CHARGE MY STREET LTD

Report to Members

For the year ending

30th September 2021

Charge My Street

Reg Number: 7704

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1.0 CHAIRS STATEMENT

The vision of Charge my Street Ltd is to deliver Electric Vehicle (EV) car charging points within 5 minutes walk of every home. The last year has seen some notable successes, with more charging points installed and more people using the charging points as EVs become increasingly popular. We were delighted that we received an overall satisfaction score of 3.8 out of 5 from our customers - ahead of much larger chargepoint networks.

There were continued challenges with COVID-19 but the team has continued to work with partners in Local Authorities and the SOSCI project throughout the year.

I would like to thank our new investors who have helped to demonstrate that community shares can play an important part in delivering this vital infrastructure for communities. I am really proud of the impact which Charge my Street is now delivering – carbon savings, communities connected and more people switching to EVs thanks to our infrastructure.

We now have a healthy pipeline of new sites which we are currently installing and we are still looking to support more people who are interested in making the switch to EVs. The data and experiences from the SOSCI project are giving us a much better insight into the viability of sites.

This is my final Annual Report as I will be stepping down as Chair later in the year. It has been a remarkable journey, from the first meeting I attended in July 2017 to now having a network of chargepoints stretching across the North West and beyond!

Thank you to our customers, team, investors and chargepoint hosts for making all of this possible.

Paul Fisher

Chair

2.0 INTRODUCTION

Across the world, cities, governments and carmakers are shifting to Electric Vehicles (EVs) in response to rises in air pollution and greenhouse gases. One of the main barriers to adoption to EVs in the UK is a lack of chargepoints, particularly in areas where people do not have their own driveways.

Charge my Street is a community benefit society that installs electric vehicle charging points for homes without off street parking. In rural areas, we also support tourists who wish to charge during their visit.

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

West Point House, Walney Island

3.0 OUR VISION

Charge my Street's vision is for every home to be within 5 minutes' walk of an EV charging point. This will support the adoption of EVs among residents of flats and terraced houses without their own driveways, and provide charging points to areas that are not served by mainstream commercial providers. As a community benefit society, we are delivering this vision within the 7 co-operative principles:

Co-operative principles

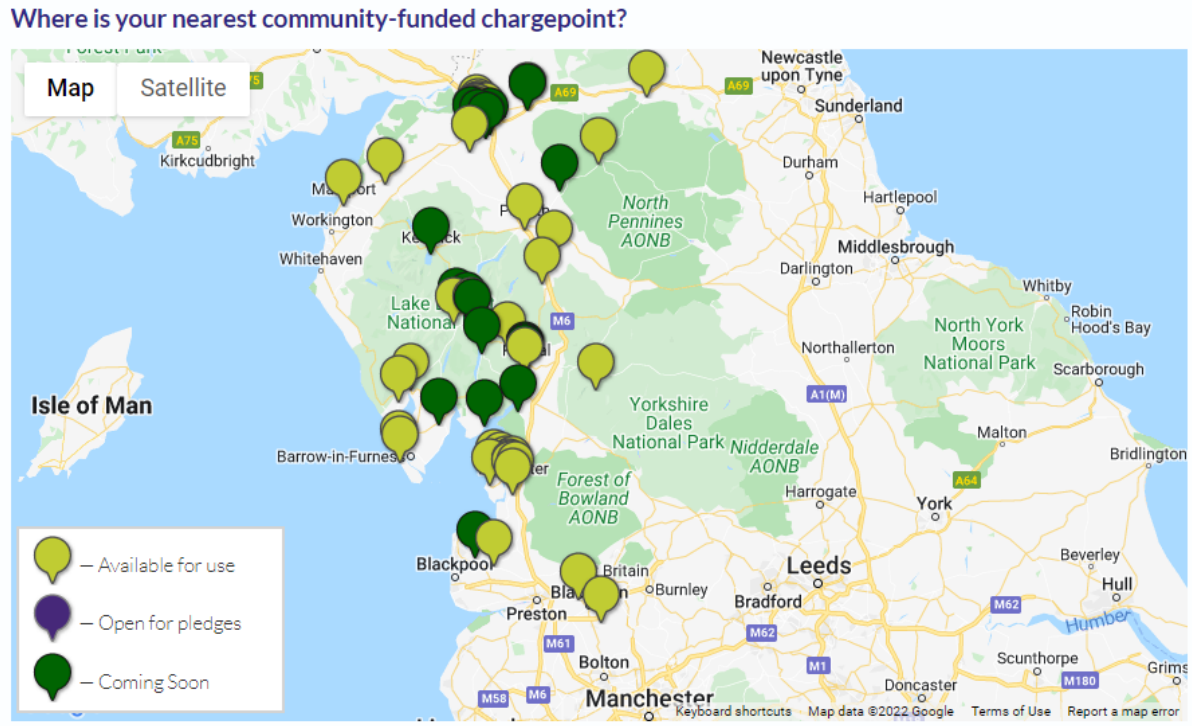
- Voluntary and open membership
- Democratic control
- Member economic participation
- Autonomy and independence
- Education, training and information
- Co-operation among co-operatives
- Concern for community

4.0 ACTIVITIES

Our activities over the last year have included:

- Installing & operating charging points around Lancashire and Cumbria and further afield with community energy groups, community organisations and car clubs.
- Giving people the tools to locally finance a community chargepoint.
- Encouraging the take up of electric vehicles, allowing people to save money on fuel costs.
- Reducing air pollution and CO2 emissions.

Opening Stanwix Car Park, Carlisle - Left to right Keith Poole, Cllr Christian and Daniel Heery



Map of Sites in the North. Light green sites are working, dark green are sites coming soon.

4.1 Scaling on Street Charging Infrastructure Project (SOSCI)

Through the Scaling on Street Charging Infrastructure Project (SOSCI), Charge my Street is working with the following partnership:

Cybermoor (CYB) have developed community broadband solutions and worked with community finance of infrastructure. They bring 15 years of experience in locating, co-designing and installing infrastructure solutions with communities.

Miralis Data (MIR) specialise in the mathematical modelling of complex situations and the designing and writing of algorithms to support business change. They have developed the charging app Fuuse and a website to support management of the chargepoints.

EO Charging (EO) supply chargepoint equipment and software and have been involved in previous trials with Charge my Street.

Bay Camera & Communications (BAY) have worked with Charge my Street to carry out survey work and installations of their initial chargepoints. They are based in Lancashire and carry out work on smarthomes installing monitoring devices and online management systems for people with complex care needs. They carry out installations of the chargepoints in Cumbria, Lancashire and other renewable energy clusters.

Blackhall Mill Community Association (BMCA) have an EV car club which was established in 2012. It was established to provide a rural service, given rural transport provision and a desire to demonstrate a model for rural EV car clubs. The community centre where it is based has 40 solar panels to offset usage, they also have a ground source heat pump for heating. Their experience and knowledge of the SOSCI model could be furthered by creating community charging hubs allied to Car Clubs in Derwent Valley. They are also engaging other sites for car clubs using EVs.

