



FAQs

We appreciate making the switch to an Electric Vehicle, maybe daunting and you will have lots of questions. To make sure owning an EV is as simple as possible, we have created a set of FAQs that should answer any queries you may have.

We will keep updating this document with FAQs, if you think there is anything we have missed, please email us at hello@chargemystreet.co.uk

1. How often do I need to charge my Electric Vehicle?

How often you charge your new EV is dependent on how much you drive it, just like filling up your old vehicle at a petrol station. We have created three real world use case scenarios to try and match your usage so you know how often you'll have to charge.

1. Paul uses his EV every weekday to commute from Lancaster to Barrow-In-Furness, a 100 mile a day commute. This means Paul needs to charge his vehicle every evening so he knows when he needs to go to work he has enough charge, plus any extra. As Paul does not have access to a home charger, Paul charges his EV overnight at Lancaster Boys & Girls Club.
2. Daniel only uses his EV every few days, tackling the school run or driving to Aldi for his weekly food shop, this means Daniel does not need to charge everyday. Because Daniel does not have a home charger, he fits charging his EV around walking his dog. Daniel drives to Williamson Park in Lancaster, where he spends 45 minutes to an hour walking his dog, whilst his EV charges. He does this a couple of hours a week, this keeps his dog and his EV fully charged.
3. Zoe works for the NHS in Penrith, she commutes in her EV from Carlisle every weekday. Because Zoe does not have access to home charging, she charges at a chargepoint close to work whilst she is charging. Zoe's commute is not as long as Paul's, this means she does not need to charge daily, if she wants to top it up to go any further, she can charge whilst she is out and about.



2. How do I pay to charge my EV?

If you are using our chargepoints in replacement of a home charger, there is only one app you will use on a consistent basis, the Fuuse App, available on [IOS](#) or [Android](#). The first time you charge, you need to download the app and create an account, you only need to do this once. Then follow the instructions on the app or the signage in front of you to start a charge. We know there are lots of different apps out there for different chargepoint operators, however, if you are using our chargepoints on a consistent basis, you'll only have to set up once.

3. What charger do I need to charge my EV?

Your EV will have been supplied with a Type 2 charging cable for use at public AC chargers and at home. All Charge My Street chargers have Type 2 connections. Rapid chargers, which charge at 50kW or above, are 'tethered', that is the cable is attached to the charging unit, much like a traditional petrol pump. The majority of rapid chargers come with both a CCS and a Chademo connector

4. How long does it take to charge my EV?

This depends on your EV, its battery size, and the rate available from the charger. The car determines the rate of charge, whether from an AC or DC charger. If you are charging at home, the maximum rate will be 7kW (UK homes have a single phase supply), at public AC chargers up to 22kW (three phase) may be available, but very few cars can charge at 22kW - an increasing number of new vehicles can charge at 11kW, but the vast majority are still limited to 7kW by their onboard hardware.

Most vehicles have a rapid charge port, allowing charge rates of 50kW and above, depending on the vehicle.

For more information on both AC and DC charge rates for specific vehicles see <https://ev-database.uk>. For used EVs see [Used EV database](#).

Once you know the charge rate it's a simple question of maths. If your battery capacity is 50kWh and you can charge at 7kW, then it's going to take a little over 7 hours* to be fully charged (seven sevens are forty-nine!) - a night's sleep.



**In practice it's highly unlikely that you'd let the battery get down to less than 5%, and for battery health a car slows down its charge rate as it nears being fully charged, but as a rule of thumb this works.*

5. Do I need to charge my EV to 100%?

Similarly to Q1, it depends on your use case and vehicle. As scenarios 2 and 3 do not drive as far on a regular basis, there is no need to charge their vehicles to 100% every time. However, if they were to have a longer journey, say a holiday or visiting family, it would be good to charge as much as you can the day before, allowing for a quicker journey and fewer charge sessions on the route.

6. What if there are parking restrictions?

Although we always try and install chargepoints that can be used by the community 24/7, some sites may have parking restrictions. To make sure you're not stuck or unable to access the chargepoint, check the parking restrictions before charging. Restriction information is signposted or available on ZapMap or Google Maps. There are links for each location on our website

7. What if the chargepoint is being used?

All of our sites have access for two Electric Vehicles to charge at once. This means it is very rare for both bays to be blocked by people charging. If this happens to you a few times, please get in contact and we can see if we can expand that site to accommodate more chargepoints.

