritised.

If a site owner wants a chargepoint on the far side of a car park, the groundworks required can push a project over budget and increase the amount of carbon produced in the installation.

Other issues are restrictions linked to Highways, and inadequate parking. During this time, Highways were the biggest source of technical restrictions and why chargepoint site suggestions failed to be selected.

Technical failure reasons such as Prohibitive DNO costs, building supplies limited and highways have increased compared to last year. However, inadequate parking, network reinforcement and prohibitive groundworks costs have decreased.



4.2 Managerial

Stakeholder engagement and interest is key to a successful site. If this is lacking even the most attractive sites are unlikely to move towards the installation stages. Namely, these concerns are linked to the idea that EV charging spaces will deprive petrol and diesel cars of a place to park at busy times. At a host site, such as a community centre, one member could be enthusiastic about working with Charge my Street to provide a charging point. But, other members may feel that another chargepoint operator may offer a more attractive deal in the future. Decisions are deferred and the team has to move on to other sites.

Stakeholder management is a large part of Charge My Street’s work, this ensures plans are agreed upon between multiple stakeholders, and issues are identified early and successfully resolved. Overall, the majority of sites that fail for Managerial reasons is linked to the site suggestion having no clear owner or a lack of response from those managing the site.

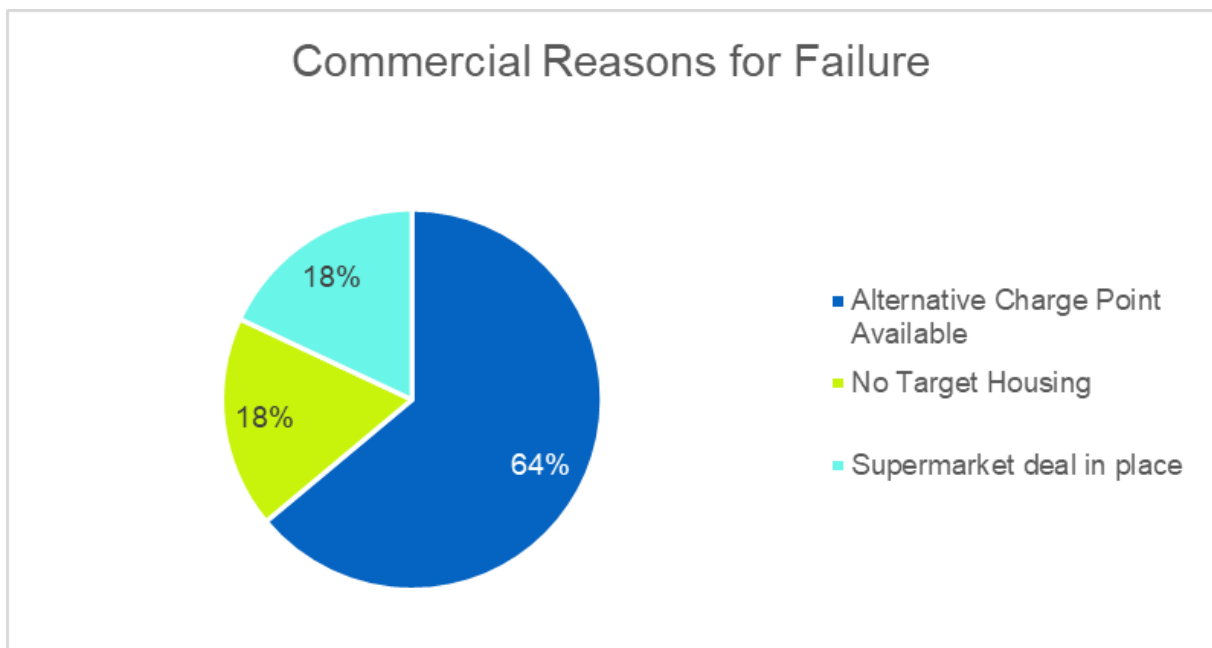
When compared to last year’s data, there is little difference between the managerial reasons for failure. Lack of owner/management engagement is still the main reason for sites failing to progress to installation stages.



4.3 Commercial

Commercial reasons for sites not progressing fall into three categories:

- 1) There is not enough housing nearby where people lack access to a driveway, there is a high likelihood they will install a home charger or there would not be sufficient business.
- 2) There is already a chargepoint within 5 minutes' walk of a site.
- 3) The site has been suggested at a Supermarket where there are already deals in place



Compared with last year's commercial reasons for failure there has been a 20% increase in alternative chargepoints available.

5. SUPPLIERS

During this period our main suppliers were:

1. Chargepoint Equipment - EO Charging, Garo, Easee, Alfen & Autel
2. Chargepoint Installation - Bay Camera and Communications, AMP EV, iCharge
3. Energy – Octopus Energy
4. Chargepoint management software – Fuuse
5. Project support – Cybermoor Services Ltd & Sixteen62
6. Research - Lancaster University Centre of Global Eco-Innovation
7. Maintenance - Charge Point Champions

6. FINANCIAL RESULTS

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

8. MEMBERSHIP

The society has 169 members (117 investors and 52 subscribers).

9. OPERATION OF CHARGE MY STREET LTD

9.1 Operation

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

9.2 The Board of Directors

The Board of Directors of Charge my Street Ltd are:

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

Members of Staff:

- Anna Jordison (Charge my Street)
- Tom Barker (Cybermoor Services)
- Jenny Snowden (Cybermoor Services)
- Adam Tutt (Sixteen62)
- Joanne Spark (Bookkeeper)

9.3 Financial Management

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

9.3.1 Audit Procedures

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

10. SOCIAL RETURN ON INVESTMENT AND IMPACT

As part of our commitment to record our social impacts, Charge my Street Ltd has developed a methodology for measuring the social and environmental impacts of the work carried out over the last year. These impacts closely align with the Society's aims and objectives and were agreed by the Board of Directors.