Cumbria Action for Sustainability (CAFS) is the leading organisation in Cumbria dedicated to transitioning the County to 'Zero Carbon.' With over 20 years of programme delivery, they have been at the forefront of identifying, sharing and showcasing pioneering low carbon technologies and systems to tens of thousands of members of the public, to public authorities and to businesses. This has been achieved through a series of engagement programmes (such as an annual 'Green Build Festival'), through training programmes (such as Level 4 Retrofit) and through their widely respected communication team's monthly newsletters and events. They have recently led an 'Eco-Innovation' dissemination programme on electric vehicles, as well as designing and managing events on battery storage and community energy generation. They have also recently been responsible for raising nearly £1million of community shares.

Phil Davies, Cumbria Action for Sustainability at the opening of the combined EV eBike chargepoint at Blain House, Penrith.

Cumbrian Local Authorities - **Carlisle City Council (CCC) and South Lakeland District Council (SLDC).** SLDC and CCC have urban centres surrounded by large rural hinterlands. CCC stretches across the sparsely populated Borderlands as well as having densely populated areas of terraced housing in the centre of Carlisle. In Kendal, SLDC has the most polluted road in Cumbria, as well as scattered villages and high tourism numbers. Part of its area is within the Lake District National Park, a World Heritage Site.

Durham County Council (DCC) is the local authority of the non-metropolitan County Durham. Since 2009 it has been a unitary authority, having the powers of a non-metropolitan county and district council combined. At the time of the 2011 census it served a population of 513,200, which makes it one of the most-populous local authorities in England. The County has established 14 area action

partnerships (AAPs) to provide an interface with county community groups. Phase 1 liaised with a small number of these. Phase 2 will work with all of them to deliver 100 chargepoints across the County.

Mer are an electric vehicle charging company owned by Statkraft, Europe's largest renewable energy generator and a global player in sustainable, clean energy. Statkraft is a Norwegian state-owned utility company, committed to play a leading role in the development of renewable energy. In the UK since 2006, Statkraft operates renewable production facilities such as hydro-power, onshore wind, solar, and provides grid and energy services as well as electric vehicle services.

Charge my Street is installing and operating the charging points in Cumbria and Lancashire, and Mer is installing and operating the charging points in County Durham.

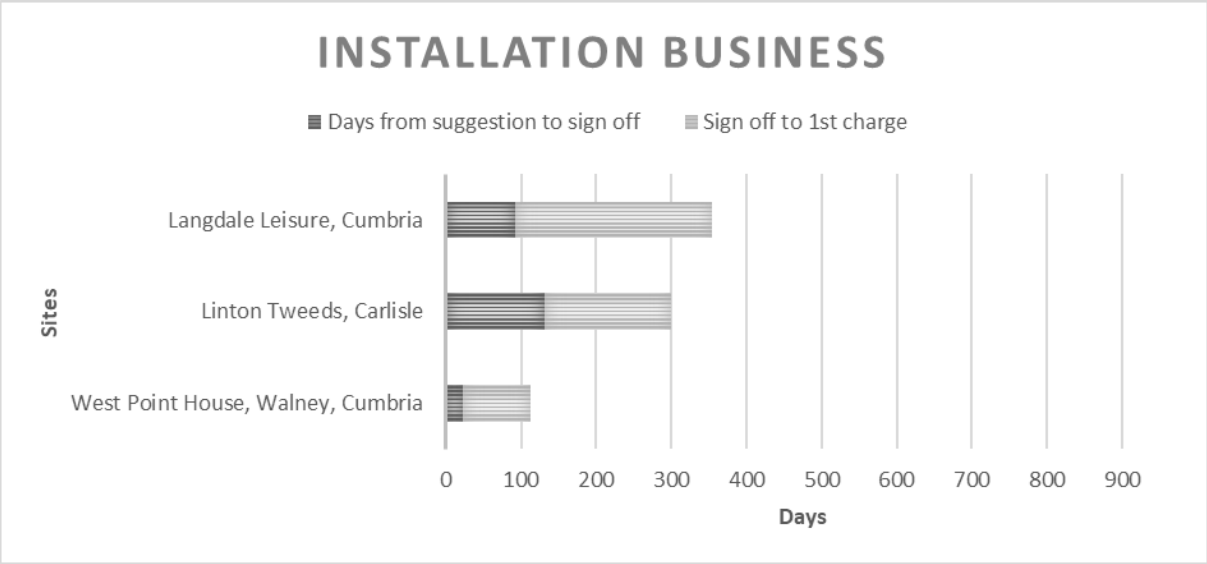
4.2 Chargepoint Installations

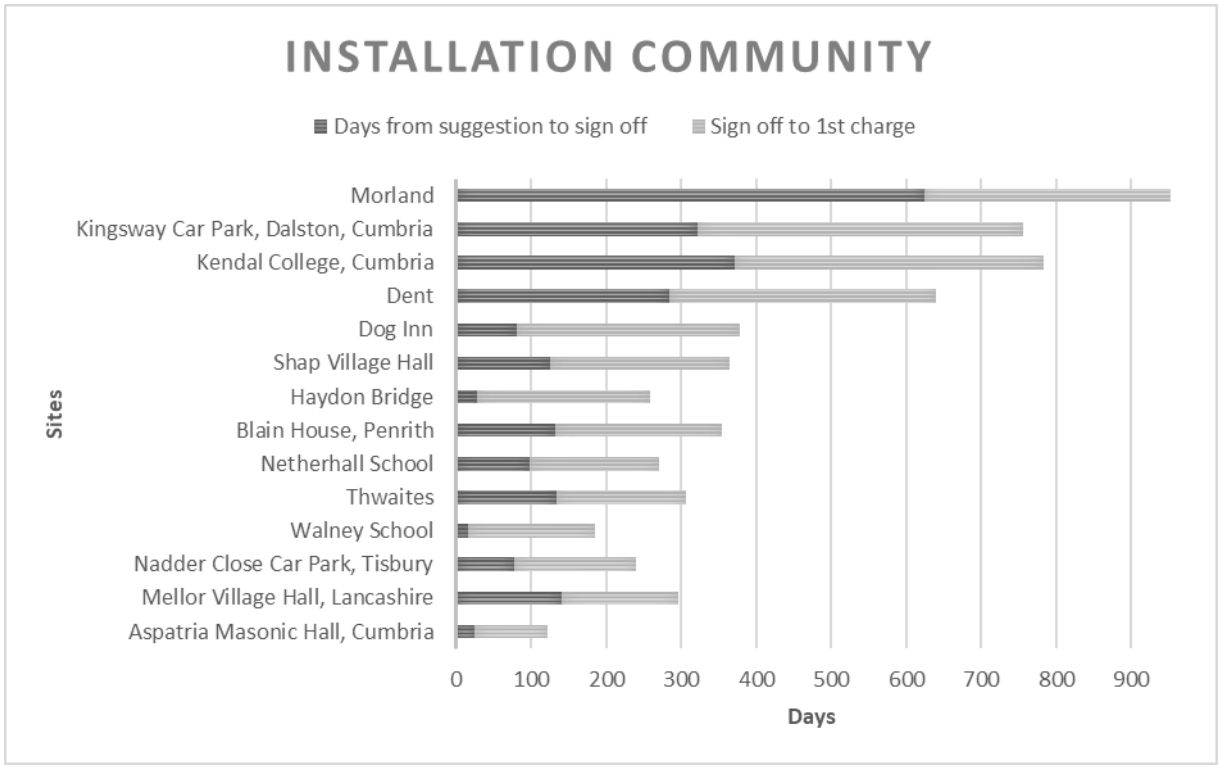
We monitor the time it takes for sites to be installed from initial suggestion on the CMS website through the first charge session. 39 sites were operational by the end of September 2021.

