



West  
Yorkshire  
Combined  
Authority

Tracy  
Brabin  
Mayor of  
West Yorkshire



# **EVCP Customer Pricing Strategy**

LEVI Phase 1

Kirsty Townend – Project Manager - 02/09/2025

## Version Control

<b>Author</b>	<b>Date</b>	<b>Revision</b>	<b>Approved by</b>	<b>Approval Date</b>	<b>Revision Deadline</b>
Kirsty Townend – Project Manager	14/03/2025	1	LEVI Project Board	Final approval received 10/4/25	10/4/26
Kirsty Townend – Project Manager	02/09/25	2	LEVI Project Board	04/09/25	04/09/26

# Introduction

The West Yorkshire Combined Authority's vision is to create a West Yorkshire that is prosperous, well connected, safe, inclusive and a hotbed of creativity and sustainability. We achieve this mission by working in partnership with the Local Authority's, West Yorkshire Police, business and our network of suppliers and partners.

The West Yorkshire Combined Authority brings together the local authorities of Bradford, Calderdale, Kirklees, Leeds and Wakefield. Working in partnership, we develop and deliver policies, programmes and services which directly benefit the people of West Yorkshire. The vision means we need to prioritise initiatives which drive inclusive and sustainable economic growth and prosperity and promote innovation, internally and across the region. We also need to give focus to tackling the climate and environment emergency – through every initiative.

## Background

The UK Government has committed to net zero emissions by 2050, with no new petrol or diesel cars to be sold after 2030, and for all new cars and vans to be fully zero emission at the tailpipe by 2035 via the reinstated zero emissions vehicle (ZEV) mandate. The advancements in electric vehicle technology, availability of and access to reliable charging infrastructure is recognised as a critical barrier to the adoption of electric vehicles. Therefore, it is vital to ensure a comprehensive and accessible network is established to facilitate the smooth transition to electric vehicles for a cleaner and greener West Yorkshire.

The challenge to meet our carbon targets for the transport sector is significant. Transport is the highest emitting sector in the region, accounting for 37% of all greenhouse gases emitted. These emissions are dominated by road transport, which accounts for 97% of transport related emissions in West Yorkshire. Road transport is also the biggest contributor to roadside air pollution and West Yorkshire's urban areas have some of the highest levels of transport emissions in the UK. Pollutants such as nitrogen dioxide and particulate matter increase the risk of cardiovascular and respiratory diseases.

The Mayor of West Yorkshire and West Yorkshire Leaders declared a climate emergency and have established an ambitious emission reduction target for West Yorkshire, committing the region to achieving net-zero carbon by 2038. The [West Yorkshire Climate and Environment Plan](#) was agreed by the Combined Authority in October 2021 and is the Mayor's and Combined Authority response to tackling the climate emergency, protecting the environment and achieving net zero. The plan sets a commitment to accelerate the deployment of electric vehicle charging points across the region with a focus on ensuring equity in provision.

A key ambition for the Combined Authority is delivering inclusive growth to ensure everyone in West Yorkshire is able to contribute to and enjoy the benefits of a strong economy and a decent standard of living. New infrastructure delivery must be designed to support these inclusive growth goals to ensure that the transport network supports residents and businesses and is easy to use, fair and accessible to all.

A West Yorkshire Electric Vehicle Infrastructure Strategy is being developed as part of the zero-emission vehicle vision for the region. The strategy is being developed in collaboration with District Partners and will establish the objectives for public electric vehicle infrastructure roll out and action plan for accelerating deployment. The purpose of the strategy is to set out our ambitions for publicly accessible electric vehicle chargepoints, as well as provide investment principles and design guidance for EVCPs to ensure provision meets the needs of those who live and work in West Yorkshire, and offers equity of access across the region.

This Customer Pricing Strategy will be a daughter document to the West Yorkshire Electric Vehicle Infrastructure Strategy.