This methodology includes using an annual survey to engage with users to understand the social impact of installing our chargepoints. This year's survey also took inspiration from CMS goals and 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 (69 responses).

10.1 Carbon savings

In the 2019/20 period 4070.57 kWh of electricity were served to 51 drivers across all of the sites equivalent to a saving of 37.84 tCO₂e savings.

In the 2020/21 period 23,057 kWh of electricity was served to 340+ drivers equivalent to a saving of 214.33 tCO₂e savings. This is a **five-fold** increase from the previous year.

In the 2021/22 period **136,220.44 kWh** of electricity was served to 750+ drivers equivalent to a saving of 1,276.84 tCO₂e. This is **six times** the savings of the previous year.

10.2 Stakeholder Engagement

Throughout the last year, Charge my Street has attended or organised 17 stakeholder engagement events. These events allow us to engage with organisations and educate a range of stakeholders on how they can get EV chargepoints installed at their sites. These events allow Charge my Street to increase awareness within communities as well as with new stakeholders in the industry.

Events have included the REVUP Showcase Event, as well as a range of site launch events at Staveley Mill Yard and Great Ecclestone which have been a great success. Charge my Street has been able to build an excellent working relationship with Lloyds group who have provided EVs for events and Electricity North West, both have been on hand to assist with questions attendees may have about owning an EV in the North.

As events have started to be held in person, Charge my Street has not spoken at as many webinars as in previous years. However, we have been able to talk at events with stakeholders in Northern Ireland and Cumbria.



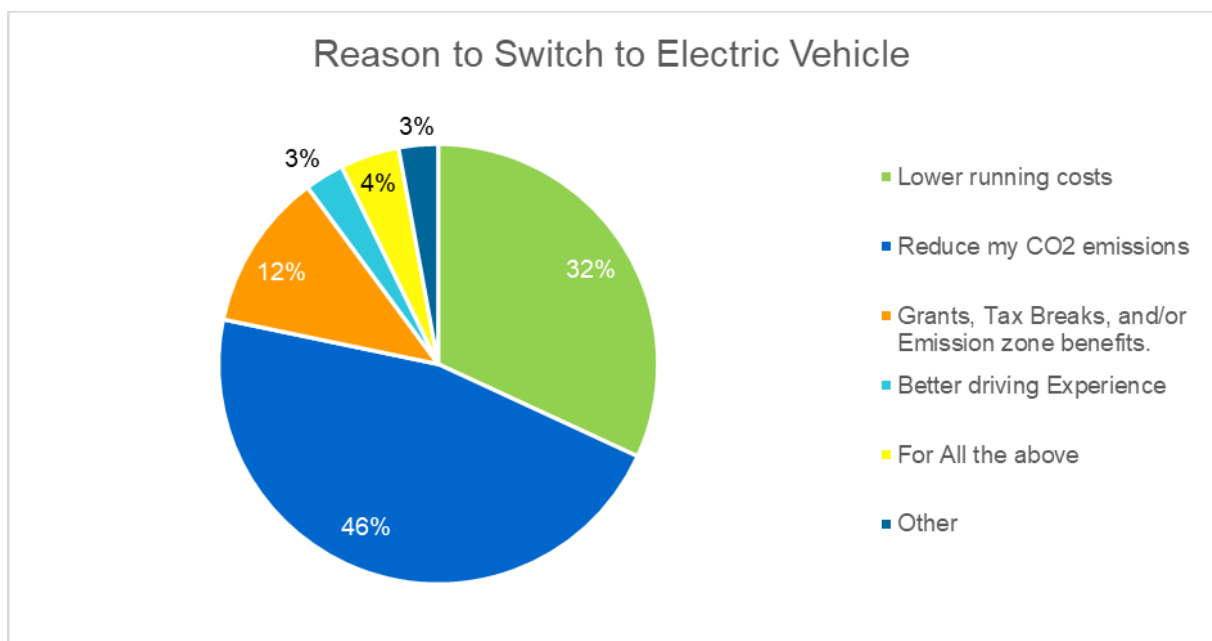
Great Ecclestone launch event with Electricity North West & Great Ecclestone Parish Council

10.3 Training

There are 67 “Chargepoint Champions” who look after their local chargepoints, generally resetting because of trips in the power supply or loss of signal or otherwise escalating faults. Charge my Street are very eager to develop EV-related skills with volunteers. These issues are easily resolved by a volunteer with very little training. As the network of chargepoints grows, Charge my Street has been able to recruit phone support volunteers to help EV drivers in weekday evenings. Calls from EV drivers are received on a daily basis, either with questions relating to Charge my Street and EVs or when they’re having issues with their charge session. We have worked closely with Cumbria CVS to recruit a large number of volunteers, this has resulted in a reliable network throughout the country.

10.4 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 ICE to an EV. As seen in the graph below.



