

Cybermoor Services Ltd is an innovative Social Enterprise working with partners Mer and Charge my Street installing chargepoints across the North of England. We have worked with partners on the Government funded SOSCI project over the last 2.5 years to understand the practical challenges of rolling out charging infrastructure. This has given us a detailed insight into the barriers around EV charging point installations and we would like to share these with OFGEM.

Here are our responses to the consultation:

ENWL

a. clearly state which section of the Business Plan or Plans the stakeholder is commenting on;

* Section 4.15 Recruitment of 3 new energy planning engineers to share knowledge, experience and data in network planning for the benefit of local communities, particularly ensuring a whole system approach is embedded into the LAEPs.

b. include a concise summary of the issue identified;

Receiving accurate quotes for new EVCP charging points is taking longer than the target 1 month. The ENWL team struggled to meet demand for detailed quotes in 2021. Increasing the size of the team by 3 – effectively 1 person each for Cumbria, Lancashire and Greater Manchester is insufficient, when considering the scale of the shift to Net Zero technologies over the coming period.

c. include evidence or justification of the stakeholder's view;

Quotes for various sites for Barrow Borough Council were submitted by Charge my Street on 25/5/21 and were not received 21/7/21. We are concerned that predicted increases in the number of EV chargepoints over the next 5 years will not be delivered as there will not be sufficient resource in the ENWL team to manage the quantity of requests for new connections for low carbon technologies. There are other examples of delays in sending out quotes which have also impacted on the delivery of chargepoints which can be provided if required.

A tenfold increase in chargepoint installation from current 350 to ~3500 chargepoints by the end of the period will be severely challenging if the team managing these quotes is only increased by 3 people. The experience on the SOSCI project means that the only way to obtain a definitive cost for connecting an EV chargepoint is to obtain a quote, which involves network planners, and other stakeholders within ENWL. There is no indication in the business plan that these teams will also be enlarged.

The problem is compounded by delays in installations – it is now taking 16 weeks from site inspection to connection. This further slows down the implementation of Net Zero projects in the region. The situation is conspiring to chill investment in chargepoints in the region. This is illustrated as the number of EV chargepoints in the NW as a proportion of the UK average fell by 1% during 2021. The North West, has 6.3% of the UK's chargepoints (down from 7.3% in 2021) but is the third most populous region in the UK (after South East and London), with 11% of the population (data from zapmap). <https://www.zap-map.com/statistics/> This is compounded by higher like for like connection costs for new 3 phase supplies – they are £2200 in the NW compared to £653 for similar connection from Scottish and Southern. These costs are chilling investment by CPOs in the NW as their money simply does not go as far.

d. where appropriate, set out representations, and, or questions to DNOs that stakeholders would like to see tabled at Open Hearings in March 2022.

Last May there were 270 **public** chargepoints and we estimate there are now currently ~350 which have been installed over the last few years. The CAFs forecast in the SOSCI project suggests that

6,400 public chargepoints will be needed in Cumbria by 2030 (see attached document), equating to ~766 chargepoints per year up to 2030. On our analysis, we estimate that 100 estimates are needed for every 75 chargepoints installed (1 in 4 sites are not commercially viable) This does not include estimates for increased renewables and upgrades for heat pumps etc.

In summary, we are extremely concerned that the DNO does not have the capacity to meet the demand for net zero technologies in the region. This is based on 2.5 years experience of working closely with ENWL installing these technologies.

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