### LEVI (Local Electric Vehicle Infrastructure) Scheme

The Local Electric Vehicle Infrastructure (LEVI) scheme is a national £450 million fund to 'accelerate commercialisation of local, close to home charging', intended to encourage large scale, ambitious and commercially sustainable projects that leverage significant private sector investment in charging infrastructure to support residents without access to off-street parking. Of this fund, West Yorkshire Combined Authority has been:

- **Awarded** £1.5 million of Pilot funding to support delivery of EV infrastructure, focused on residential areas without access to off-street parking. The Pilot funding designation is LEVI Phase 1, to which this Customer Pricing Strategy relates.
- **Awarded** £14,326,000 Capital funding to support delivery of EVCP infrastructure, focused on residential areas without access to off-street parking. The Capital funding designation is LEVI Phase 2, (split into Phase 2a and Phase 2b). Which will be subject to their own pricing strategies.

West Yorkshire Combined Authority and District Partners will take an approach to LEVI that will focus on delivery of the right solution in the right place, to create EV infrastructure networks that meets the needs of residents, delivers inclusive growth and maximises value for money. West Yorkshire Combined Authority and District Partners aim to work in partnership with suppliers to building capacity, resilience and flexibility into the LEVI programme, and fostering a beneficial landscape of competition and consumer choice; pricing forms a key aspect of achieving this.

LEVI is aimed at delivering a step change in the roll out of 'close to home', low powered slower speed charging infrastructure. EVCPs delivered as part of the LEVI programme will be done so under a concessions model, with tariffs being set by the supplier.

## Purpose & Principles

### Purpose

It is the responsibility of the Supplier appointed to set and manage the tariff for all EVCPs delivered through LEVI Phase 1. However, ensuring long-term fair customer pricing is paramount and West Yorkshire Combined Authority is committed to ensuring fair pricing for both customers and suppliers is achieved for the EVCP network in West Yorkshire. This strategy has been designed to facilitates agile pricing, keeping the tariff reasonable and affordable for customers, while providing the Supplier flexibility to react to changing wholesale energy costs, changes to regulation, respond to market conditions and use tariff promotions without entering an arduous approvals process.

The Customer Pricing Strategy sets out the Combined Authorities' requirements that the Supplier must follow when setting their tariff; in line with the LEVI Call Off Statement of Requirement which forms part of the Supplier's contracts with District Partners. The strategy aims to promote a consistent and fair approach to tariff and fee setting across West Yorkshire, while still providing some elements of flexibility to meet local need.

## Principles

The customer pricing strategy is designed to strike a balance between the following three principles:



## Tariff Setting Wider Context

From 25 July to 12 September 2024, the Combined Authority consulted on electric vehicle charging for West Yorkshire. This consultation asked people in the region about our plans for the Local Electric Vehicle Infrastructure (LEVI) programme and our Electric Vehicle Infrastructure Strategy for West Yorkshire. The most common theme arising from the consultation was on public chargepoint pricing, price caps and lowering VAT for public charging.

Respondents said that they would like to see the Combined Authority regulate pricing of public chargepoints to ensure fair prices, with some suggesting the need for a reduction in the VAT charged at public chargepoints. We know that approximately 43% of households in West Yorkshire do not have a drive or space to charge their vehicle at home and therefore currently rely on using public chargers away from home. It is therefore crucial that we have a reliable, affordable public charging network across West Yorkshire and a network which reflects the behaviours of EV users. EV drivers who can't charge at home pay four times the VAT rate for their electricity from public chargers. VAT on public Charging is 20% whereas the VAT rate for charging vehicles domestically is 5%. Likewise, in multi-occupancy dwellings, 20% VAT is charged for what is essentially domestic charging. Home charging prices are based on Ofgem's capped rates that apply to standard variable tariffs or cheaper specialised tariffs for overnight charging from some suppliers which might be adopted by EV drivers, such tariffs which enable EV drivers to charge cheaply at home but also include discounts for charging away from home.