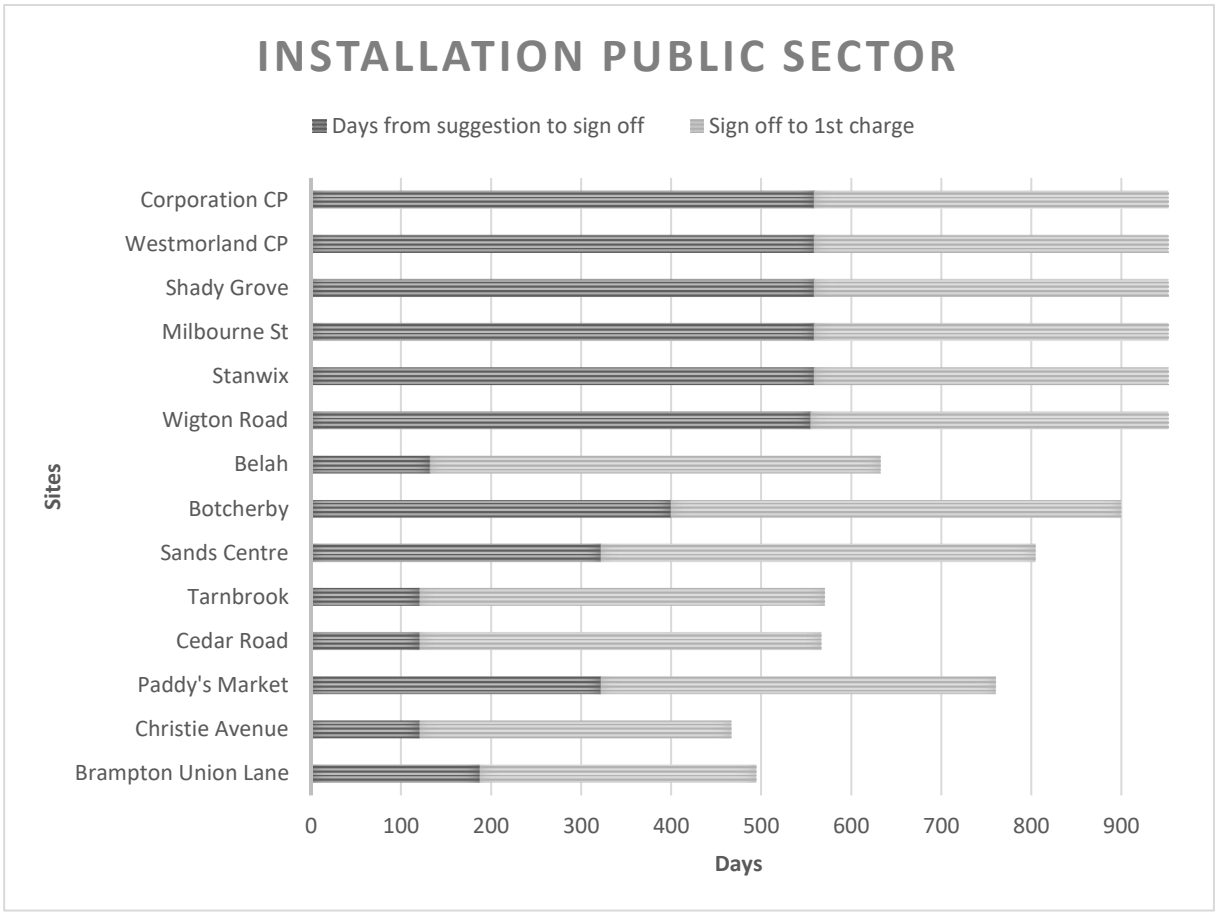
The charts below show the quickest installations tend to be those for businesses due to the relatively few people involved in taking decisions about where the chargers should be located.

Community organisations take longer due to more complex governance with committees requiring sign-off. Public sector sites tend to take the longest, as they have to carry out procurements compliant with their internal procedures, often covering a number of departments which are unfamiliar with EV charging projects.

If a new Distribution Network Operator (DNO) connection is required, then CMS are at the mercy of the DNO's processes and increasing lead times. In spring and summer 2021 it could be up to two weeks for a site with first works complete to be inspected and then a connection date offered, which itself would be a further 6-8 weeks away (with 4 weeks to be added to this if a road closure was required). After this, a meter installation is required which can take some time, and in the case of The Dog Inn took a further four months.




INSTALLATION COMMUNITY
Days from suggestion to sign off
Sign off to 1st charge
Sites
Morland
Kingsway Car Park, Dalston, Cumbria
Kendal College, Cumbria
Dent
Dog Inn
Shap Village Hall
Haydon Bridge
Blain House, Penrith
Netherhall School
Thwaites
Walney School
Nadder Close Car Park, Tisbury
Mellor Village Hall, Lancashire
Aspatria Masonic Hall, Cumbria
0
100
200
300
400
500
600
700
800
900
Days



4.3 Multi-use sites

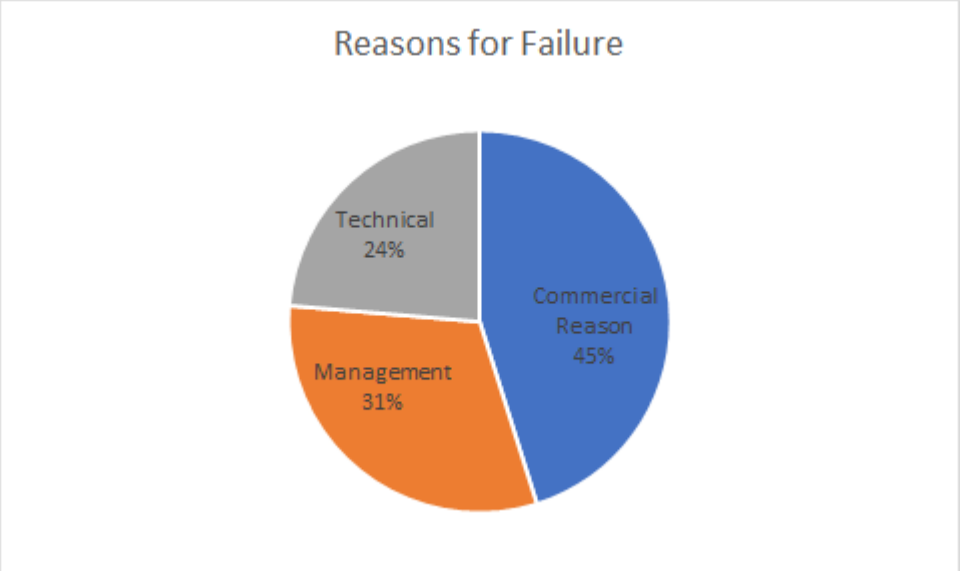
Trials incorporated eBike charging units in Penrith, combined fibre optic cabling and EV chargepoints in Dent, and integration with renewable energy at 8 sites.

