

Annex 1-

Q11. Number of calls to the call centre – daily breakdown of call volume

Telephone calls received.

This is provided by month from May to July and averaged daily from 27 July to November.

2021 – BP Pulse	May	June	July 1-26
Calls Answered Monthly	6034	5881	4650
Waiting more than 5 minutes	Not available	Not available	Not available

SWARCO - Week	28/07/21	04/08/21	11/08/21	18/08/21	25/08/21	01/09/21	08/09/21
Average Daily Calls	608	711	386	341	390	340	328
Waiting more than 5 mins	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Weekly Total	1216	4978	2704	2387	2730	2381	2298

SWARCO - Week	15/09/21	22/09/21	29/09/21	06/10/21	13/10/21	20/10/21	27/10/21	03/11/21
Average Daily Calls	300	296	327	702	618	550	549	562
Waiting more than 5 mins.	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Weekly Total	2104	2074	2995	4717	4329	3844	3845	3940

Annex 2 –

Q13. Copy of reviews / evaluations of past performance.

Regulation 10(5)(e) allows authorities to withhold information where disclosure would, or would be likely to, prejudice substantially the confidentiality of commercial or industrial information where such confidentiality is provided for by law to protect a legitimate economic interest.

This exemption applies because disclosure of the feedback and the scoring provided to a supplier as part of its bi-annual performance review is confidential, and disclosing this information would be likely to give competitors an advantage in future tendering exercises, which would substantially prejudice their ability to submit competitive tenders and so could significantly harm their commercial business.

Annex 3 –

Q14. Plans and policies in place to improve and enhance reliability of the network. -

A grant offer letter is issued to local authorities when an installation grant is applied for, the following is an extract taken from that letter - OFFER OF GRANT FOR LOCAL AUTHORITY INSTALLATION PROGRAMME 2021 – 2022.

2.6 The eligible costs for which the Grant can be claimed are those specified within **SCHEDULE 5** and approved in writing by the Scottish Ministers. They may include:

- ☑ The full costs of purchasing, installing and commissioning Charge Point Infrastructure;
- ☑ The costs of appropriate signing and lining of associated parking bays and directional signage;
- ☑ The cost of purchasing, at time of installation, a 5 year warranty including annual servicing;
- ☑ The cost of purchasing, at time of installation, a roaming SIM card and associated 5 year data contract.
- ☑ Capacity Charge Costs due within this Financial Year
- ☑ Delivery Resource Costs due within this Financial Year of up to a maximum of £40,000.
- ☑ Costs associated with upgrading Charge Points to permit contactless payment.

Extract taken from – Energy Savings Trust (EST) 2021 - 2022 Workplan.

Strategic Energy Saving Trust published a report in December 2019 investigating the maintenance and warranty position of the existing assets on the ChargePlace Scotland (CPS) network. The report will be updated in Q1 with a final version submitted to Transport Scotland by the end of June 2021 focusing on network resilience for CPS chargers, including the warranty status of all private hosted CPS chargers split by rapid and destination chargers. Recommendations for potential support packages will be included.

A new support fund will also be developed with the aim of strengthening the existing network. Support may reflect recommendations in the report and may also include support for ad hoc repairs on specific high value assets, and advice for hosts to move from CPS to a private CPNO operator. Further discussions will take place with Transport Scotland in early Q1 to provide more detail on key areas for the report to focus on with the fund opening in Q2. A provisional budget of £400k has been proposed however this may be subject to change in-year

Extract taken from – Transport Scotland Low Carbon Economy Directorate (LCED) Business Plan 2021-2022. - What will be achieved 2021-2022

- As part of wider EV Infrastructure programme, explore options for strengthening the CPS network's resilience.
- Improve the reliability and resilience of the CPS network; Deliver support fund which could support charge point owners needing to upgrade or replace strategically important equipment.
- Delivery of a report into how to strengthen network resilience, including the warranty & maintenance status of hosts, including details of a support fund which could help 400 recipients;
- Improvements to the reliability and resilience of the existing ChargePlace Scotland network hosted by non-local authority organisations;
- Potentially, rapidly upgraded to allow for contactless payment option to ensure a consistent user experience across the CPS network;

- Retain the ability to add new sites at TS discretion.
- TS receive report from EST with recommendations for improving network resilience, including a support fund which could support up to 400 recipients with a proposed budget of £400k.
- Distribution of £3m of funding to local authorities for improvements to the reliability and resilience of the existing ChargePlace Scotland network, by ensuring all chargers installed by LA's are covered by a manufacture warranty and care package, upgraded to allow for contactless payment option and supported by additional charging on location should connections allow.

Annex 4

Q15. Outline operating costs of managing the network, annualised for the previous 5 years

Table of actual spend for the back office operational costs for managing the ChargePlace Scotland network up to and including 31 July 2021.

All costs include VAT.

2016/17	£323,238.18
2017/18	£486,027.85
2018/19	£579,748.58
2019/20	£941,465.46
2020/21	£1,081,955.51
TOTAL COSTS	£3,412,435.58

Please note – These cost do not include the maintenance of any charge points on the network, this cost is incurred by the owner of the charge points.