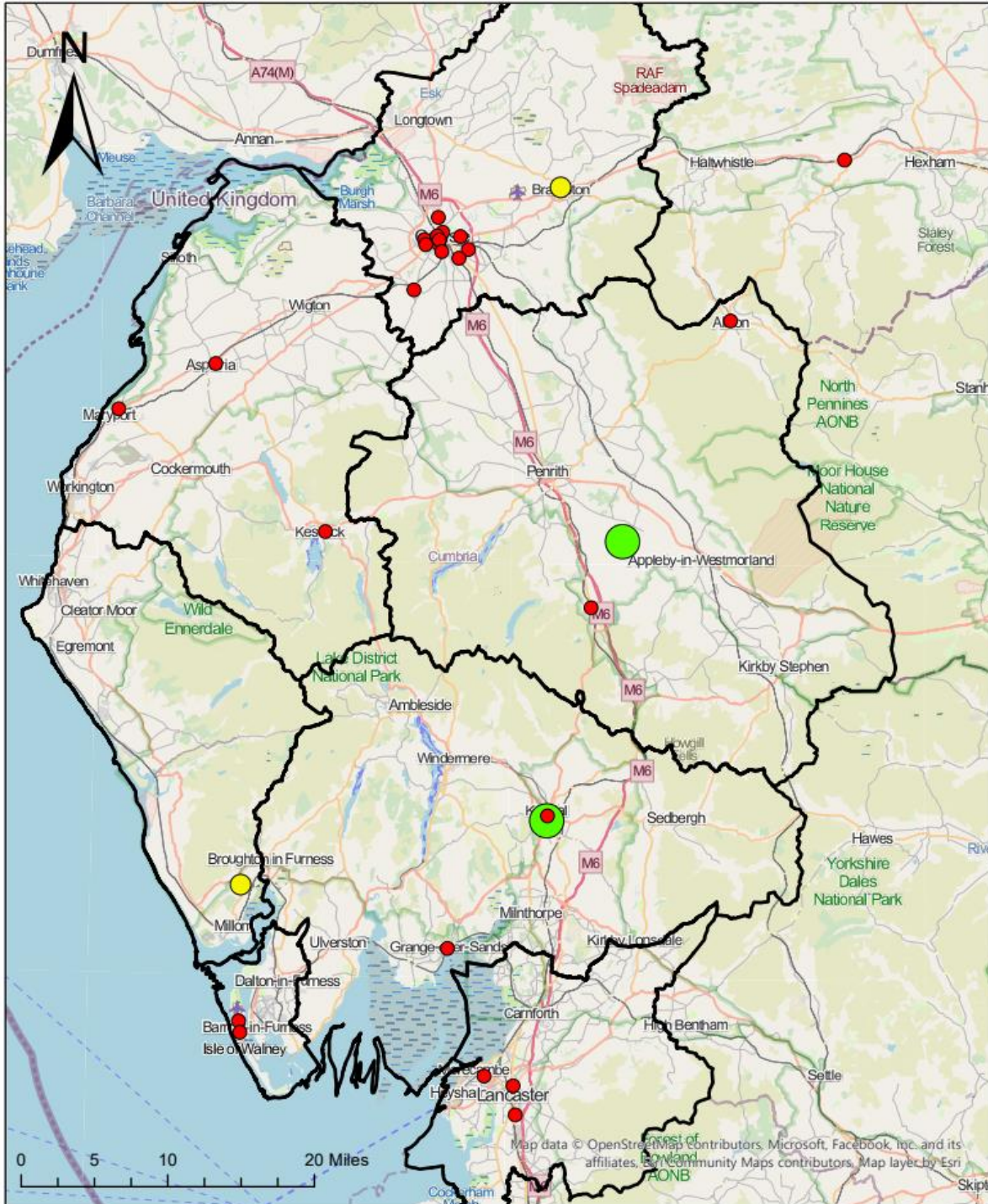
The users were asked why they decided to switch to an EV and 50% switched to reduce their carbon emissions. This demonstrates that users are environmentally conscious and are interested in how to reduce their environmental impact.

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



10.5 Using our Chargepoints

The map below shows the average number of kilowatts used a day at each chargepoint between September 2021 and September 2022. Sites with a green and larger circle have used more than 8 kWh per day, yellow sites have used approximately 7 kWh per day, and red sites have used less than 6 kWh a day. This was calculated by dividing the total chargepoint kWh usage in the year by 365 days.



Sites kWh per day 2021-2022

kwh / day

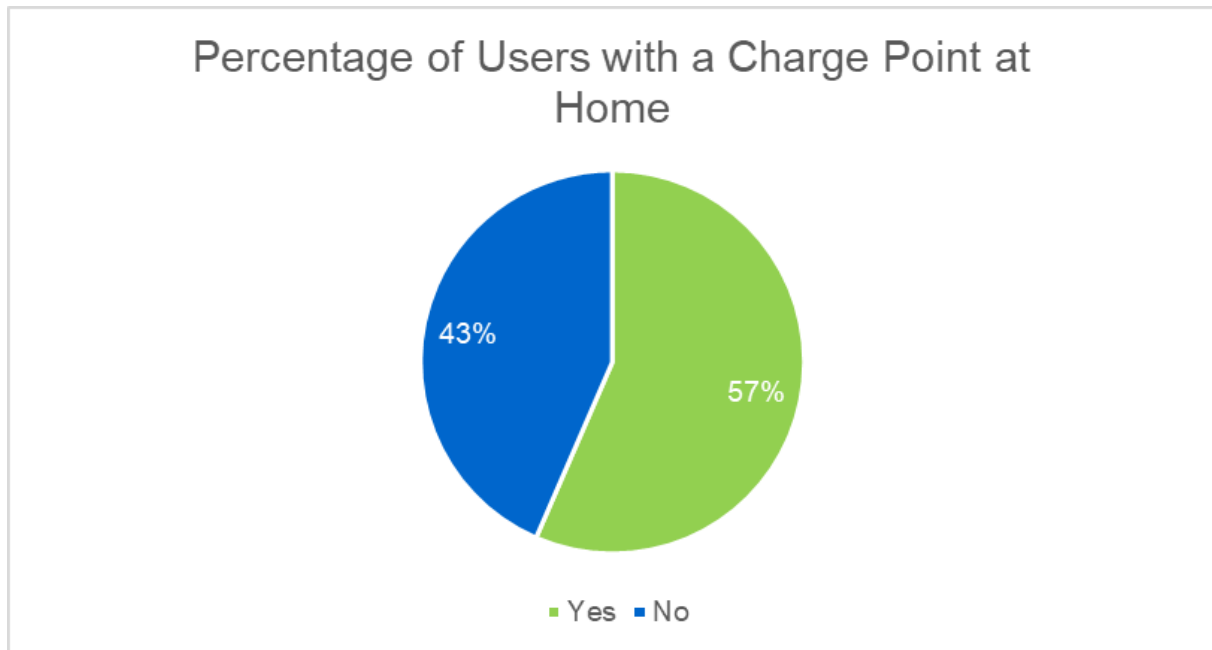
- 5 kW/day
- 6 - 7 kW/day
- 8 kW/day

- South Lakeland
- Lancaster
- Eden

- Copeland
- Carlisle
- Barrow-In-Furness
- Allerdale

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The survey of chargepoint users showed that 19% of users do not have access to off-street parking, compared to a National 2022 survey which showed only 2% of users didn't have access to off-street parking (source Zap-Map survey). This demonstrates that CMS is meeting its aim to support people who do not have the ability to install a home charger.



