

# Q&A for the Workplace Charging Scheme

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Office for  
Low Emission  
Vehicles

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# 1. For Applicants

## 1.1 Eligibility

### Q1 Who is eligible to claim this grant?

Any business, charity or public authority is eligible to claim the grant towards the cost of installing electric vehicle chargepoints providing they have dedicated off street parking for staff or fleet use only. You are a public authority if you are a Government Department or one of their agencies, the Armed Forces, a Local Government, the NHS and Emergency Services. In considering eligibility, OLEV will use the Public Authorities referenced in LGA Act 2003, Section 33, and the Freedom of Information Act, Schedule 1, parts 1-3. If you are unsure if you are eligible, please contact the DVLA at: [workplacechargingscheme@dvla.gsi.gov.uk](mailto:workplacechargingscheme@dvla.gsi.gov.uk).

### Q2 Where is the grant scheme available?

The grant scheme is available in England, Wales, Scotland and Northern Ireland, but is not available in the Channel Islands, Isle of Man or crown dependencies.

### Q3 Do I need to provide any document to confirm my eligibility?

You will need to provide a Companies House Reference. Alternatively, you can use your VAT Registration Number or you can upload a copy of your Registration to HMRC. If you are a charity, you will need to upload your certificate of registration to the Charity Commission **by using the upload field reserved to HMRC Registration Letter**. Make sure you have all you need ready before starting the application process. If you are unsure if you are eligible, please contact the scheme administrator at [workplacechargingscheme@dvla.gsi.gov.uk](mailto:workplacechargingscheme@dvla.gsi.gov.uk).

### Q4 My business is not VAT-registered and/or registered with Companies House – can my business still apply for a voucher?

Yes, but you must be able to attach evidence that they are registered as a company with HMRC. You will need to upload a copy of your registration to the online application form. If you are unable to provide any of these documents we are unable to issue you with a voucher. If you are a charity, you can use your registration to the Charity Commission, which will need to be uploaded by using the field reserved to the upload of the HMRC registration letter.

### Q5 Do I have to possess a plug-in vehicle?

No. You need to declare either a current need for EV charging infrastructure or an intention to encourage uptake amongst your staff and/or fleet.

### Q6 I do not currently have dedicated off-street parking, but I have council permission to construct a driveway or parking site/my driveway parking site is currently under construction, can I have a chargepoint fitted ahead of my driveway being completed?

No. You are required to declare existing designated off-street parking with the

application in order for it to be approved, a confirmation letter does not oblige the applicant to proceed with the construction and we therefore cannot rely on it as evidence.

**Q7 I have access to off-street parking via a garage or private car park that is provided by a third party. Am I eligible to apply for the voucher?**

As long as the parking space meets all other eligibility criteria, you can apply for the grant. If you do not own the parking space you will be required to gain written permission from the landlord/owner. Please have written permission ready as we may ask you evidence.

**Q8 I have already installed chargepoints at my premises. Can I claim the amount I would have received under this scheme?**

No, the WCS cannot be used to claim for installations made prior to the launch of the scheme. Applicants must apply for a voucher before installing any chargepoints. We do not offer exceptions to this criteria.

**Q9 Can I complete an installation and then make an application for a voucher?**

No. The date of installation must not precede the date the voucher is issued.

**Q10 I have applied to the grant scheme in the past and successfully had chargepoints installed. Can I apply for the grant again?**

Yes. You can now apply to have additional vouchers until you exceed the limit of 20 chargepoint sockets per company, as long as you still meet eligibility requirements.

## **1.2 Grant level**

**Q11 I received a £300 voucher in the past and the installer has already been paid, can I get an additional contribution until reaching up to £500?**

No, changes to the grant level are not retroactive and all vouchers already claimed cannot benefit from additional contributions.

**Q12 Which is the value of the voucher? When and how will I know its value?**

The new system will pay up to 75% of the purchase and installation costs, up to a maximum of £500 per socket. When your installer redeems the voucher, the system checks the installation costs provided by your installer and generates the grant level that the installer will discount from your bill. **Installers are suggested to consider this rule when presenting you an initial quote. OLEV will not be responsible if the grant level is not in line with the estimations provided by the installers to their clients.** At the end of the installation, an email will be sent to the email address you provided during the application to confirm the costs declared by the installer and the grant level you have been assigned. If you are not happy with the details included in this email, **you have 7 calendar days to let us know your concerns by emailing [workplacechargingscheme@dvla.gsi.gov.uk](mailto:workplacechargingscheme@dvla.gsi.gov.uk)**. If we do not hear from you in these 7 days, the payment to the installer will be processed.