VAT changes are not within the powers of the Combined Authority and are determined at a national level. The House of Lords Committee report [Electric Vehicle Strategy: Rapid Recharge Needed \(2024\)](#) called for the 20% VAT rate applied to public charging to be reduced to 5% in line with domestic electricity. In its [response](#) to the report, the Rishi Sunak Government ruled out changes to VAT rules for EV charging, stating that it would “impose additional pressure on the public finances to which VAT makes a significant contribution”. Such a VAT change was not included in the November 2024 Budget.

It should also be noted that VAT is not the only component affecting the difference in electricity pricing between domestic and public chargepoints. The main subsidy for private electric vehicles is, of course, the fact that they pay no duty on their fuel, which is electricity. Prices are higher because chargepoint operators also pay higher prices for electricity than domestic consumers, operators also bear the cost of maintenance, operations and other ongoing business overheads, as well as having put significant investment into the planning and installation of infrastructure, such as cost of hardware, grid connections, permission and license fees. All these costs must be accounted for and recovered over the lifetime of the operators’ contract, which return on investment likely not reached until years after the initial outlay.

In addition, EV adoption is still in its infancy, and while it is widely anticipated that most users will charge at home, charging behaviours are still being established. The aspiration of the Combined Authority to provide charging infrastructure ahead of demand, in order to facilitate a just transition, coupled with unknown user behaviours and EV uptake creates investment risks for CPOs. It is important that any measure put in place by the Combined Authority and District Partners to promote affordable tariffs for users are not so restrictive and uncommercially realistic that it places the Supplier in a position that return on investment over the long run would be unachievable and the Supplier become insolvent or cash flow too restricted that it prohibited further investment into and maintenance of the network.

## Governance

1. EVCP Customer Pricing Strategy – LEVI Phase 1 will be subject to the Governance structure of the LEVI Programme. (Appendix A)
2. With the exception of the margin cap which will be reviewed within 3 months of a supplier being in contract with all Districts, the EVCP Customer Pricing Strategy – LEVI Programme, will be reviewed annually by the LEVI Regional Supplier Working Group and LEVI Regional Working Group.
  - 2.1. Following the review the LEVI Project Team will submit a Recommendation Report to the LEVI Project Board, (Appendix C). The report will detail any recommendations for changes to the Customer Pricing Strategy.
  - 2.2. If by consensus agreement of the LEVI Regional Supplier Working Group or LEVI Regional Working Group it is felt that a review of the EVCP Customer Pricing Strategy – LEVI Phase 1 is needed at an earlier juncture then a motion will be brought to the LEVI Project Board.
3. The LEVI Project Board will approve any changes to the EVCP Customer Pricing Strategy – LEVI Phase 1.
  - 3.1. Where the LEVI Project Board rejects or requires amendments to changes further discussion will be brought to the LEVI Regional Supplier Working Group and LEVI

Regional Working Group as required, this maybe done via email or an additional meeting scheduled depending on meeting programme timetables.

- 3.2. Stage 3 will repeat, until approval of the annual review is approved by the LEVI Senior Responsible Officer, after which time approved reviewed EVCP Customer Pricing Strategy – LEVI Phase 1 will be circulated by the LEVI Project Team.
4. Where disputes or conflicts arise between the EVCP Customer Pricing Strategy – LEVI Phase 1 and related documents the hierarchy set out in Appendix A will prevail.

## Responsibilities

### Responsibilities:

Supplier responsibilities will include, but are not limited to:

- Payment and refund processing.
- Setting the tariff and other additional fees as set out in the requirements and considerations section, in line with the requirements of this Pricing Strategy.
- The clear and up to date communication of the tariff, fees and related pricing information:
  - to customers.
  - on signage and the Supplier's online platforms
  - liaising with 3<sup>rd</sup> party platforms where information is displayed
  - reporting of information to the Combined Authority and District Partners, inline with the reporting and data requirements set out in the LEVI Statement of Requirement.
- Promotion of offers and smart tariffs as applicable.
- The provision of payment system(s), including;
  - Ensuring a suitable payment system is available for customer use, at all times:
    - Where the payment system becomes unavailable the Supplier is responsible for rectification and repair – repair tolerances are as per the LEVI Statement of Requirement KPIs and SLs.
    - The supplier is responsible for ensuring adequate redundancies are in place and alternative payment options are provided to ensure there is no single point of failure.
  - All aspects of maintenance and repair of the payment system.
  - Ensuring the payment system complies with all relevant laws and regulations (including Public Chargepoint Regulations 2023), including conducting due diligence of any suppliers.
- That robust data protection mechanisms are in place.
- Ensuring that the payment system is accessible to all user group or alternative accessible provision is in place.
- The procurement or in house development of the payment system.
- Future proofing and upgrading the payment system.
- Customer service provision relating to the payment system.

