

## AVAILABILITY OF EV CHARGING

## FAQs

**What is the issue?**

Some charge points are not working due to intermittent tripping events on the devices which provide power to the charge points, causing charge points to be switched off. Each tripping event requires a manual reset by our engineers.

**How long will it take to resolve the issue?**

We have significantly scaled up our teams across Greater London to reset charge points as required. As a result, over the next two weeks we expect a significant improvement in the availability of the network with these manual resets. We will then begin an upgrade programme starting in late July. The teams will continue manual resets during this period with close monitoring until a satisfactory solution is determined and implemented.

**Are the charge points safe?**

All charge points are safe. We will continue to monitor the charge points and carry out regular maintenance in line with our standard process.

**Will I get notified when my charge point is fixed?**

If you would like to opt in for regular updates on this issue please contact the ubitricity customer support team via email ([contact@ubitricity.co.uk](mailto:contact@ubitricity.co.uk)) or by phone +44 800 024 6279.

**Where is my nearest working charge point?**

You can find the location of other charge points in your area by visiting [www.zap-map.com](http://www.zap-map.com).

**Why do some charge points switch off after being reset?**

The charge point is switching off due to an intermittent tripping event on the devices which provide power to the charge points. Each tripping event requires a manual reset by our engineers. We will continue to reset posts after a charge point switch off until a satisfactory solution is determined and implemented.

**Who decides where the charge points are located?**

Siemens and ubitricity, together with your local borough decide on the location. Subject to the technical suitability of a location, where possible we aim to match the install location to where there is registered resident demand.

**Who is responsible for repairing the charge points?**

Siemens and ubitricity deliver the charge point service. We work with a number of engineering firms to support the ongoing maintenance and operation of our network.