**Q13 If the voucher pays up to 75% of the purchase and installation costs, can I get more than £500?**

The new system will pay up to 75% of the purchase and installation costs capped at a maximum of £500 per chargepoint socket. You cannot benefit from a higher contribution.

### **1.3 Application process**

**Q14 What shall I do in order to get a voucher to install a chargepoint?**

You will need to complete the application process online, available [here](#), providing information about your business, the desired number of sockets you would like to install, and de minimis declaration (if applies). **Previous paper forms are not accepted and the online portal is the only way through which you are able to send your application.** If you are eligible, you will be issued a voucher code on screen and receive a confirmation email. Please note that the generation of the voucher may take up to **5 working days**.

**Q15 Is there a limit on the number of chargepoints I can claim for?**

Yes. The WCS grant is limited to the installation of 20 chargepoints sockets for each applicant. You can deploy them in how many sites you want, which means that if you would like to have them on 20 sites, you will have 1 socket available per site. If you apply for less than 20 sockets, you are allowed to submit additional applications in the future until reaching that limit. Special regulations apply for franchises, as described in the Guidance.

**Q16 How do I arrange for a chargepoint to be installed?**

Once you have received a voucher, you will need to contact an authorised installer under the Workplace Charging Scheme. A list of these can be found on the OLEV website <https://www.gov.uk/government/collections/government-grants-for-low-emission-vehicles>. Your charging requirements will depend on the vehicles you wish to charge and the location of the chargepoint installation at your property so we advise you to discuss your needs with a number of different chargepoint

installers.

**Q17 Do I have to pay upfront and claim it back?**

No. The authorised chargepoint installer will claim the value of the voucher (up to £500) for each socket, up to a maximum of 20 sockets on your behalf. The value of the voucher, generated at the end of the redemption process, should be discounted from your invoice.

**Q18 I have completed the application and received a voucher but I am not going to be present on the day of installation - will this installation still be eligible?**

Yes. An email will be sent to the email address you provided during the application process. In the email you can check whether the works have been completed in line with what the authorised installer has claimed. **You have 7 calendar days to let us know if any of the information included in the email is not correct by emailing [workplacechargingscheme@dvla.gsi.gov.uk](mailto:workplacechargingscheme@dvla.gsi.gov.uk).** If we do not receive any communication in these 7 days, we will proceed with the payment to the installer.

**Q19 My employees have their own EVs and intend to charge these for free at work. Will they be liable for a taxable benefit in kind?**

The Government will legislate a tax exemption in relation to employees who charge their own electric and plug-in hybrid vehicles at work. This means the value of the electricity used will not be taxed as a benefit-in-kind. Although the legislation will not be introduced until Finance Bill 2018-19, the policy is intended to come into effect on 6 April 2018, to provide clarity for employees and remove a barrier for employers who are currently considering the installation of chargepoints. A draft guidance can be found [here](#).

**Q20 I have a vehicle with a 3-pin cable. Can I get a 3-pin socket installed?**

No. 3-pin 13A socket (BS1363) installations or chargepoints with 3-pin sockets are not eligible for the grant. Only approved chargepoint units available on our website can be installed with the WCS grant.

**Q21 I have a complaint regarding my chargepoint installed under the grant scheme, what should I do?**

At any time prior, during and after the installation, if you have any issues with the chargepoint or installer, you should try to resolve these with the chargepoint installer in the first instance. If you feel that your concerns are not being addressed, contact OLEV at [chargepoint.grants@olev.gsi.gov.uk](mailto:chargepoint.grants@olev.gsi.gov.uk). When the installer redeems your voucher and submits a claim after the installation, you will receive an email confirming the details of the chargepoints installed at your sites: please remember that you will have 7 calendar days to flag any comments on the installation details, including price declared by installer and grant received, by emailing the DVLA at [workplacechargingscheme@dvla.gsi.gov.uk](mailto:workplacechargingscheme@dvla.gsi.gov.uk).