- All relevant teams, departments and individuals within their organisation, relevant suppliers and sub-contractors are aware of the requirements of the Customer Pricing Strategy.

Combined Authority responsibilities, will include but are not limited to:

- The administration and governance of the Customer Pricing Strategy.
- Ensuring that the Customer Pricing Strategy is reviewed in line with the Governance arrangements.
- To ensure that the principles set out above are adhered to.
- To ensure that the up-to-date Customer Pricing Strategy has been circulated to all relevant stakeholders.
- All relevant teams, departments and individuals within their organisation are aware of the requirements of the Customer Pricing Strategy.
- The Customer Pricing Strategy conforms to applicable legislation.

District Partner responsibilities, will include but are not limited to:

- To uphold the Customer Pricing Strategy.
- Any decisions relating to the wavering their revenue share, to enable the saving to be passed directly to the customer.
  - Where this occurs, the relevant district will be responsible for conducting all checks and monitoring of the Supplier to ensure that the saving has been passed on.
  - Setting and administration arrangements of additional fees as set out in the requirements and considerations section
- All relevant teams, departments and individuals within their organisation are aware of the requirements of the Customer Pricing Strategy.

## Requirements & Considerations

### Contractual Requirements:

All requirements set out in the Supplier's Contract relating to payment and tariff apply to this Customer Pricing Strategy.

### Margin Cap:

The Supplier is responsible for setting the tariff however a margin cap mechanism is employed to ensure that the Combined Authority and District Partners retain an element of control over the tariff for the purpose of ensuring that a fair balance is struck between the social responsibility of local government to take action within the public interest and the business needs of the Supplier. The aim of the margin cap is to keep the tariff reasonable and affordable for customers, while providing the Supplier flexibility to react to changing wholesale energy costs, changes to regulation, respond to market conditions and use tariff promotions without entering an arduous approvals process.

A blanket margin cap of 25p/kWh ex VAT over the base energy cost has been set for this strategy. Consideration of varying margin caps of different types of infrastructure maybe given in future, if need to do so is agreed by all parties, and approval given by the LEVI Project Board. Any changes to the margin cap must evidence how they meet the principles of this strategy, and the recommendation report completed (Appendix C).

The margin cap calculation method set out in the Method section will apply.

Supplier compliance with the margin cap is KPI 6 of the LEVI Phase 1 Call Off Statement of Requirement

### **Payment reliability, security & accessibility:**

This strategy seeks to ensure that EVCPs are accessible to all users. Consideration should be given to ease of accessibility when choosing which payment method(s) to offer, including how those who struggle with digital literacy and technology will be supported. Clear jargon free language must be used on all occasions. The demographic of the EVCP site location and likely user groups should be considered, multi-lingual information or icons and support is preferred where a need is identified, that ensures payment methods are clear to understand to all users.

All EVCPs must be accessible to customers on a pay as you go basis, including options to access the charging equipment in a simple manner without long term membership fees or a membership scheme. User should not be disadvantaged by accessing EVCPs on a pay as you go basis, outside of promotions and offers the same standard tariff should be offered to these users as the standard tariff offered to registered users.

