

Copy of all emails between CPS & Laggan Forest Trust.

Please note any commercially sensitive information included in the emails will have been removed and replaced by the word "REDACTED".

----- Forwarded message -----

From: **info-cps** <info-cps@swarco.com>

Date: Thu, Jun 30, 2022 at 9:10 AM

Subject: FW: New Direct Debit payment to SWARCO UK

To: accounts@lagganforest.com <accounts@lagganforest.com>

Good Morning,

Please see the email from the customer regarding the overstay fee. Could you please investigate this issue and let me know what is the correct course of action?

Kind Regards

REDACTED

REDACTED

Finance Specialist - ChargePlace Scotland

On 30/06/2022 09:56, Laggan Forest Accounts wrote:

Thanks

REDACTED

From: REDACTED <business@lagganforest.com>

Sent: 09 July 2022 10:35

To: info-cps <info-cps@swarco.com>

Cc: Laggan Forest Accounts <accounts@lagganforest.com>

Subject: Re: Fwd: FW: New Direct Debit payment to SWARCO UK

Hello REDACTED,

Thanks for your email.

I'm sorry to hear REDACTED feels the way described in his email.

The charger point has had the following sign: CPS Tariff Sticker Template - 10cm x 6cm - Laggan Wolftrax 50650 Tariff, since we moved from free charging sessions in February this year. The same sign is still there and very visible to all users, please see photo attached.

Overnight stay is not permitted at the car park , which is clearly advertised at the car park's ticket machine.

Our charges are in accordance with the recommendations made by EVA Scotland as shown here: https://www.eva.scot/assets/documents/EVA_Scotland_Tariff_Guidance_for_Scotland_2019_Issue_1-1.pdf

Overstay charges are not there to make money but to encourage EV drivers to have a fair use of the facility for all other users. The Laggan Wolftrax charger point is in a key remote location and many EV drivers depend on it to continue their journeys, regardless of the time of the day.

We can wave most of the overstay charges, to a maximum of £60.00.

Please let me know if you have any questions.

Best regards,

REDACTED
Business Development Officer

Laggan Wolftrax Centre
The Laggan Forest Trust
Strathmashie
Laggan
Inverness-shire
PH20 1BU
Tel: 01528 544 366

On 14/07/2022 12:47, info-cps wrote:
Hi REDACTED,

Please see below email from the customer. I have also copied him in the email. Can you please advise?

Kind Regards

REDACTED

REDACTED

Finance Specialist - ChargePlace Scotland



ChargePlace Scotland
electric vehicle charging

Ph. 0141 648 0750

E. REDACTED@swarco.com

[ChargePlace Scotland | Scotland's Public EV Charging Network](#)



From: REDACTED <business@lagganforest.com>
Sent: 11 August 2022 13:14
To: info-cps <info-cps@swarco.com>
Cc: REDACTED <accounts@lagganforest.com>
Subject: Re: Fwd: FW: New Direct Debit payment to SWARCO UK

Hello REDACTED,

Please accept my apologies but a mix of holiday and illness have kept me away from my desk over the last few weeks.

If it helps to resolve the issue, we are ok to cap this charge at £30.

I must add that the charges for the EV charge point at Laggan Wolftrax have been correctly advertised at all times as shown on the photo previously sent.

Any evidence that supports REDACTED claim regarding lack of advertisement of charges would be useful to have.

Best regards,

REDACTED

REDACTED
Business Development Officer

Laggan Wolftrax Centre
The Laggan Forest Trust
Strathmashie
Laggan
Inverness-shire
PH20 1BU
Tel: 01528 544 366

From: REDACTED <REDACTED@swarco.com>
Sent: 18 August 2022 11:10
To: Laggan Forest Accounts <accounts@lagganforest.com>
Cc: REDACTED <business@lagganforest.com>; REDACTED <REDACTED@swarco.com>;
Subject: RE: EV charger agreement Laggan Forest Trust

Good Morning,

Please fill out the attached form.

I can forward a template in MS Word that can be printed and affixed to the charger, or a generic sticker referring all drivers and users to the ChargePlace Scotland website for tariff information. Unfortunately, we cannot produce one sticker at a time as we order them in bulk.

I have added that overnight parking is not allowed at charger 50650 so this is visible straight away in the site description.

Best Regards,

REDACTED

REDACTED

Network Manager, ChargePlace Scotland



ChargePlace Scotland
electric vehicle charging

Operated by:



From: Laggan Forest Accounts <accounts@lagganforest.com>

Sent: 18 August 2022 10:06

To: REDACTED <REDACTED@swarco.com>

Cc: REDACTED <business@lagganforest.com>

Subject: EV charger agreement Laggan Forest Trust

Hi REDACTED,

We want the overstay cost to stay at £1 per minute, but would like it to be capped at £60 maximum pay. Could you arrange for this and also send us stickers advising of the cost at £0.24 per kWh, the overstay penalty of £1.00 per minute after 4 hours plus the new details of the maximum payment and that overnight parking is not allowed.

We would also like two of the cards that we can give to any business visitors, let me know who to pay for this.

Many thanks

REDACTED

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REDACTED

Admin

Laggan Wolftrax Centre
The Laggan Forest Trust
Strathmashie
Laggan
Inverness-shire
PH20 1BU
Tel: 01528 544 366

----- Forwarded message -----

From: **Laggan Forest Accounts** <accounts@lagganforest.com>

Date: Mon, Aug 22, 2022 at 11:25 AM

Subject: Tariff Change/Laggan Forest Trust Forestry Company/August 22

To: <cpsreg@swarco.co>

Cc: REDACTED <business@lagganforest.com>

Please find attached details of our overstay tariff.

Could you please also send 2 cards for business visitors which are exempt from costs.

Best wishes

REDACTED

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REDACTED

Admin

Laggan Wolftrax Centre
The Laggan Forest Trust
Strathmashie
Laggan
Inverness-shire
PH20 1BU
Tel: 01528 544 366

From: Laggan Forest Accounts <accounts@lagganforest.com>

Sent: 01 September 2022 11:00

To: CPSreg <cpsreg@swarco.com>; REDACTED <business@lagganforest.com>

Subject: Fwd: Tariff Change/Laggan Forest Trust Forestry Company/August 22

Hi,

We are awaiting updates on this and delivery of 2 cards

Best wishes
REDACTED

From: CPSreg <cpsreg@swarco.com>
Sent: 14 September 2022 08:40
To: REDACTED <REDACTED@swarco.com>;
Subject: FW: Tariff Change/Laggan Forest Trust Forestry Company/August 22

FYI.

Update on overstay to be £1.00 per with a grace period of 10 minutes. This is to be capped at £60.

REDACTED

Administrator - ChargePlace Scotland



ChargePlace Scotland
electric vehicle charging

T. 0141 648 0750

E. admin-cps@swarco.com

[ChargePlace Scotland | Scotland's Public EV Charging Network](#)