**Q22 Can I use a second hand or previously installed chargepoint?**

No. Your chargepoint must be new.

**Q23 Can I move the chargepoint once it has been installed?**

You must contact us at [chargepoint.grants@olev.gsi.gov.uk](mailto:chargepoint.grants@olev.gsi.gov.uk) requesting permission to move the chargepoint if it has been fewer than three years since it was installed, confirming the chargepoint serial ID, address where you wish to move the chargepoint, and reason why so that our records can be updated. OLEV will not contribute to the costs of moving a chargepoint.

**Q24 My circumstances have changed since I applied for a voucher. Is my application still valid?**

You should immediately contact your authorised installer to inform them of this change and they will be able to tell you whether you are still eligible to have a chargepoint installed. You may have to reapply for a voucher with your amended details. If you proceed with your installation following a change in your circumstances that has invalidated your application, OLEV reserves the right to take any action it deems appropriate to reclaim the grant.

**Q25 I have changed my mind about where I want to install chargepoints. Do I need to complete a new application?**

It is not possible to change the site where you wish to install the chargepoints. You will need to contact the scheme administrators at [workplacechargingscheme@dvla.gsi.gov.uk](mailto:workplacechargingscheme@dvla.gsi.gov.uk) and request that your voucher is withdrawn. You will then be able to apply for a new voucher (providing the scheme is still open to applicants and if you still meet the eligibility requirements) at your preferred site address.

**Q26 I would like to find out more, what should I do?**

If you have questions regarding which chargepoint will meet your needs you should discuss this with your chosen authorised chargepoint installer. If you have questions about the WCS then contact the scheme administrators at [workplacechargingscheme@dvla.gsi.gov.uk](mailto:workplacechargingscheme@dvla.gsi.gov.uk).

## **2. For Installers**

### **2.1 Authorisation process**

**Q27 How do I become an authorised installer?**

In order for you to claim the WCS Grant you must [apply to become an authorised installer](#). You will also need to ensure you have evidence of approval from the chargepoint manufacturer to install their products. Only once you have acknowledged receipt of your successful authorisation letter from OLEV you can start to install chargepoints under the scheme.

### **Q28 Why do installers have to be authorised?**

The Government wants EV drivers to be able to charge their vehicles safely and securely. We also have a duty to ensure that public funds are administered in such a way as to reduce the risk of misuse and fraud. By authorising chargepoint installers we can provide assurance to the EV driver and reduce the risk of fraudulent activity.

### **Q29 How can installers have access to the redemption portal?**

The portal can be accessed [here](#). Please remember that the portal will be the only way to redeem vouchers as previous paper forms will not be accepted anymore. If you have been authorised after July 2018, you should have received your credentials when receiving your authorisation confirmation. If you are already authorised at the date the portal goes live (July 2018), you will receive instructions on how to submit your details during a specific on-boarding period in which OLEV will provide you with your credentials. After the on-boarding period closes, you will need to seek access to the online portal by emailing [workplacechargingscheme@dvla.gsi.gov.uk](mailto:workplacechargingscheme@dvla.gsi.gov.uk) but your request will be queued and we will not be responsible if you do not obtain access to the portal in time for redeeming your vouchers before they expire.

## **2.2 Chargepoints models and technical specifications**

### **Q30 Which units can I install?**

A list of the units approved is available on OLEV website at <https://www.gov.uk/government/publications/workplace-charging-scheme-approved-chargepoint-list>. You will need to list the units you want to install when seeking authorisation.

### **Q31 What technical criteria do the installations have to meet?**

The requirements are set out in full in the technical specifications found: <https://www.gov.uk/government/collections/government-grants-for-low-emission-vehicles>

### **Q32 I have already been approved for certain units, I would like to add new chargepoint models. How?**

If the chargepoint you would like to add belongs to the Approved Chargepoints list, you can send a request to [installer.authorisation@dvla.gov.uk](mailto:installer.authorisation@dvla.gov.uk) to have the units added. You will need to provide the required evidence, including confirmation from the manufacturer that you are trained to install those units. Remember to seek authorisation before you start installing those units.