The LEVI programme is designed to deploy EVCP infrastructure ahead of the demand curve. Consideration of ahead of curve delivery needs to be built into tariff planning and a long term view taken to ensure high tariffs driven by low initial usage do not put residents and businesses off from transitioning to EV. It is essential that users in more sparsely populated (ie. rural) or deprived areas are not disadvantaged. The Supplier should use a portfolio approach to pricing across all of their EVCPs delivered through LEVI Phase 1 to ensure that users of units that generate lower revenue, are not paying a premium price compared to the same type of EVCP in a different location.

Reliable and secure payment is paramount to promoting consumer confidence. Payment systems must be highly robust and secure. Redundancies should be planned into systems to ensure there is not a single point of failure. It is highly desirable that more than one payment method is offered, to ensure payments can be processed in the event of system failure and to provide users with alternative access provision. Potential methods could include:

- QR codes
- App
- Contactless (All EVCPs 8kW and above must have a contactless payment option) and card terminals
- Phone payment
- RFID or Charging cards

To ensure that the EVCP network is robust and remains relevant, all parties should take a future scanning approach and work collaboratively to support the consideration of new payment technologies; such as development of plug and charge or combined booking, charging and parking solutions.

As part of robust system planning, it is essential that mobile phone signal strength and availability is understood, and where poor or patchy signal threatens payment access the Supplier must put in place mitigations to ensure this does not pose a barrier to user access.

Positioning of physical payment terminals, while ensuring accessibility standards are met must be done in a way that ensures users and their payment information is as secure as possible,

including not being easy to overlook or copy. Consideration of security, height, size and angle of screens and lighting are the minimum aspects that should be accounted for in the design of physical payment terminals.

Payment system, including their physical element must be secure and the Supplier must ensure risks such as hacking and QR code fraud have been fully accessed and all reasonable practicable mitigation have been put in place. Storage of user data must be in line with UK GDPR.

### **User profiles:**

No separate user profiles for the purpose of providing any user group a preferential tariff are permitted under this strategy. User profiles are permitted to enable billing to a corporate account at the Supplier's discretion. User profiles are permitted for the removal of additional fees, such as pre-authorisation fees.

### **Innovative Tariffs:**

To make charging as affordable as possible and reduce the disadvantage of not being able to access a residential electricity tariff to those who do not have private off-street parking, the Supplier should implement smart charging or time of use tariffs where possible. In line with the objectives of close to home charging it is preferred that the Supplier implement time of use tariffs to support and encourage residential charging. Access to innovative tariffs should not require the customer to have to register.

Where smart charging is implemented, the Supplier should promote this and educate customers to the benefits of smart charging.

Where the Supplier is not able to implement smart charging, they should evidence the reasoning for this to the Combined Authority. The Supplier should inform the Combined Authority of any other innovative tariffs at its disposal and work with the Combined Authority and District Partners to identify tariff options that benefit customers. The Supplier is encouraged to explore solutions that would enable customers to access their home electricity tariff. Where this option is available the Supplier and the Combined Authority will agree an appropriate equipment usage and management fee ceiling that the Supplier can charge customers on top of the tariff, if it is necessary for this to vary from the margin cap.

### **Additional Fees**

In addition to the tariff the following fees may be applied by the Supplier:

- Pre-authorization fees
- Overstay fees

The following fees may be applied at the discretion of District Partners, (or where a site is on third party land the discretion of the landowner, subject to the terms of any land agreement in place):

- Penalty charges
- Parking fees -parking permits

Any application of additional fees must embed the principle of proportionality and reasonable need, and must be done so in line with the principles of this Strategy. Users should not be burdened with excessive additional fees that results in the cost of charging becoming prohibited.

The Supplier should only apply pre-authorisation and overstay fees as mechanisms to reasonably deter electricity thief or to promote fair usage and deter chargepoint blocking/ICEing.

The application of penalty charges, parking and permit fees is solely at the discretion of District Partners and should be done so in line with local parking and enforcement policies and requirements. However, it is recommended that District Partners consider the chargepoint use case, target users and safety considerations in the application of such fees.

