

EV FAQs

Travel Advice
March 2023

Electric Vehicle Charging at the OU FAQs

Why is there a scheme and not free electric?

The University cannot simply give the electricity, at no cost, to staff scheme members as under tax rules this would not be deemed a benefit in kind and create taxation issues and additional cost (at present).

How do I start charging on site once becoming a member of the scheme?

Once payment has been confirmed, you will receive a green permit to display and your electric charging card assigned to you either in the post or for collection on site (your preference). You will be able to start charging as soon as you receive these.

How will I know how much of my membership band I've used?

Utilisation will be monitored quarterly to ensure utilisation is in line with the selected membership bands. Any amendments to payments / bands will be communicated at the relevant time.

I've lost my charging card, how do I get a new one?

We can provide a new charging card but there is a replacement card cost of £7.20 (£6 + VAT)

I am changing my car, do you need the new details?

Yes. We need to be kept updated with any vehicle registration or vehicle changes in case there are any problems on campus, we will be able to clearly identify who the car belongs to.

I wish to cancel my membership, how do I receive a refund for my unused membership band?

If you let us know you wish to cancel, we can process a refund for remaining funds, if any, with Accounts-Receivable.

All we would need to know is if your bank account details are the same as at the time of paying your membership band to the OU bank account.

Do visitors have to pay?

No – charging facilities are free to visitors. Please email travel-advice@open.ac.uk if you wish to use the facilities so we can make sure the post is free when you need it. We will require the name of the driver, car make and registration number, contact telephone number, the company they work for, who they are visiting, anticipated time of arrival and departure.

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If I change electric vehicle, can I swap the membership to my new car?

Yes – If you change cars then simply email Travel Advice your revised details and we'll update your records.

Can I park all day in the EV spaces?

The 'E' bay spaces are only available for vehicle charging. EV users who are not charging their vehicles will have to park in standard car parking bays

If your vehicle has completed its charging then we'd ask that you move it to a standard bay, as soon as you reasonably can to free up the facility for other EV users. We want to discourage bay blocking given that we have a limited number of charging posts on site and one of these is available for visitors only.

Are the E bays in the visitor car park just for visitors?

No – staff with EV's can also use them but we'd ask that you move your vehicle to a standard bay once it is charged, to keep the spaces as available as possible for visitors and other staff EV users.

Help! I am a scheme member but I've forgotten my user card (to operate the charging post) and I need a top up. What do I do?

You may borrow an emergency card from Estates Liaison Line or Security to use. You must return this after use.

I have lost my charging card, what do I do?

Please notify Travel-advice@open.ac.uk as soon as possible and we can arrange for a replacement to be sent out to you.

Please note from 1st October 2019 there will be a fee for the replacement card which is £7.20 (£6 plus VAT) which is the price the OU purchases the cards from Chargemaster.

Help, I'm a member of staff but I'm not an EV scheme member can I have a top up please?

Sorry but the EV facilities are for scheme members or bona fide visitors to the University. If you are a member of staff and you choose not to join the scheme then you run the risk of the facilities being unavailable to you.

I drive a hybrid car, can I use the EV spaces?

The spaces are for charging the car, not simply parking so if your hybrid car does not need its batteries charged by plugging in then the EV spaces will not be of use

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to you. If your vehicle does replenish its batteries by plugging in then, the membership scheme may be suitable.

My charging cable does not fit the OU charging units, what do I do?

There is a loan charging cable available for visitors to the OU from the main University reception in Berrill Building and also a loan cable for EV members who have forgotten theirs from Estates reception in Geoffrey Crowther building. These are available free of monetary charge but we do ask that you return them promptly once your vehicle is fully charged. If the reception is closed when you complete your vehicle charging please return the loan cable to Security in the Security Lodge by the main entrance.

The post I want to use isn't working or I have a problem with my card/cable?

Each post has a number on it and a number for Customer Services, if you have an issue with the post you can call the number, tell the operator the post number and they will be able to guide you through resolving your issue.

Should you be unsuccessful or your notice something wrong with the post please contact Estates Liaison Line x51000 (internal) or 01908 653286 (external) who will inform the necessary personnel.