### **Q33 There is no GPRS signal at the property so the chargepoint cannot meet the data requirements. Can the grant still be claimed?**

Yes, but installers must declare that they have tried all available methods to try and boost signal to the site. OLEV will closely monitor the number of claims each installer submits that use this declaration. OLEV reserves the right to request more evidence/information on these claims and it may affect an installer's authorisation.

#### **Q34 What if a chargepoint stops supplying data?**

We recognise that in some circumstances data can cease to be supplied (for example, an applicant moving premises) and chargepoint installer's ability to enforce data requirements may be limited. In such instances, we would require evidence from you that you have investigated why data upload has ceased and what measures you have taken to ensure your data upload requirements with OLEV are fulfilled.

### **2.3 Claim/Redemption process**

#### **Q35 Which is the procedure to redeem the grant?**

Once you have been contacted by an applicant to complete an installation, you should request to see the voucher to confirm the eligibility. You can check that a voucher code is eligible by checking the voucher code on the portal or by contacting [workplacechargingscheme@dvla.gsi.gov.uk](mailto:workplacechargingscheme@dvla.gsi.gov.uk). The next step will be the input of the voucher code into the installer portal, available [here](#); this will start the online redemption procedure. You will need to provide the company details where you have installed, including the sites, and the unit models, serial numbers and costs.

#### **Q36 When should I submit a claim?**

Chargepoint installers must submit a claim before the expiry date of the voucher associated with that installation. Each voucher will be valid for **four months** since the issue date. Late claims will not be paid.

#### **Q37 What information do I need to supply to OLEV when I redeem the grant?**

During the redemption procedure, you will be required to insert the details of the chargepoints make and model and the costs. The costs will be used to compute the exact value of the grant, which will be equal to **75% of the installation and purchase costs of a chargepoint, up to a maximum of £500**. For each voucher, you will need to provide one photo of the chargepoint units with the serial number clearly visible and one photo of the parking site with all the chargepoint units visible.

#### **Q38 Why do you require so much information per grant claim?**

We are seeking to reduce the risk of fraudulent activity and ensure value for money when spending public funds. Any evidence of non-compliance, mis-representing the grant, or inflating costs will be acted on and payments will not be made. Installers should not inflate the costs of the chargepoints to benefit from a higher grant level.

**Q39 The value of the voucher code is allocated at the end of the redemption process. How does it work? Does it include VAT?**

The capping system now introduced will calculate the 75% of the declared costs, which should be provided inclusive of VAT. The system will allocate a grant equal to the lowest between the 75% of the costs or £500. Please remember to take this into consideration when agreeing a certain price with your customers. OLEV will not be responsible if the grant level is not in line with the estimations provided by the installers to their clients.

## 2.4 Forecasts and other commitments

**Q40 What information do I need to supply to OLEV on a monthly basis?**

Chargepoint installers must provide OLEV or its representatives with the number of sockets installed in the previous month and a forecast of the sockets to be installed in the coming month. **You will receive a reminder close to the date the forecast submission is due.** This is a compulsory condition of the scheme.

**Q41 Do I have to submit this data also if I have not installed any chargepoint in the past month and/or if I am not expecting to install in the future?**

Yes, you are required to submit the form anyways. Insert zeros (0) in the relevant fields.

**Q42 Can I decide not to submit forecasts to OLEV?**

No. You are required to comply with the forecast procedure as a condition to participate in the scheme. We require forecasts to ensure the scheme is run smoothly. If you do not submit forecasts, your authorisation will be revoked.

**Q43 What information do I need to supply to Distribution Network Operators (DNOs)?**

You are required to notify the correct DNO of all installations you make, so that they will be aware of the load on the grid and could evaluate potential network reinforcements. The DNO notification must be compliant with the DNO requirements; further information on the ENA, including notification forms, can be found here: <http://www.energynetworks.org/electricity/futures/electric-vehicle-infrastructure.html>. You will have to send the form to the relevant DNO.

## 3. For Manufacturers

**Q44 I have a new design for a chargepoint, what do I do next?**

You will need to complete the registration process as a manufacturer of chargepoints: <https://www.gov.uk/government/collections/government-grants-for-low-emission-vehicles> OLEV will assess the application form. If successful, you must give approval to installers that they can install your units under WCS.