
DRAFT STATUTORY INSTRUMENTS

2023 No.

The Public Charge Point Regulations 2023

PART 3

Performance requirements

Reliability

7.—(1) A charge point operator must, one year from the date on which these Regulations come into force, ensure that its network of rapid charge points complies with the reliability requirement set out in paragraph (2).

(2) The reliability requirement is that the network of rapid charge points is, on average, reliable for 99% of the time during each calendar year.

(3) A rapid charge point is considered to be reliable for the purposes of calculating compliance with the reliability requirement where it is either—

(a) working, indicated by an EVSE object status of—

(i) available;

(ii) charging; or

(iii) reserved; or

(b) ineligible for measurement, indicated by an EVSE object status of—

(i) unknown; or

(ii) blocked.

(4) A rapid charge point is not considered to be reliable for the purposes of calculating compliance with the reliability requirement where it is not working, indicated by an EVSE object status of—

(a) inoperative; or

(b) out of order.

(5) Where a rapid charge point can be accessed only during specific hours, reliability is to be assessed only by reference to those hours.

(6) The charge point operator must publish information on its compliance with the reliability requirement on its website.

Regular reporting

8.—(1) A charge point operator must submit a report to the Secretary of State for its network of rapid charge points for each calendar year.

(2) The report must state—

(a) the total number of charge points operated during the calendar year;

(b) the reliability of the charge point operator's network of rapid charge points during the calendar year expressed as a percentage; and

- (c) the reliability of each charge point during the calendar year, which must include the location and the time spent in each EVSE object status over the year.
- (3) The first report for the calendar year 2025 must be submitted by 14th January 2026 and each report thereafter must be submitted by the 14th day in January in the year following the calendar year to which it relates.
- (4) For the purposes of this regulation, reliability is measured in accordance with regulation 7(3), (4) and (5) of these Regulations.

Helpline

- 9.**—(1) A charge point operator must provide a staffed telephone helpline available free of charge for 24 hours per day for each day of the year to allow persons using or intending to use one of its charge points to seek assistance regarding the functionality of the charge point.
- (2) The telephone number for the helpline must be prominently displayed on or near the charge point.
- (3) The charge point operator must keep a record of every call to the telephone helpline and submit a quarterly report containing the information in paragraph (5) to the Secretary of State.
- (4) The first report under paragraph (3) must be submitted by the last business day of the thirteenth month after the month in which these Regulations come into force and must cover the last quarter year ending before that thirteenth month.
- (5) Each subsequent report must be submitted by the last business day of the month following the end of each quarter year.
- (6) The report must contain—
- (a) the total number of calls received during the relevant quarter year;
 - (b) a breakdown of the calls under sub-paragraph (a) categorised by type of assistance sought;
 - (c) a breakdown of the calls under sub-paragraph (a) categorised by the length of time, expressed in 10 minute intervals, it took to resolve those calls; and
 - (d) the percentage of calls under sub-paragraph (a) which are not resolved by the date on which a report must be submitted under paragraph (3), and a list of the reasons those calls are not resolved.
- (7) The report must not contain any personal data of the caller.
- (8) In this regulation—
- (a) “business day” means any day other than a Saturday, a Sunday or a day which is a bank holiday under the Banking and Financial Dealings Act 1971⁽¹⁾.
 - (b) “resolved”, in relation to a request for assistance made using a helpline provided in accordance with paragraph (1), means that there remains no outstanding action to be taken by the charge point operator;
 - (c) “personal data” has the meaning given in Article 4 of Regulation (EU) 2016/679⁽²⁾;
 - (d) “quarter year” means the first, second, third and fourth three months of the calendar year.

(1) 1971 c. 80.

(2) EUR 2016/679 as amended by S.I. 2019/419.