Solar Panels on Morland & Newby Village Hall, Penrith

5. SITE SELECTION CRITERIA

133 sites were suggested in October 2020 – September 2021 and were assessed against a set of criteria taking into account commercial, technical and management issues.

The reason sites did not progress after suggestions are summarised in the below chart and discussed in further detail in the sections below.

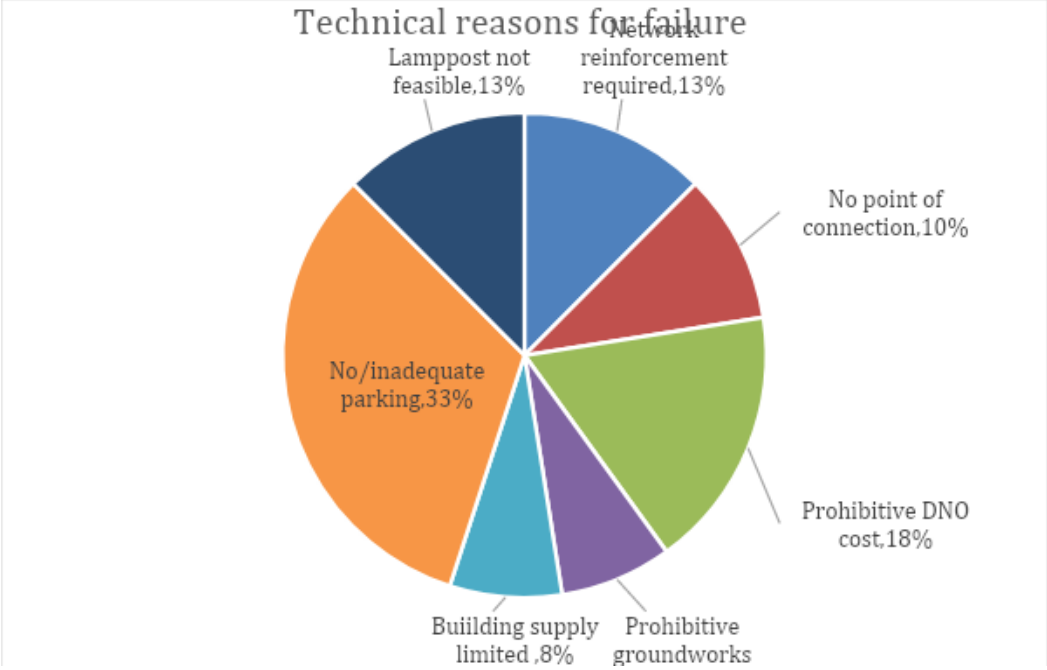


5.1 Technical

Many sites were unable to be progressed due to the unsuitability of the existing building electricity supply to be used for a charging point. When the alternative of a new connection from Electricity North West was over our budget of £5K the site could not be progressed. Electricity connections have also taken longer to install due to COVID and local circumstances such as streetworks.

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 used in the installation.

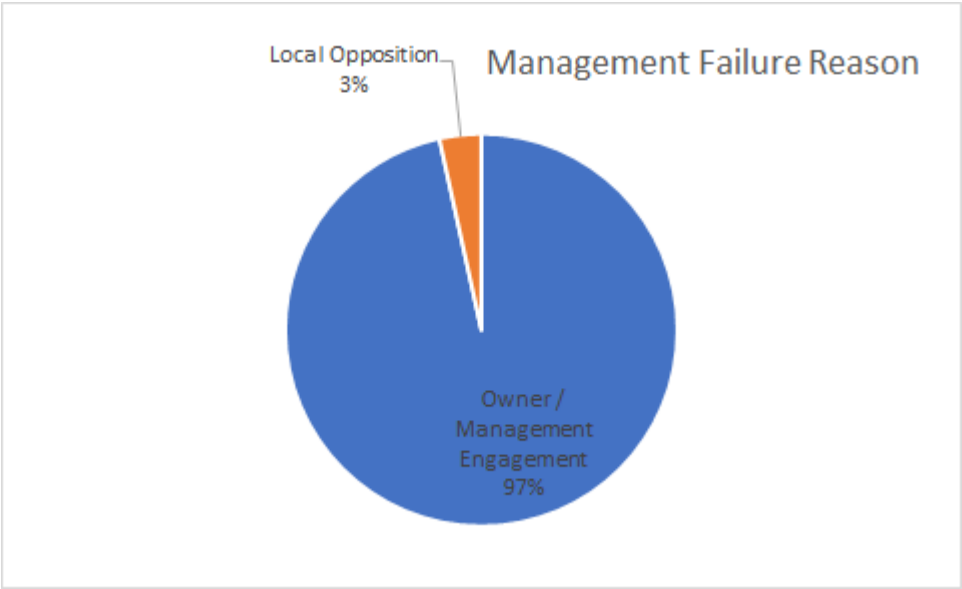
Lamppost chargers are occasionally suggested, but require significant up-front work, liaising with Local Authority staff to access the lamppost and the electricity supply. Combined with requirements for Traffic Regulation Orders to restrict parking for EVs, it all adds time and complexity to the plan.



5.2 Managerial

Some sites are very attractive – but there is a lack of interest from key stakeholders that control the building and parking spaces. There are concerns that EV charging spaces will deprive petrol and diesel cars of a place to park at busy times. There can be enthusiasm to host a charging point from one member of a community centre committee, but others may feel that another chargepoint operator may be able to offer a more attractive deal in the future. Decisions are deferred and the team has to move on to other sites.

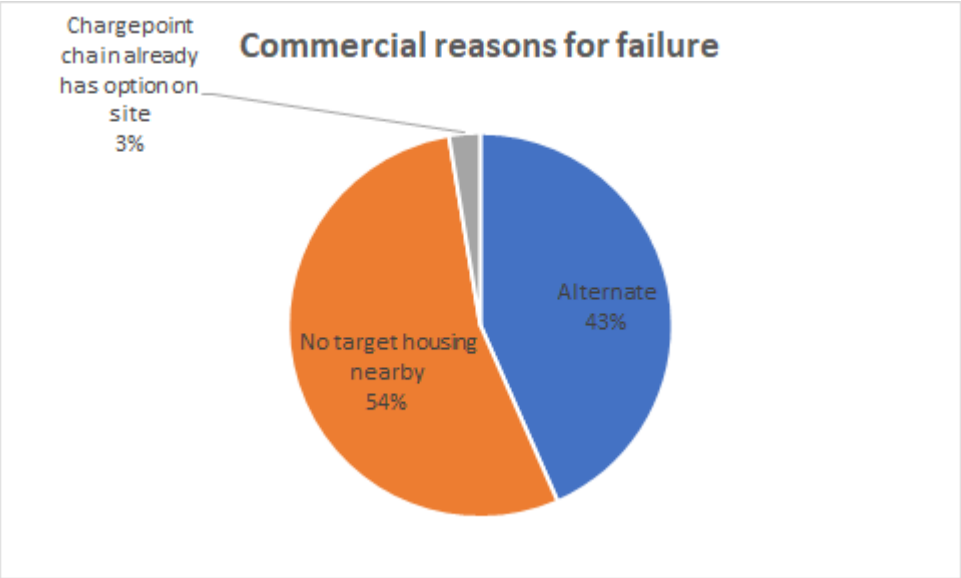
A large part of Charge my Street's work is stakeholder management – ensuring that plans are agreed between multiple stakeholders, issues are identified early and successfully resolved.