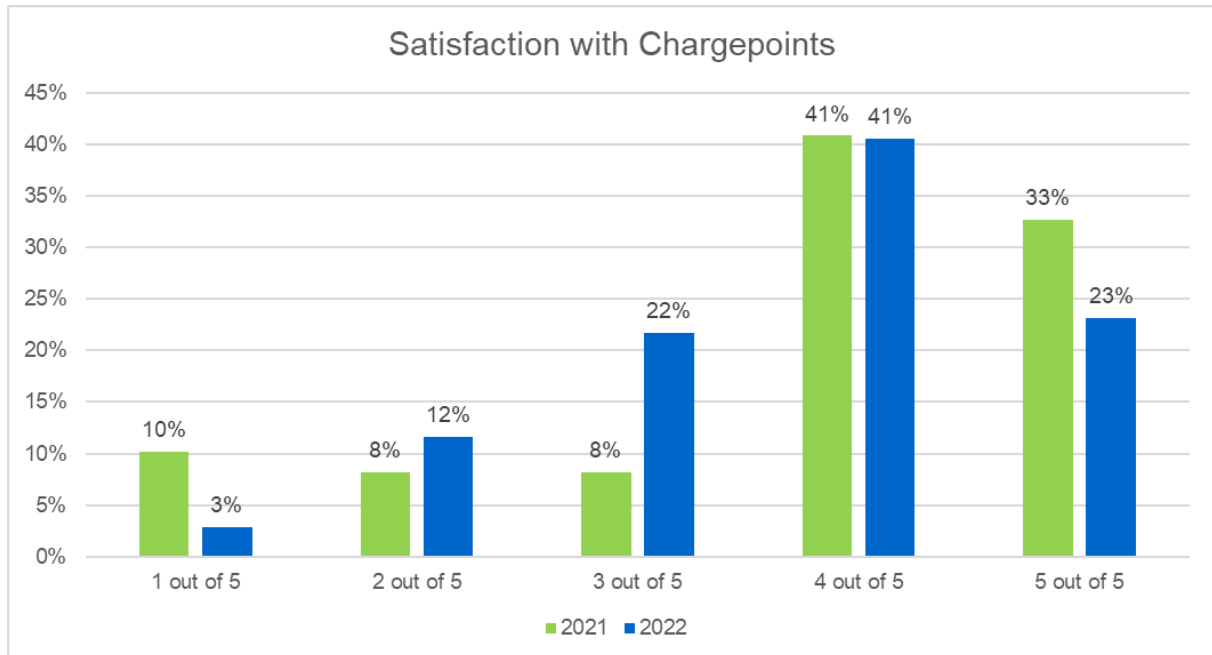
On average there has been an increase in users without home chargepoints, as the number of users without has doubled. A Zap-Maps survey suggested, 16% of their users didn't have access to an at home chargepoint. This illustrates how CMS is supporting those who don't have the ability to install a home charger.

