

Appendix B – Key Performance Indicators

Please confirm your acceptance of the below Key Performance Indicators, which will form part of the Call-Off Contract following award of the Further Competition.

	Key Performance Indicator	Performance Required	Penalty for Non-Performance	KPI Agreed Yes/No
1	Minimum of 97% total uptime of charging points (assessed over a 3 months period).	97% uptime over a 3 months period	Quarterly Review. LB Havering reserves the right to withdraw from the contract	
2	On-time submission of faults and repairs report.	Submission of report on 1st every month	Quarterly Review. LB Havering reserves the right to withdraw from the contract	
3	On-time submission of usage data report.(See Annex D) Management Information)	Submission of report on 1st every month	Quarterly Review. LB Havering reserves the right to withdraw from the contract	
4	Routine and non-routine service (cosmetic damage e.g. graffiti or screen scratched)	Response time within 7 days of being notified	Quarterly Review. LB Havering reserves the right to withdraw from the contract	
5	Normal service non-urgent (e.g. offline or non-life-threatening damage that results in a charge point not being 100% operational)	Response time within 48 hours	Quarterly Review. LB Havering reserves the right	

			to withdraw from the contract	
6	Normal service urgent (e.g. offline or non-life-threatening damage that results in a non-functioning charge point)	Response time within 4 hours	Quarterly Review. LB Havering reserves the right to withdraw from the contract	
7	Emergency service - (Charge Point or feeder pillar requires emergency isolation)	Response time within 2 hours	Quarterly Review. LB Havering reserves the right to withdraw from the contract	
8	The annual completion of inspections of each charging point.	Within 15 days of anniversary of its installation.	Quarterly Review. LB Havering reserves the right to withdraw from the contract	
9	Consumer back-office function telephone helpline being functional.	24/7, 100% uptime	Quarterly Review. LB Havering reserves the right to withdraw from the contract	
10	Calls to be answered within thirty seconds of contacting the back-office function	100%	Quarterly Review. LB Havering reserves the right to withdraw from the contract	

11	Acknowledgement of complaints within twelve hours of them being communicated.	100%	Quarterly Review. LB Havering reserves the right to withdraw from the contract	
12	Formal response to complaints within three working days of them being communicated.	100%	Quarterly Review. LB Havering reserves the right to withdraw from the contract.	
13	On-time submission of complaints report	Submission of report on 1 st every month.	Quarterly Review. LB Havering reserves the right to withdraw from the contract.	
14	Completion of RCD inspections of charging points.	Every 3 months	Quarterly Review. LB Havering reserves the right to withdraw from the contract.	

OZEV reporting requirements

The Council is required as part of the funding to provide to OZEV data on the charging points installed. It will be mandatory that the Supplier provides this from their solution by sharing data on each charging event under each of the following data headings:

Charge unit ID - Unique identifier for charging point. This should match the charging point ID used on all forms and claim forms and be consistent for the life of the charging point.

Plug in date and time - The date and time that the vehicle was plugged in, in 24-hour clock format and using the UK (not US) date format, expressed to the nearest minute possible. OZEV will accept data supplied from points which record connection/disconnection at intervals of up to a maximum of 30minutes.

Unplug date and time - The date and time that the vehicle was unplugged, in 24-hour clock format and using the UK (not US) date format, expressed to the nearest minute possible. OZEV will accept data supplied from points which record connection/disconnection at intervals of up to a maximum of 30 minutes.

Charge start date and time - The date and time that the vehicle began to draw charge in 24-hour clock format and using the UK (not US) date format, expressed to the nearest minute possible. OZEV will accept data supplied from points which record energy transfer at intervals of up to a maximum of 30 minutes.

Charge end date and time - The date and time that the vehicle stopped drawing charge in 24-hour clock format and using the UK (not US) date format, expressed to the nearest minute possible. OZEV will accept data supplied from points which record energy transfer at intervals of up to a maximum of 30 minutes.

Total energy drawn (kWh) - The electrical energy transferred during the charging event, in kWh, rounded to two decimal places and with energy transferred from the charging point to the vehicle being positive and energy transferred from the vehicle to the charging point being negative.

If this is not directly measurable and you wish to infer this from other parameters, please contact OZEV to discuss exactly how you propose to estimate the energy transferred.

It is expected all data points will be recorded at > 95% accuracy. Note that OZEV will accept data supplied from points which record energy consumption at intervals of up to a maximum of 30 minutes.