5.3 Commercial

Commercial reasons for sites not progressing fall into 2 distinct categories:

1) There is not enough housing nearby where people lack access to a driveway – so they are likely to install a home charger or there would not be sufficient business.
2) There is already a chargepoint within 5 minutes' walk of a site.



5.4 COVID-19

The key challenges over the last year have been managing the Society in the midst of disruption caused by COVID-19. The team has successfully worked remotely and collaborated online but meeting with potential site hosts and customers has been difficult. The key impacts have been:

1) Fewer sites installed – site owners have been focused on managing the disruption from COVID rather than thinking to the future and EV charging points.
2) Local Authority staff have been allocated to new tasks related to the COVID emergency, making it hard to reach agreement on procurement, contracts and suitable sites.
3) More working from home has reduced the distance existing EV drivers are travelling, reducing demand for charging and revenues for the Society.

6. SUPPLIERS

During this period our main suppliers are:

1. Chargepoint Equipment: EO Charging
2. Chargepoint Installation: Bay Camera and Communications
3. Energy – Octopus Energy
4. Chargepoint management software – Fuuse
5. Project support – Cybermoor Services Ltd

7. FINANCIAL RESULTS

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

6. MEMBERSHIP

The society has 130 members (117 investors and 16 subscribers).

CMS Director Nicola Mortimer (in blue) with local and National leaders of the Green Party at Dallas Road Car Park, Lancaster

7. OPERATION OF CHARGE MY STREET LTD

7.1 Operation

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

7.2 The Board of Directors

The Board of Directors of Charge my Street Ltd is:

Paul Fisher (Chair)

Alex Hulley (Secretary)

Will Maden (Technical Director)

Nicola Mortimer

Angela Wakefield (Health & Safety)

Daniel Heery (Business Development)

7.3 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.

7.3.1 Audit Procedures

Charge my Street Ltd has appointed an independent accountant and operates its own financial management. The accounts were compiled by Allen Sykes Accountants in February 2022.

8. 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. The impacts align closely with the Society's aims and objectives and were agreed by the Board of Directors. A number of indicators were evaluated but the data was difficult to gather and these have not progressed. Data was collected from the Fuuse chargepoint management system, surveys of residents nearby chargepoints (10 responses), surveys of chargepoint users (49 responses).

Milbourne Street, Carlisle

8.1 Carbon savings

In 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 tCO2 savings .

In 2020/21 period 23,057 kWh of electricity were served to 340+ drivers equivalent to a saving of 214. 33 tCO2 savings. This is a **five fold** increase on the last year.

8.2 Stakeholder Engagement

Charge my Street are invited to attend and present at webinars and events on a regular basis. These events allow us to engage with organisations and educate stakeholders from a range of organisations how they can get EV chargepoints installed at their site. Charge my Street have spoken at 24 events hosted by organisations like Church of England, renewable energy associations, Coops UK and many community groups.

By meeting with these community groups, we can develop community owned assets and build capacity, climate literacy and democratic control. Charge my Street are very keen to support rural communities, this can be seen by the sites that have been installed in some very rural areas, especially Cumbria.

"How to Charge your Car" Information event as part of Big Green Week in Williamson Park, Lancaster

We have proactively engaged with organisations which have gone on to install their own chargepoints after we have improved their technical and commercial knowledge about how to get a chargepoint installed. This would have been slower or not happened at **16 sites** if we had not spent time with the organisation and prompted them to think about chargepoints.

8.3 Training

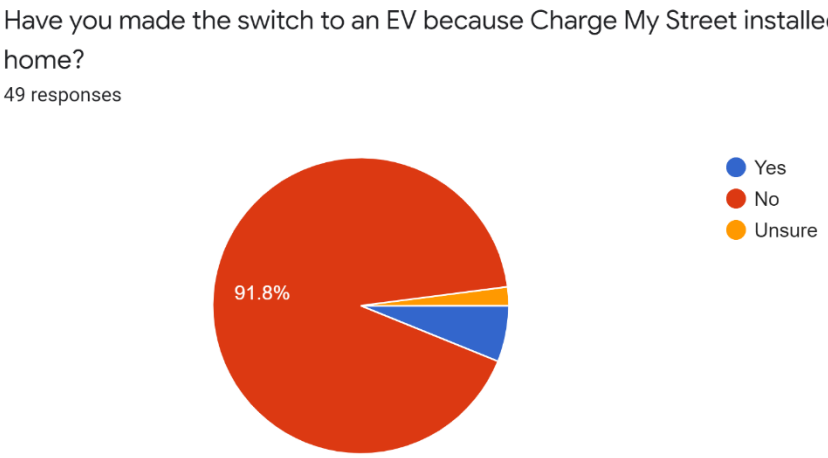
There are 22 "Chargepoint Champions" who look after their local chargepoints, generally resetting because of trips in the power supply or loss of signal or otherwise escalating faults. Charge my Street are very eager to develop EV related skills with volunteers. These issues are easily resolved by a volunteer with very little training. Charge my Street receives calls on a daily basis from EV drivers, either with questions relating to Charge my Street and EVs or when they're having issues with their charge session. As the network of chargepoints grows, Charge my Street will be recruiting more phone support volunteers to help EV drivers at peak times, weekends and holidays.

8.4 Adoption of EVs

A survey was carried out of residents close to CMS operated chargepoints in Lancaster around Dallas Road. One chargepoint was installed in 2018, the second in 2021 on a council owned car park. As the 2 sites are relatively close, it enabled us to understand the next set of barriers holding back people from buying an EV. 10 people responded to the survey which was promoted in the streets within a 5-minute walk of the chargepoints.

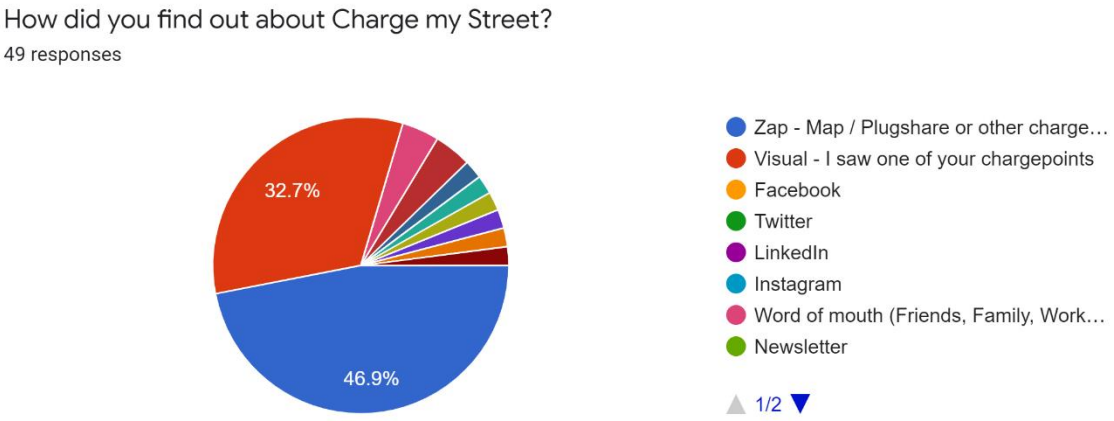
- 20% of respondents would buy an EV / hybrid in the next 2 years.
- The main barriers to adoption were a) the vehicles are too expensive to buy or lease 50% and b) 30% were concerned by the unreliability of public charging.
- 70% would switch to an EV to save money on fuel and for the reduced environmental impact.