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

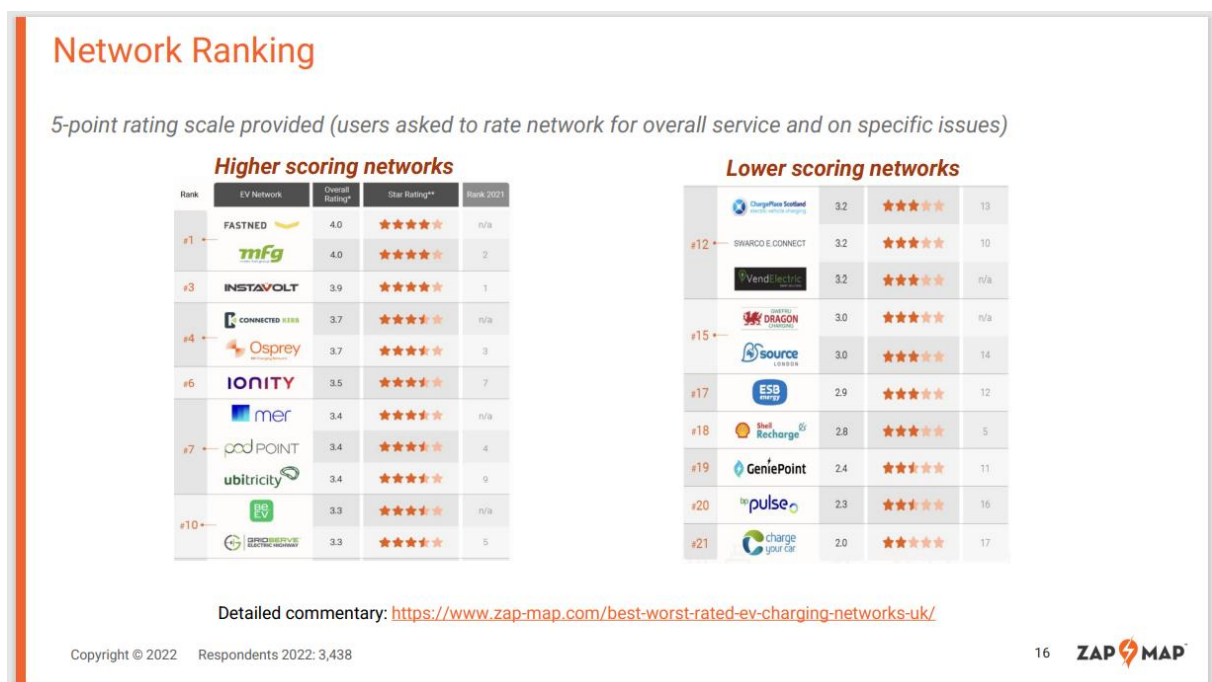


10.6 Overall Satisfaction

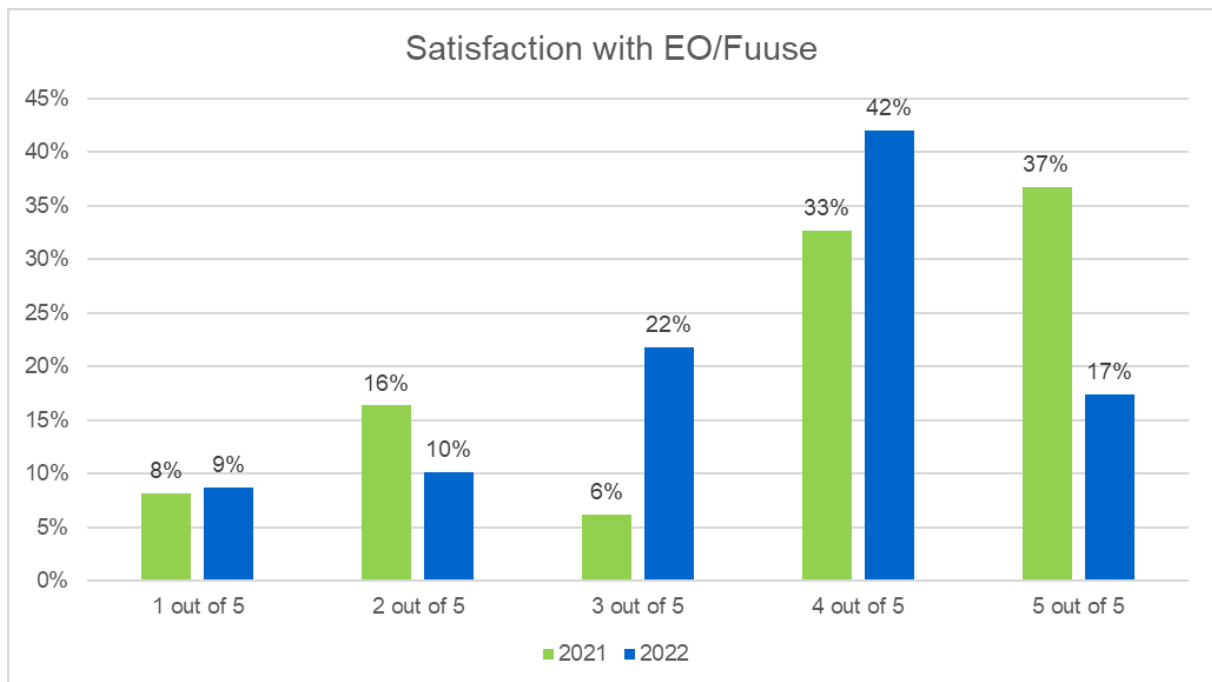
The users of CMS chargepoints were asked to rank how satisfied they were with their experience using the ranges of between 1 out of 5, very unsatisfied, to 5 out of 5, very satisfied.



Overall, the average satisfaction rating for CMS chargepoints is 3.7 out of 5. The average top 20 satisfaction score from Zap-Maps survey for 2022 is 3.2 out of 5, suggesting that users of CMS are more satisfied, than with the average rating of other chargepoint providers. CMS with a satisfaction rating of 3.7 could be placed in the top 5 providers from the Zap-Maps survey data.

