

## Key Performance Indicators

The following KPIs are provided to indicate the levels of acceptable service that the Concessionaire will be required to provide. The KPIs will be discussed and the numbers which will set the level and measure for the KPI will be ratified with the Concessionaire at the first Authorities Contract Implementation Plan meeting.

| KPI | Theme                          | Level/Measure                                                                                                          | Indicator                                                                                             | Alignment to PEVIS action plan | Alignment to DC Draft EV Strategy |
|-----|--------------------------------|------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|--------------------------------|-----------------------------------|
| 1   | Project delivery and operation | Number of charge point's anticipated to be installed over the scheduled delivery program shall be (TBC)                | Actual number of Charge Point's anticipated to be installed over the scheduled delivery program (TBC) | EV2.4,3.4,4.4                  | EV1, EV2,                         |
| 2   | Project delivery and operation | Number of sockets installed and operational at the end of each month during the delivery program.                      | Quantity of sockets installed and operational.                                                        | EV2.5, 3.5                     | EV1, EV2,                         |
| 3   | Project delivery and operation | Number of ChargePoint's installed and operational (by EVCI type) at the end of each month during the delivery program. | Quantity of charge points installed and operational.                                                  | EV2.5, 3.5                     | EV1, EV2,                         |
| 4   | Project delivery and operation | Number of passive infrastructure sockets installed                                                                     | Quantity of passive infrastructure sockets (if applicable)                                            |                                | EV1, EV2,                         |
| 5   | User experience                | A minimum of 95% of the standard CPO charge points delivered must be in full working order and available for           | 95%.                                                                                                  |                                | EV1, EV2,                         |

|    |                                   |                                                                                                                                                                                 |                                                          |       |           |
|----|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|-------|-----------|
|    |                                   | use at any given time.                                                                                                                                                          |                                                          |       |           |
| 6  | Regular planned EVCI maintenance  | All charge points assets must receive a full timely service in line with the manufacturer's guidelines.                                                                         | 100%.                                                    | EV1.7 | EV1, EV2, |
| 7  | Regular planned EVCI maintenance  | Minimum of bi-annual safety checks to be carried out on every commissioned charge point asset.                                                                                  | 100%.                                                    | EV1.7 |           |
| 8  | Regular planned asset maintenance | Any act of vandalism or damage caused to the charge point unit including graffiti will be put right within 30 days.                                                             | Damage/vandalism put right within 30 days. 100%          |       |           |
| 9  | EVCI User experience              | Customer complaints forwarded by 'The Authority' to the CPO should receive an initial response within 24 hours and a substantive response within 10 days.                       | 100% of customer complaints responded to.                | EV1.8 | EV1, EV2, |
|    | EVCI User experience              | Customer Service requests received in relation to the EVCI provided.                                                                                                            | 100 % responded to within 7 days                         |       | EV1, EV2, |
| 10 | Payments and refunds              | Valid customer refunds must be processed by the Operator and passed to Merchant Acquirer Service within 24 hours of them being identified by the Customer. So long as these are | 97% of valid customer refunds processed within 24 hours. |       |           |

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|----|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|--------|-----------|
|    |                     | confirmed as a valid refund request.                                                                                                                                                                                             |                                                                                                                                           |        |           |
| 11 | Scheme utilisation  | Total monthly usage by asset, asset type and location: <ul style="list-style-type: none"> <li>• Number of transactions</li> <li>• Duration (hours)</li> <li>• Total power usage (kWh)</li> <li>• CO2e emissions saved</li> </ul> | 100% of reports completed and issued to the Councils monthly.                                                                             |        | EV1, EV2, |
| 12 | Scheme utilisation  | Total monthly transactions by payment type.                                                                                                                                                                                      | 100% of reports completed and issued to the Councils monthly.                                                                             |        | EV1, EV2, |
| 13 | Sustainability      | Provide an annual estimate of carbon emissions (tail pipe) saved by sustainable journeys provided through the scheme (kg/CO2)                                                                                                    | 100% of reports completed and issued to the Councils annually.                                                                            |        | EV1, EV2, |
| 14 | Sustainability      | 100% renewables are a procurement condition                                                                                                                                                                                      | 100%                                                                                                                                      | EV1.13 | EV1, EV2, |
| 15 | Financial reporting | A quarterly statement and payment of revenue share to be passed back to The Authority.                                                                                                                                           | 100% of financial reports completed and issued to the Authorities on an agreed date. 100% of payments made within 30 days of quarter end. |        | EV1, EV2, |

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|----|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|-------|-----------|
| 16 | Promotion and communication | Ensure that EVCI assets are registered when live on Zapmap.com, to promote availability and use as soon as is practicably possible with Zapmap.com. Removal if the assets are not required at any point in the future should be carried out as soon as is practicably possible off Zapmap.com. | 100% that are live are on Zapmap.com  | EV1.3 | EV1, EV2, |
| 17 | Promotion and communication | Register newly commissioned EVCI assets with the National EV Infrastructure database within 30 days of asset commissioning                                                                                                                                                                     | 100% assets registered within 30 days |       | EV1, EV2, |