Additional fees should not be a barrier to chargepoint access. Without reasonable and considered application additional fees could pose a barrier to EV adoption by exasperating public concerns and perception of the cost of EVs. Many sites delivered through LEVI Phase 1 will serve deprived areas, the Supplier and District Partners must endeavour to ensure that use of additional fees does not exasperate or widen inequalities. Care must also be taken to ensure that where fees, such as pre-authorization fees are employed, fund hold times must be kept to a minimum by the Supplier and the Supplier's payment provider; withholding fees from users for prolonged periods could create financial hardship, especially, for low income users. It is recommended, that where possible, any pre-authorization fees should be proportional to the average cost of a charging session for that particular speed classification of charger (Appendix D).

The user should not be unfairly penalised for hardware, software or signal failures and technical issues outside their control, where the Supplier is aware of or has been made aware of the issue or failure. The Supplier should make every reasonably practical endeavour to ensure that pre-authorisation fees are not duplicate in instance where a charging session is unintentionally interrupted or it takes a user multiple attempts to initiate the session, due for instance to a hardware, software or signal failure.

Adequate mechanisms and appeal processes must be in place to allow users the opportunity to appeal where they feel additional fees have been unfairly applied. The appeals process must be published, publicly accessible and easy to find and understand. Any appeals should be administered within a timely manner, not exceeding action being taken within 1 calendar month from the date the appeal is received. In the case of successful appeals, refund times must be kept to a minimum.

LEVI Phase 1 aims to deliver fair and accessible charging infrastructure and targets a minimum of 40% of sites being PAS 1899 compliant. Any application of additional fees should include time tolerances that take into account the needs of disabled and older users who may require additional time to access, use and egress from chargepoints. A grace period should be considered when implementing any overstay fees; although users should not assume a grace period is in effect unless this is clearly communicated.

User safety and convenience in relation to the purpose of the chargepoints, should also be accounted for in the decision to apply any additional fees. LEVI aims to deliver primarily lower powered, close to home infrastructure, given this residential use case additional fees should not prohibit users being able to charge overnight, by pushing users to move their vehicle late at night or the early hours of the morning. Studies have shown that safety concerns regarding charging are a barrier to EV adoption, particularly for women. The safety of users should be a priority factor when assessing the appropriateness of stay duration enforcement fees. Factors such as site layout, presence of safety apparatus, such as CCTV, busyness and lighting levels can be factored in to determine if implementation of stay duration enforcement fees would

increase user risk. It is recommended that, as a minimum, time limiting enforcement fees should be suspended between the hours of 10pm and 7am.

Use of residential parking permits could support LEVI aims by preventing EV charging tourism, ensuring charging infrastructure remains available to local residents.

Consideration of additional fees should be done so in relation to individual site characteristics and different types of charging infrastructure. Different additional fees can be applied to each site and to each speed category of chargepoint.

Public education campaigns and community engagement on EV charging good practice should be considered alongside or instead of additional fees.

### **Signage & Communication**

Differences in chargepoints, apps, tariffs and site-specific fees (such as parking charges and restrictions), can all cause users confusion and anxiety. While operator discretion on how pricing information is displayed is permitted, it is vital that information on charging costs and additional fees is transparent, accessible and easy to understand, to enable users to make an informed decision before they commence a charging session, regardless of payment method.

It is recommended that the Supplier, when choosing their tariff and fee communication and signage mechanisms, consider the practises of other CPOs within West Yorkshire and identify areas of commonality to promote a more consistent experience for users.

Accessibility consideration should also be paramount and as with payment reliability the Supplier should build mechanisms into signage and communications to ensure that there are redundancies inbuilt and users have choice of access to information, this could include:

- Physical signate, digital and telephone communication options
- Information in both text and pictogram/icon format.
- Multilingual information.

Conveyance of information in a jargon and acronyms free way is a critical requirement.

The Traffic Signs Regulations and General Directions 2016, as applicable, and District Partner signage and communication policies, or landowner requirements where third party sites are used, will apply.