The survey of chargepoint users showed that 28% of users do not have their own off street parking and home chargepoint compared to 17% nationally (source Zap-Map survey). This demonstrates that CMS is meeting its aims to support people who do not have the ability to install a home charger.



6% switched because CMS installed a chargepoint near their home.

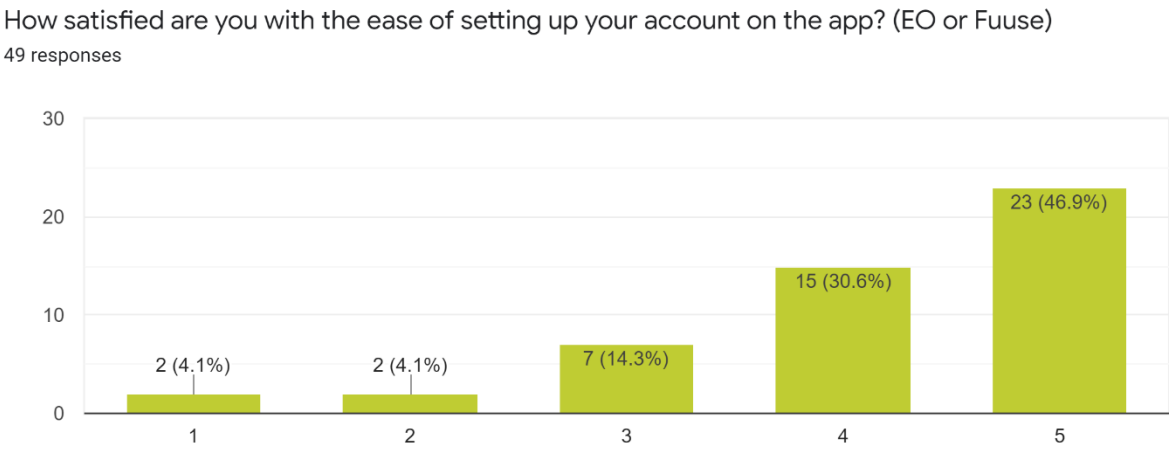
8.5 Using our chargepoints



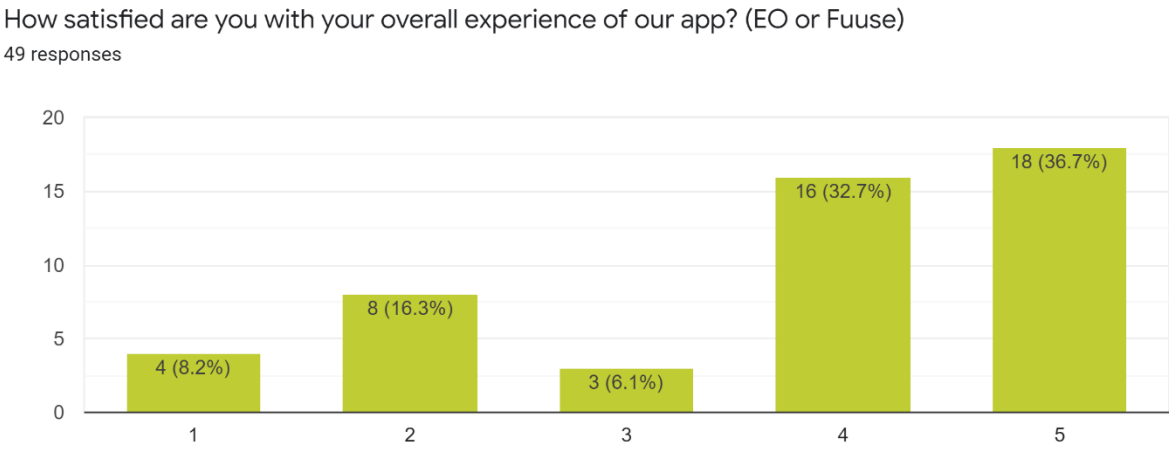
The most common way people discovered CMS was via Zap-Map or visually – seeing the chargepoint appear in an area. This shows the importance of expanding the network to increase adoption. CMS has now been recognised as a Community Network operator on Zap-Map.

The survey asked customers using the chargepoints to rank how satisfied they were with the experience between 1 – very unsatisfied to 5 very satisfied.

EV drivers often complain about the difficulty of downloading and setting up apps for charging. Roaming agreements have been signed with eMobility Service Providers like Zap-Pay which will allow other apps to be used on the Charge my Street network in the future without the need to download more apps, improving the charging experience.



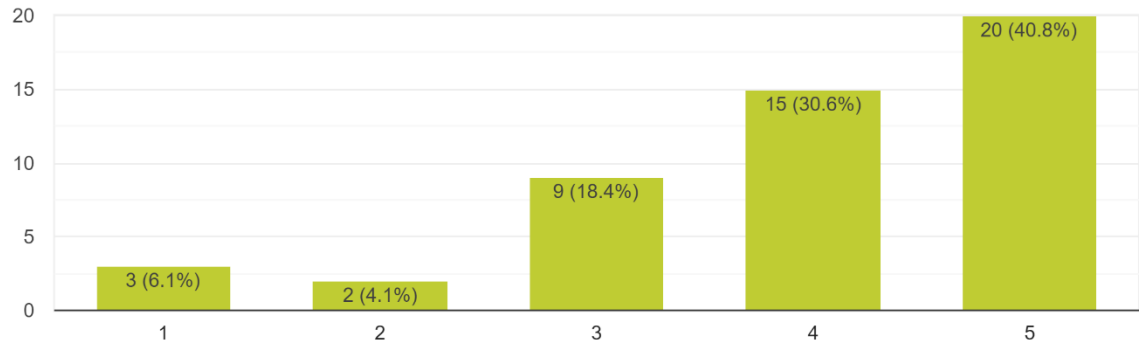
There is a high level of satisfaction in setting up the app with 77% of respondents satisfied with the process.



69% are satisfied with using the app and more work is being done with our partners to improve the overall experience with new features being developed.

How do you rate the appearance of the chargepoint site you use most?