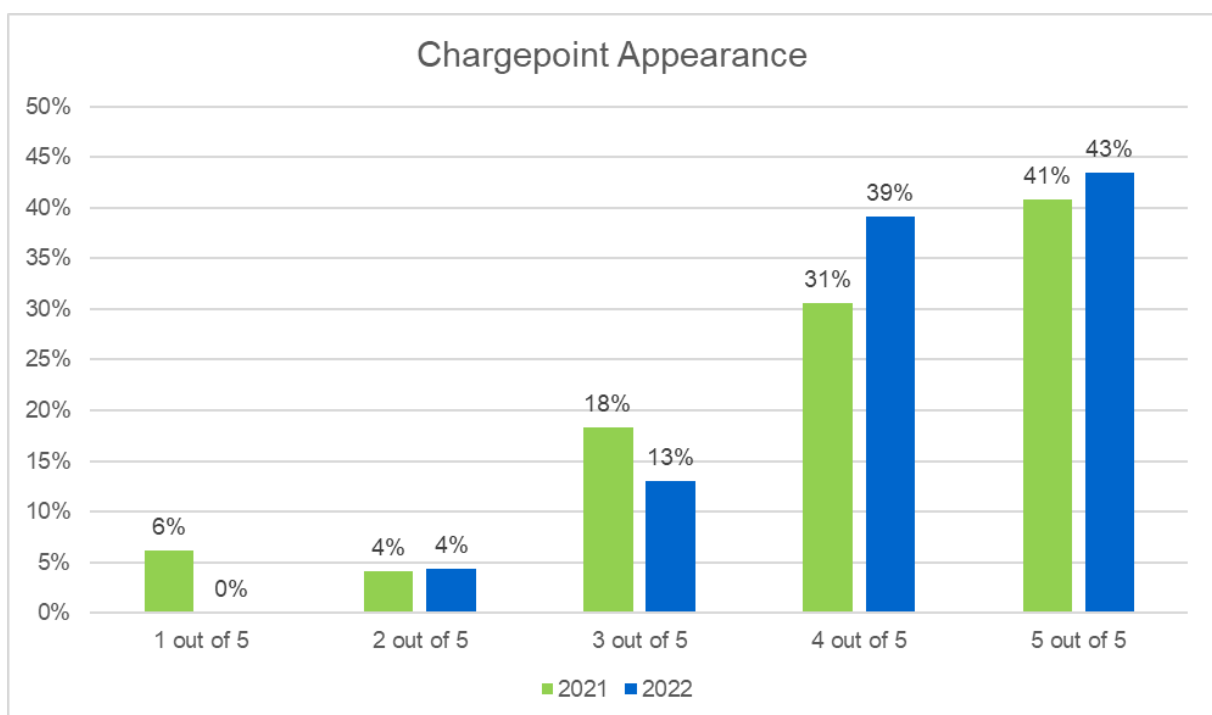


ZapMap Network Ranking 2022



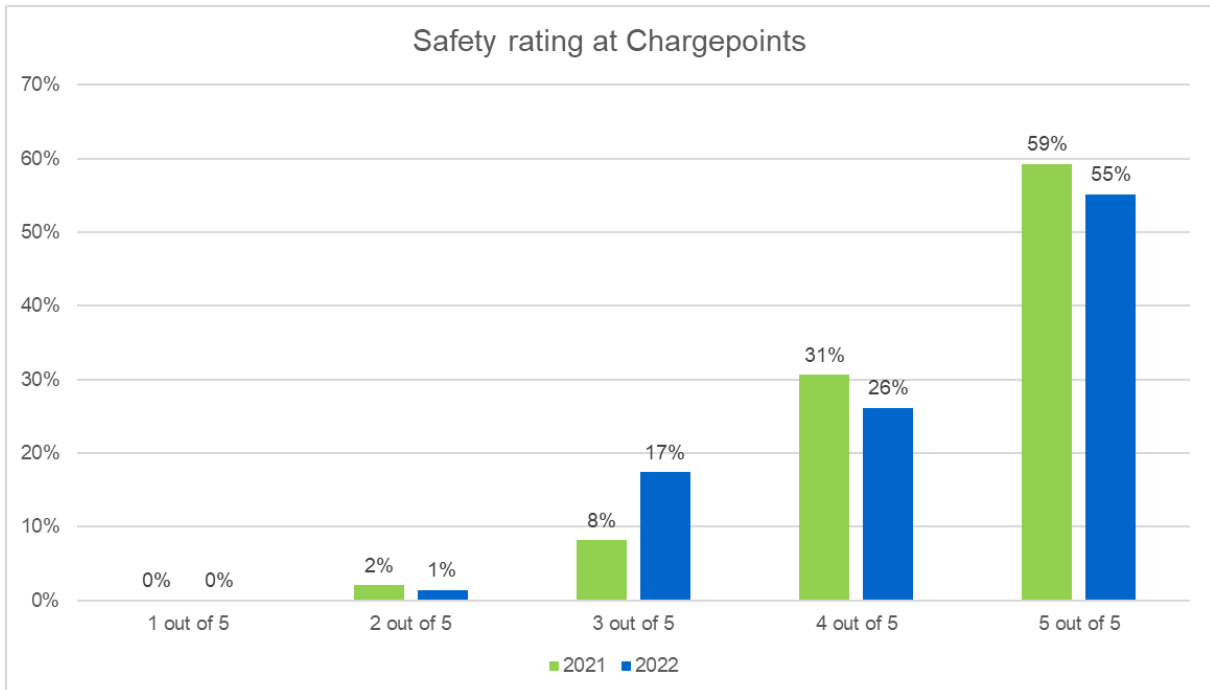
Overall, around 60% of users are satisfied with their experience of using either the EO and/or Fuuse. More work is being done with partners to improve the overall experience, with new features being developed on the app process.

10.6.1 Chargepoint Appearance



Site appearance ratings have improved, as over 80% users were satisfied with the appearance of their regular chargepoints. The survey has highlighted some areas for improvement, and these are being actioned.