Where notified of any discrepancies of information or information being lacking the Supplier must be in a position to investigate this promptly, in line with any agreed customer service and communication service levels (SLs). Where the Supplier receives a complaint that tariff and addition fee information, (where the additional fees are under the control of the Supplier), the Supplier must have a fair and robust investigation process in place. The Supplier should report any such complaints to the relevant District Partner and the Combined Authority, who retain the right to ask for further investigation to be undertaken and proof of fair resolution. This reporting is part of the Customer Service & Customer Satisfaction Reports that the Supplier is required to submit to the Client and LEVI Project Board quarterly (Report 2 LEVI Phase 1 Call Off Statement of Requirement).

### Tariff Reporting

The Supplier must submit a Tariff Variation & Margin Cap Compliance report quarterly to the LEVI Project Board, (Report 11 LEVI Phase 1 Call Off Statement of Requirement). The Supplier should also make every endeavour to pre-warn the District Partners and West Yorkshire Combined Authority if they believe incoming tariff changes will result in public disquiet and increase public contacts.

## Method

### Margin Cap Calculation

$$\frac{\text{Revenue} / \text{Total Energy Sold}}{\text{Gross Margin}} - \text{Supplier Cost of Electricity} = \text{p/kWh}$$

Revenue: ex. VAT total revenue for charging services received from users.

Supplier Cost of Electricity: The average cost of electricity to the supplier (including per-unit costs, standing charges, levies, taxes and fees). The supplier may calculate its per-kilowatt hour electricity costs in such a way as to account for any fixed electricity supply costs (such as standing charges and capacity charges) that are reasonably incurred in the delivery of the contract, provided that any such calculation is shared with and approved by the LEVI Project Board. All costs to the supplier must be evidenced by providing a valid Power Purchase Agreement or equivalent document.

Total energy sold: The total recorded energy dispensed for charging services

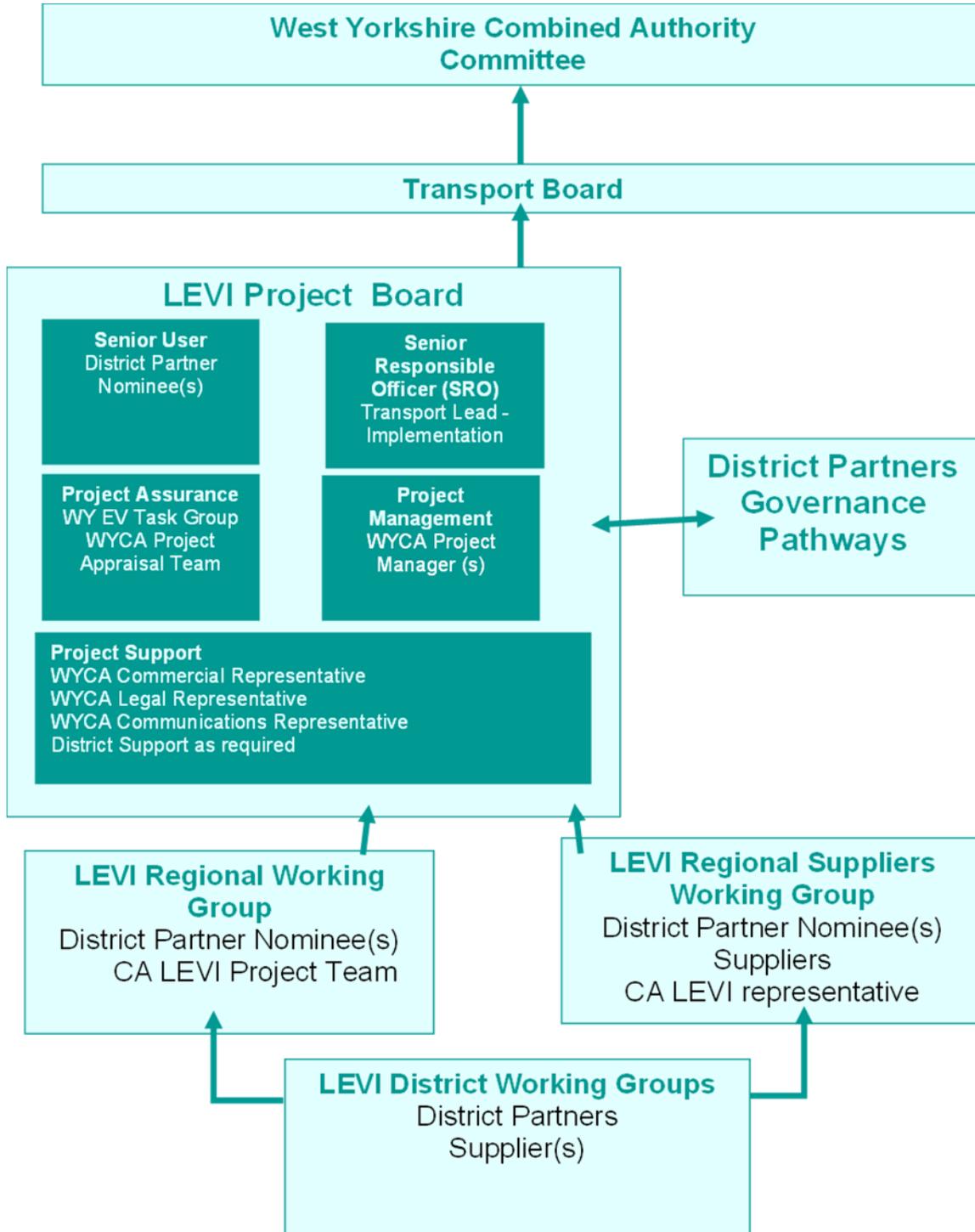
The calculation is on the total or average, depending upon the calculation components definition, for the report period. For LEVI Phase 1 the reporting period is per quarter. Quarters are in line with financial year quarter dates.

