**EVA England – short consultation submission to OFGEM**

**February 2025 Consultation on Connections end-to-end review of the regulatory framework, closing 12 February 2025.**

Link to consultation: <https://www.ofgem.gov.uk/consultation/connections-end-end-review-regulatory-framework>

**About EVA England**

EVA England is a members’ association dedicated to representing the interests of electric vehicle (EV) drivers solely and independently from EV manufacturers and charging point operators.

For EV drivers (both current and prospective), the continued development of public charging infrastructure at pace, combined with fair and equal access to private charging infrastructure, is an essential aspect of the consumer experience. Addressing existing barriers to the installation of charging infrastructure is crucial at this stage of road transport electrification amid the current challenge of convincing more drivers to take up EVs.

As a consumer body, we therefore wanted to lodge our support for the premise of this consultation on the basis that it actively seeks customer feedback on the ease, feasibility and practicality of initiating grid connections for EV charging infrastructure. As an organisation we especially welcome efforts to ensure minor connection customers experience prompt and reliable standards of service from network companies (theme 6 of the consultation).

**Supporting evidence**

From various member surveys and workshops, EVA England has the following evidence to help ensure the driver perspective is taken into account when considering the overall regulatory framework for charging infrastructure and grid connectivity:

**Improvement in the public charging network but increasing pressure on space and grid connections in urban areas:** Drivers are noticing improvements in charging infrastructure, responding positively to increased provision. In our 2024 survey, we saw a 22% increase year-on-year in the number of drivers reporting no or very few concerns in locating a charge point. More widely, 64% of respondents felt the public network had improved in the last twelve months.

However, a growing number of EV drivers without off-street parking is adding pressure on the public charging network. In our 2024 driver survey, 53% of respondents who do not have access to off-street parking reported doing all of their charging via the public network.

A screenshot of a cell phone

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There is added pressure on the public network in concentrated urban areas. 30% of EV drivers in London reported doing all of their charging via the public network, compared to 6% in other regions. Furthermore, drivers in urban areas are more than twice as likely to charge their EV more than once per week, meaning more frequent charging, more charegpoints needed and more pressure on the grid. **Speeding up and smoothing the process for installing adequate connections to serve this increasing demand will be critical and can make the difference between a positive and negative EV consumer experience.**

**Continued importance of a smooth and transparent home charging installation process:** 88% of drivers are in favour of removing regulatory restrictions around gully installations which allow them to connect their car to their home electricity supply. Anecdotal evidence from numerous EVA England members suggests the approval and subsequent installation of innovative home charging solutions is currently complex, slow, highly varied according to location and, overall, unclear for the average consumer – with little understanding of the costs of installation, which may include connection costs**. Improving the service, and transparency of information, between network companies and their customers should help address these issues.**

**Increased need to expand workplace and destination charging, resulting in higher and sometimes unaffordable connection costs for businesses:** 83% of drivers are in favour of mandating larger businesses to install charging points at the workplace. Destination charging should be considered as a key solution to alleviating pressure on the public network, and allowing drivers without easy access to home charging to access cheaper charging rates and match their charging habits with their day-to-day routine. **Enabling businesses to more easily upgrade connections that ensure more charge points are available at the workplace, at affordable prices, should be made a priority.**

**EVA England call for evidence from members, January-February 2025:**

**On their overall impressions of the current EV charging experience and remaining barriers:**

*“Relatively few friends/family have switched to EVs - mainly because of higher purchase costs, difficulty of installing a home charger and time requires/perceived difficulty to charge”*

*“On-street charging, at the kerbside outside the EV owners property, using solutions such as Kerbo Charge where appropriate , must be encouraged and permitted by local authorities. And also allowing the charging cable to be laid across the pavement , using correct cable covers , trip hazard warning signs etc , where appropriate. The ability to charge at home , taking advantage of off-peak electricity rates , is crucial for many would- EV owners*

*“The problem is that people do not buy electrics because they can not install a home charger because housing cooperatives do not allow as it is in my case I have an underground parking space and my meter but the cooperative does not agree to install a home charger if I knew that I would not buy an electric car because public chargers are more expensive.”*

**On what Government should prioritise to support EV drivers and uptake:**

*“Make overnight charging close to home easy and inexpensive for those without off-street parking”*

*“Make Housing associations, landlords and local councils prioritise allowing home charging”*

**On whether they have access to charging at their place of work:**

*“Yes, but it has 6 points for a workforce of thousands and only 2-3 are working currently, so it is not a reliable way for me to charge. I have to go specially out of office hours to use them”*

**Annex**

The evidence gathered from EV drivers was collated from the following three sources:

* The EVA England Great EV Charging Survey 2024, which ran 1st August to the 18th August 2024 online, collating a total of 1,749 driver responses
* An EVA England ‘Flash Survey’ launched in the context of the Government’s ZEV Mandate consultation. This survey ran between the 24th January and 12th February 2025, collating a total of 461 responses
* A call for personal testimonies from EVA England members on their EV and charging experience, launched on the 2nd of February 2025 and gathering 7 testimonies at the point of this submission.