
DRAFT STATUTORY INSTRUMENTS

2023 No.

The Public Charge Point Regulations 2023

PART 3

Performance requirements

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.

Draft Legislation: This is a draft item of legislation. This draft has since been made as a UK Statutory Instrument: The Public Charge Point Regulations 2023 No. 1168