10.6.2 Safety at Chargepoints

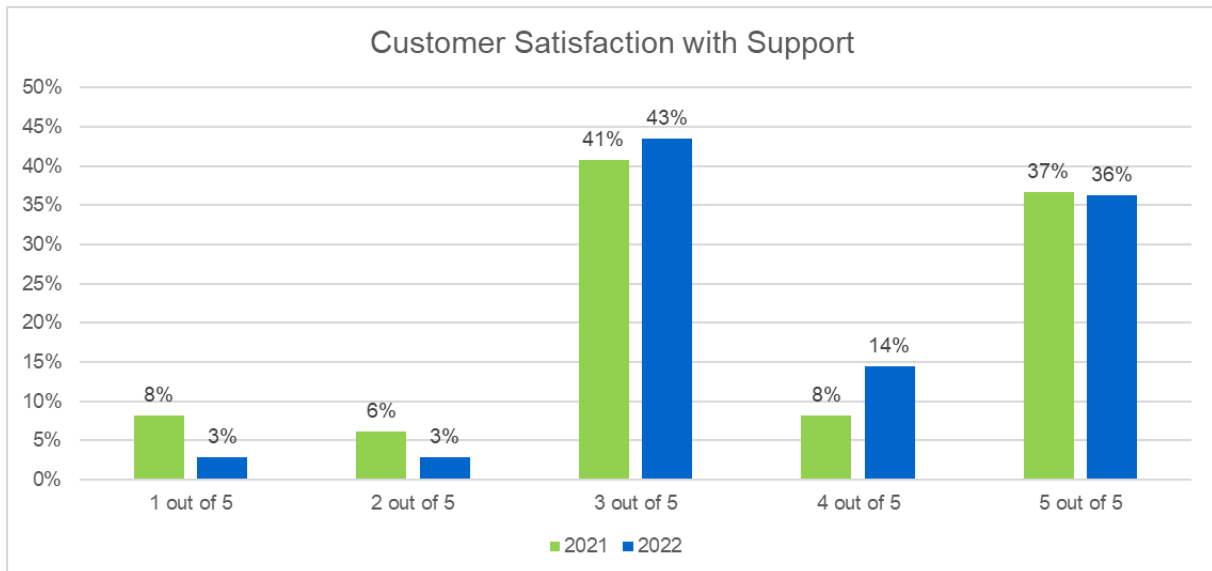


Users feeling safe at CMS chargepoints is very important, especially when considering women and vulnerable groups using chargepoints at night. Comparing the survey responses from 2021 to 2022 there is little difference between how safe users feel at their regular chargepoint, with over 80% of users feeling 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.

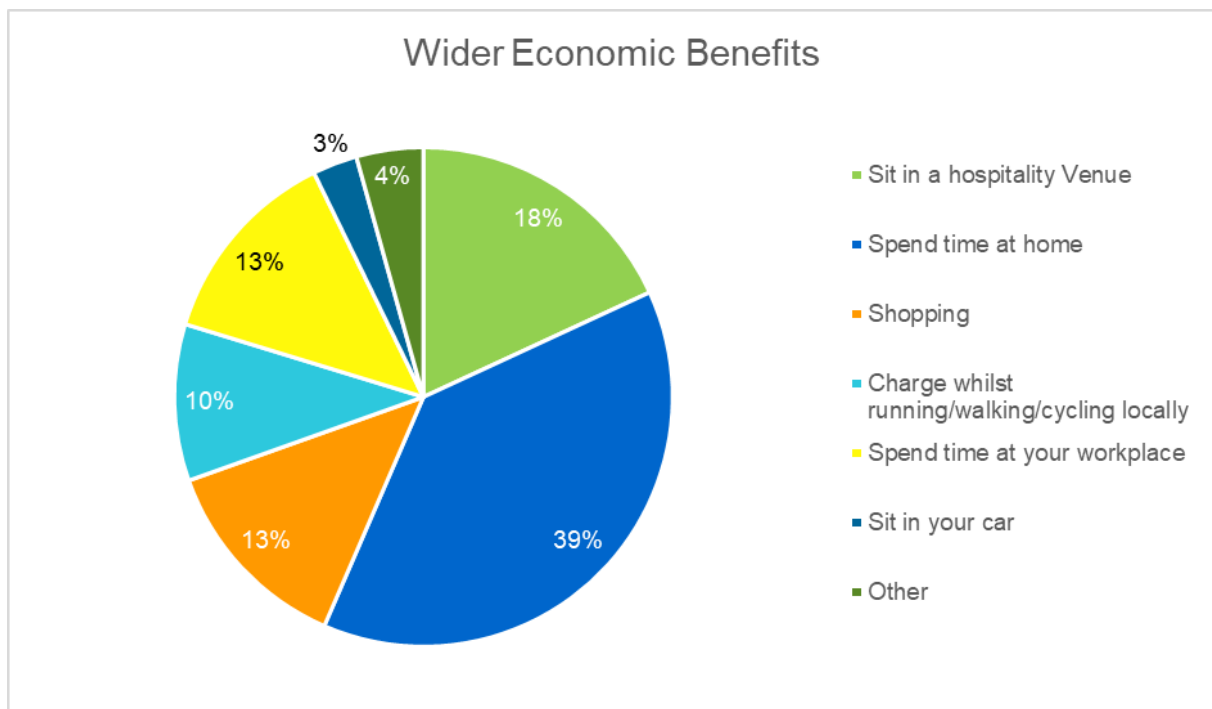


10.6.3 Satisfaction with Support



There is little differentiation between user satisfaction with assistance via phones/emails from the support service for the chargepoints. Any poor charging experience can be improved and resolved through good customer support. CMS relies on support from the team and volunteers, with additional support from the EO charging call centre. Some chargepoints have poor mobile coverage in more rural areas; therefore, they can be more difficult to support.

10.7 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 over 40% 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 Staveley Mill Yard, and the Boot and Shoe, can provide additional income to local businesses.

Nearly 40% 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.