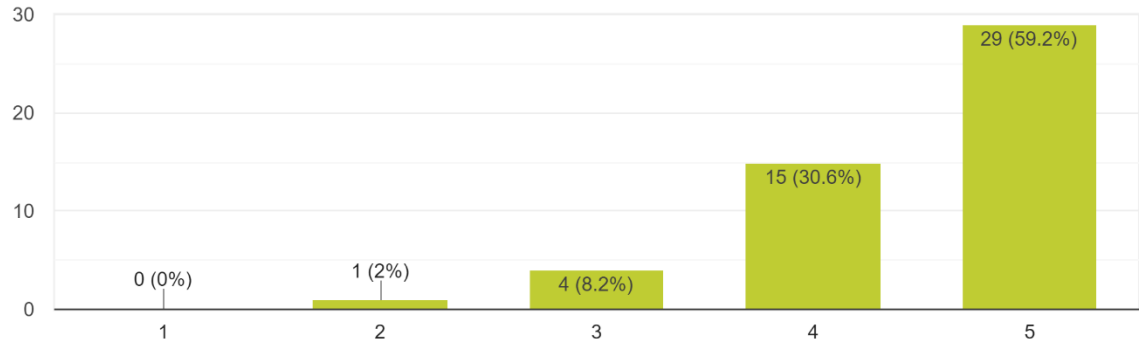
49 responses



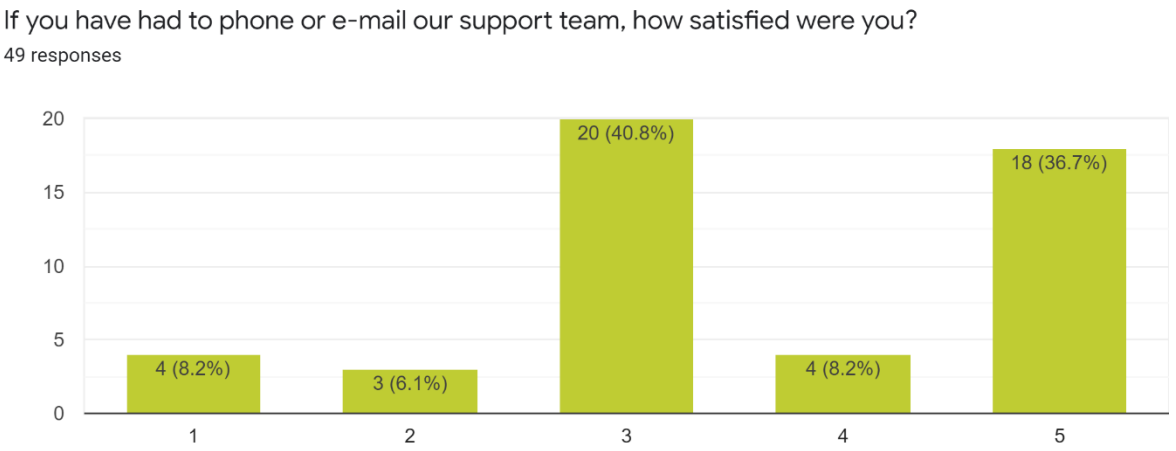
Over 70% of the users are satisfied with the appearance of the site they use most often. The survey has flagged issues with some sites which are now being addressed. Additional work has been carried out with specialist accessibility consultants to improve the design of chargepoints and make them easier to use by people in wheelchairs.

How safe do you feel using your regular chargepoint?

49 responses



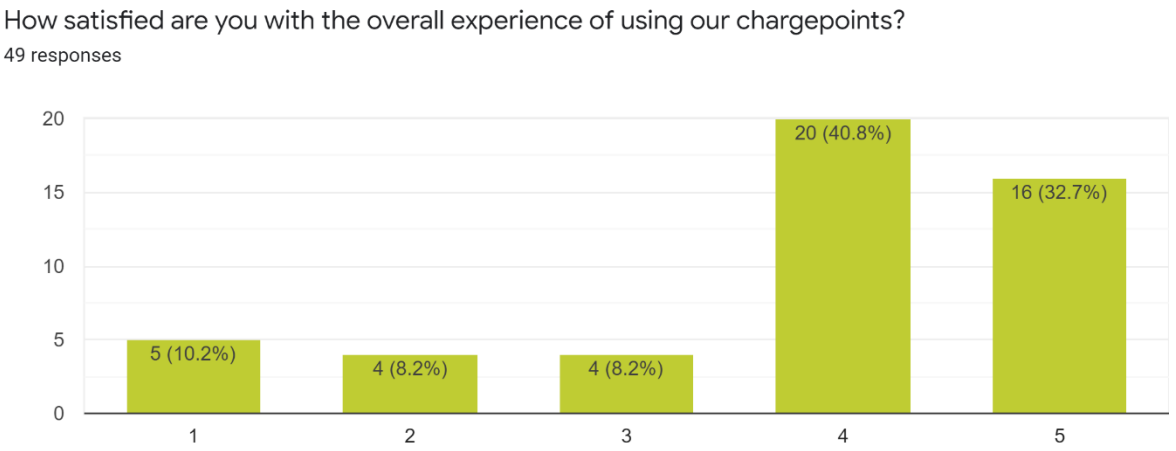
Safety at chargepoints is very important, particularly for women using chargepoints at night. At some sites like Dent and Dalston, we have installed additional lighting – overall 90% of respondents rated the chargepoints as being very safe or safe.



Poor charging experiences can be resolved by good customer support and CMS relies on support from the team and volunteers, complemented by support from the EO charging call centre. Many of our customers are using a public chargepoint for the first time, as they normally use a home charger. Some of the rural locations have poor mobile coverage which makes support harder to access.

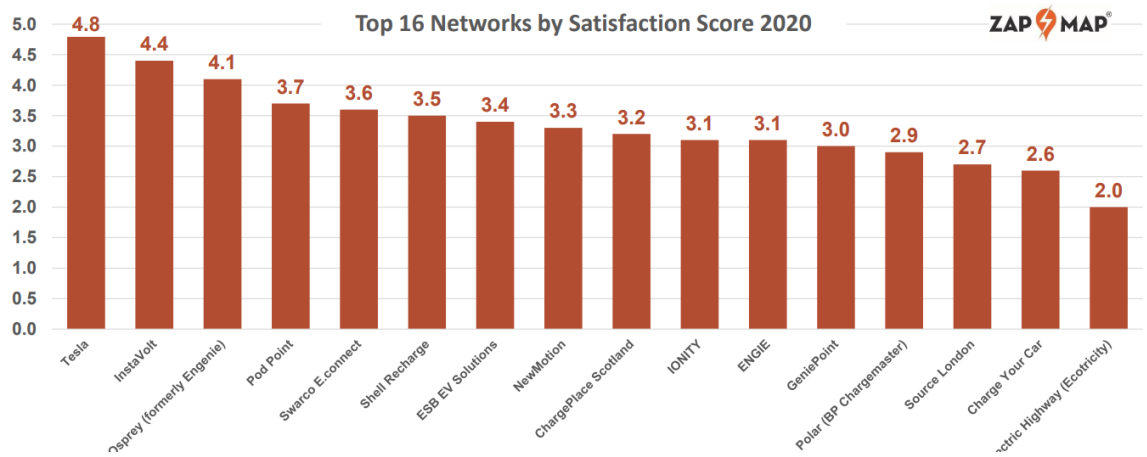
8.6 Overall Satisfaction

The overall satisfaction score for CMS users is 3.77 compared to 3.4 as the average in the top 15 operators according to Zap-Map. We will aim to improve this to 4 out of 5 in the next year by improving our systems and support.