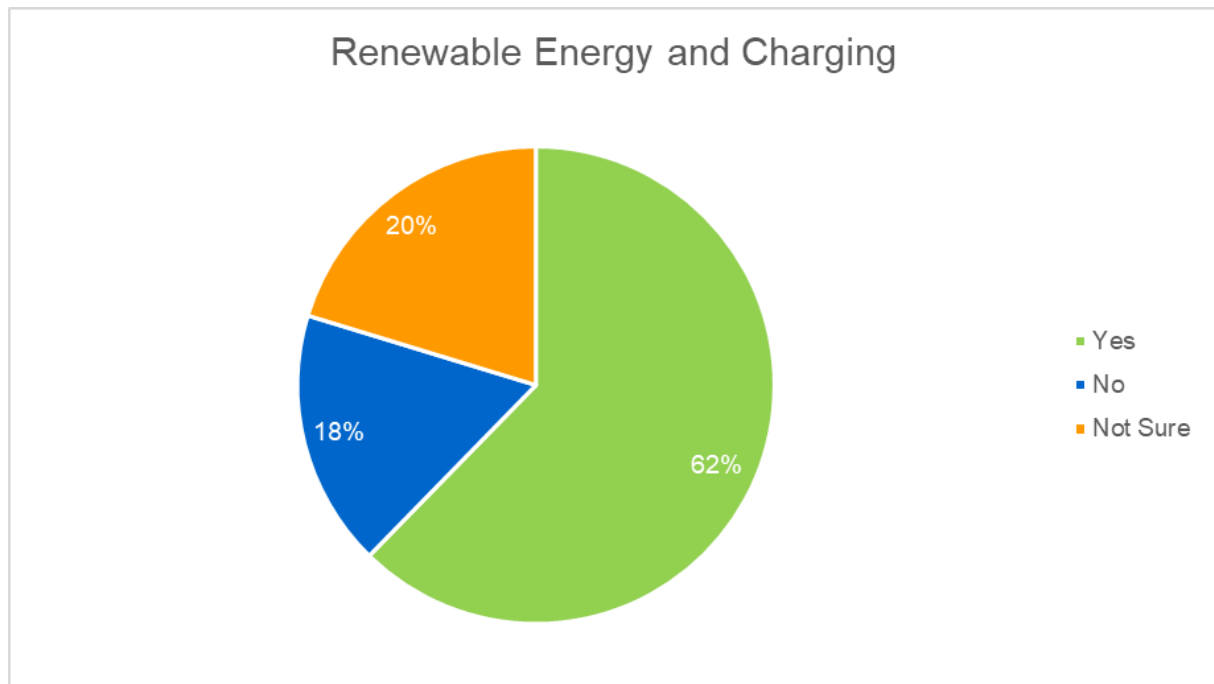
Monitoring the wider economic benefits also links to the SDGs as part of providing reliable infrastructure, but also ensuring small business and other enterprises are part of sustainable technical innovation. Additionally, charging and using EVs will reduce air pollution in these areas, which is in line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



When comparing last year's wider economic benefits to this year's, there has been an increase in the number of users spending time at home whilst charging. 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. The same percentage of users are walking in the area or cycling as last year.

10.8 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, over 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. Suggesting that there is an interest by consumers to contribute to reducing climate impacts. As over 20% of CMS sites have the capacity to generate their own renewable electricity, perhaps this is something that needs to be taken into consideration.



10.9 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.

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. Data from the SOSCI project highlights which sites have been quicker and easier to install and have the greatest usage.

10.10 Case Studies

When installing our chargepoints, Charge my Street engages with a range of sites. Site hosts will benefit from EV charging waiting times as drivers are likely to engage with the business nearby the chargepoint. Charge my Street has created a series of case studies highlighting sites that offer a range of benefits to the community as well as the EV driver. These case studies focus on the benefits the chargepoint has brought to the site, as well as the process of having the sites installed. The case studies can be accessed on the Charge my Street website.

November 2022
CASE STUDY

Rookhow Quaker Meeting House, Rusland

A CASE STUDY WITH SUE NICHOLLS, ROOKHOW DEVELOPMENT MANAGER.

Rookhow Quaker Meeting House is a Grade 2* listed building in the Rusland Valley, South Lakes. The building is a place of Quaker Worship and has been for 300 years. They hold Open Days twice a month, on the 1st & 3rd Friday, allowing people to learn about Quakerism, hear about Rookhow's history and enjoy Rookhow's 12 acres of ancient oak woodland.

Sue said: "We were first made aware of Charge My Street through Cumbria Action for Sustainability (CAFS) & Cumbria CVS. We had heard about Charge My Street's work in the local community & were interested in hosting an electric vehicle chargepoint at Rookhow Quaker Meeting House and Bunkbarn"



The installation of the chargepoint was a straightforward, simple & easy process from start to finish. We would recommend a chargepoint to any overnight hospitality venue in the Lake District National Park to take part in the offer.

"We had been aware that visitors and guests were wanting to bring their EVs when staying at Rookhow. We didn't want to restrict those with EV's not coming. As Rookhow is very rural and a long way from the next charger, so we wanted to guarantee our guests a charger throughout their stay."

The chargepoints were part of the first Charge While You Sleep installations and are ready to use by guests.




STUFF TO DO

The Bunkbarn is a popular and affordable holiday and group venue for up to 16 people. Rookhow is a member of the Independent Hostels UK, the largest network of hostels and bunkhouses in England, Scotland and Wales.

"IT'LL BE GOOD TO STAY AT ROOKHOW AND KNOW WE CAN CHARGE OUR CAR OVERNIGHT RATHER THAN HAVE TO GO OUT IN THE DAY TO CHARGE IT AND HAVE TO WAIT." (GUEST)

COMMUNITY FOCUS

"Rookhow is hired out to families or large groups for activities and holidays. But most of the time, we are hosting Forest Schools Training courses, local youth groups, yoga retreats and therapeutic groups, benefitting from our 12 acres of woodland. Rookhow's charitable Retreat Away Fund has helped subsidy stays for over 300 individuals with mental health difficulties.





European Union
European Regional Development Fund







FOR MORE INFORMATION VISIT: ChargeMyStreet.co.uk

11. FUTURE

The Society is testing 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 Office for Zero Emission Vehicles showing interest in the lessons learned by Charge my Street and offering £800 grants to community centres, multi dwelling units, pubs and shops for fast chargepoint installation.
- 2) Car manufacturers have continued to increase the marketing of EVs, raising awareness with the public.

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 charging point installed.
- 2) Support Local Authorities in Northern towns that control assets that could be used for EV charging, but lack the capacity to apply for funding and install charging points.
- 3) Work with community organisations that are interested in hosting EV charging points. Deliver more destination chargepoints in the North West.
- 4) Promote the use of installed charging points 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 metres

Sites not meeting these criteria will generally be more expensive and the host will be given the chance to contribute towards the additional costs. The average cost of sites which have not needed significant groundworks is £8,150. Including project management and contingencies, these sites would be £10K. With additional DNO connections, the cost rises to £11.2K and with additional project management and contingencies close to £14K.

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.