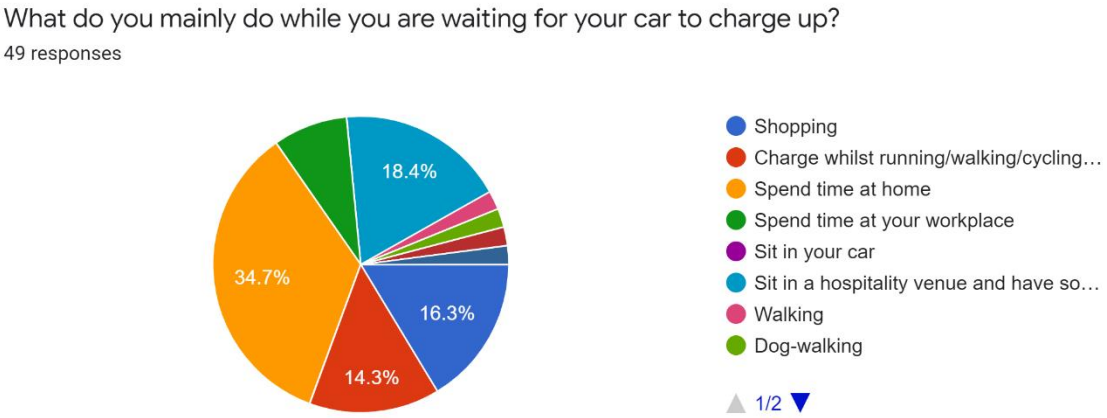


EV charging on public network – Satisfaction scores ZAP MAP

Of the public networks you use, how satisfied or dissatisfied are you with their overall level of charging service? *5-point rating scale provided (normalised score)*



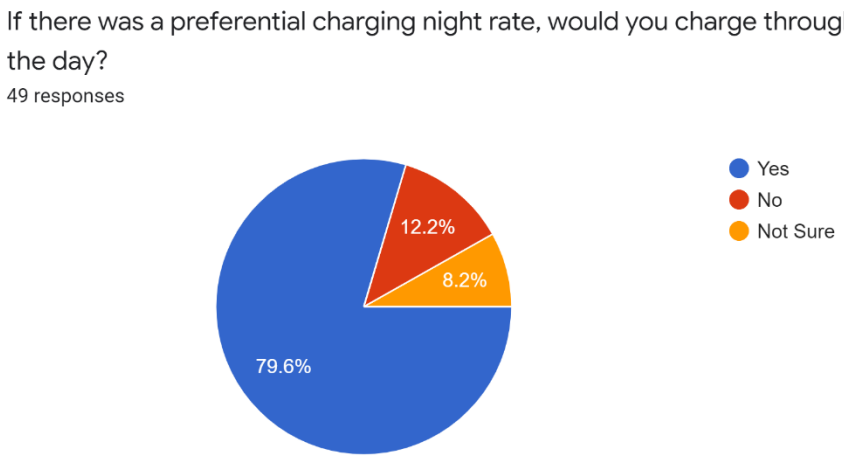
8.7 Wider Economic Benefits



An objective of CMS is to provide support to local businesses near chargepoints and almost a third of respondents spend time shopping or visiting local hospitality venues while they charge. This provides additional income to local businesses in villages like Broughton in Furness and hospitality venues like The Dog Inn at Belthorn.

A third of people spend time at home – demonstrating that chargepoints are being used by local people as well as visitors and in line with CMS objectives. 14.3% of users are fitting charging around leisure activities – showing that people are adapting their daily routines like walking the dog to include charging.

8.8 Renewables



Measuring power used and understanding charging habits can maximise the use of renewable energy and community assets.

This demonstrates that there is an appetite for customers to switch their habits to charge at off peak times, when there is more renewable energy available. This could also allow us to provide different tariffs to customers and better support the community renewables sector. 20% of our sites have the capacity to generate their own renewable energy.

Charge my Street works with Big Solar Co-op and Derwent Valley Car Club to refer organisations interested in doing more with their site. This increases the impact of CMS and supports the viability of the Society, by supporting local generation and reducing the numbers of cars on the road.

8.9 Barriers to achieving impacts

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

The difficulty of **identifying and installing suitable sites** means that there are still many areas which are underserved. 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.

8.10 Case Studies

Charge my Street work with a range of sites when installing our chargepoints. Site hosts can benefit from EV drivers visiting the site whilst they charge. 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. Case studies have focused 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 and will be released monthly on social media.

March 2022 CASE STUDY

The Dog Inn, Belthorn

> As we are a community-run pub, it was very important to us to work with another community benefit society.

A CASE STUDY WITH YVONNE BROWN, BOARD MEMBER.

The Dog Inn is a community-run pub that is situated in Belthorn, a small village in Lancashire. The village boasts stunning views over the moors to the Ribble estuary, the Fylde Coast and Pendle Hill to the east.

In March 2015, the community came together to discuss saving the several hundred years old building. In 3 months, the community raised £180,000 leading to the community benefit society being created.

Yvonne said "I searched for chargepoint operators and found Charge My Street's website, I emailed them for further information and went from there. There is a lot of housing without off-street parking in Belthorn so we believe the chargepoints are key for the adoption of electric vehicles in the area."

"We have a restaurant, pub and a coffee shop. We also have a room that can be hired for events. The Dog Inn acts as a community venue for the village. We also attract a lot of people from outside visiting the restaurant and the local area".

The chargepoints were launched in December 2021 and are ready to use by residents or visitors of Belthorn. The chargepoints were installed by BAY EV, a local installer based in Morecambe as part of the SOSCI project, funded by Innovate UK.

Pictured: John Hall (Local Charge My Street Investor), Yvonne Brown (The Dog Inn) and Daniel Heery (Director of Charge My Street)

9. FUTURE

The Society is testing the approach of community owned chargepoints in Lancashire, Cumbria and further afield though the SOSCI project.

There have been positive developments in the last year which augur 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. The last share offer allowed people who want to make the switch to an EV invest in their local chargepoint.

9.1 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.

While the picture of usage is developing across our network, it is difficult to define a set of criteria that will be always successful in the future. Langdale Leisure met all criteria and were enthusiastic hosts and could have been predicted as a high usage site given its location and the predominantly tourist userbase, and the site is consistently a top performer. Morland and Newby Village Hall also met the criteria in technical and host-engagement terms, but appeared less promising, yet it often has a high usage. Other sites, such as Walney School, appeared well-placed and were simple to install, but have not been well utilised since deployment . A couple of Lancaster-based sites in low-income areas have seen low usage, confirming what our analysis of the locality had suggested. The strategy over the coming year aims towards sites in the middle of the scale so that Charge my Street can balance difficulty and cost of installation with expected long-term usage, while 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

Launching the Chargepoints at Morland & Newby Village Hall in the Eden Valley with representatives of the Parish Council and Village Hall Committee

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.

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.

Innovate UK

Office for Zero Emission Vehicles