An individual calculation must be undertaken for each District Partner.

As part of their Tariff Variation & Margin Cap Compliance report the supplier must provide the figures used in the calculation and the data behind this not just the total of the calculation; including all components aspects of the Supplier Cost of Electricity.

# Appendix A – Governance Structure & Conflict Resolution

## Governance Structure



## Conflict Resolution

### Related Documents

Document Name	Link	Status	Relationship
West Yorkshire EVI Strategy	<a href="https://westyorkshire.moderngov.co.uk/documents/s40254/Item%209%20-%20Appendix%201%20-%20WY%20EVI%20Strategy%20March%202025.pdf">https://westyorkshire.moderngov.co.uk/documents/s40254/Item%209%20-%20Appendix%201%20-%20WY%20EVI%20Strategy%20March%202025.pdf</a>	Approved	Parent – Tier 3
West Yorkshire EVI Framework Agreement		Complete	Parent – Tier 1
West Yorkshire LEVI Phase 1 Call Off Contract		Draft	Parent – Tier 2
LEVI Project Board Terms of Reference		Approved	Governance
LEVI Phase 1 EQIA		Complete	Advisory
EV Charging for West Yorkshire Consultation Outcome Report	<a href="#">Electric Vehicle Charging for West Yorkshire   Your Voice</a>	Published	Advisory

### Dependencies & Documents Conflict Resolution Hierarchy

- Advisory – document should be read in conjunction with the Customer Pricing Strategy. Advisory documents provide further context to the development and content of the Customer Pricing Strategy.
- Parent – the Customer Pricing Strategy sits under this document and should be read in conjunction with all parent documents. Where conflict arises between the Customer Pricing Strategy and a parent document, the terms of the parent document will prevail. The order of precedence of parent documents is denoted by tirage, in ascending order. Where conflicts arise between two or more parent documents of the same tier resolution

should be sorted from the Customer Pricing Strategy's governing body in line with the process set out in the governance section of this document.

- Applicable legislation and regulations will take precedence over the Customer Pricing Strategy.
- Additional Fee only – local parking and enforcement policies will take precedence over the Customer Pricing Strategy.
- Signage and Communication only – District Partner signage and communication policies will take precedence over the Customer Pricing Strategy.

## Appendix B – Acronym & Definitions

Acronym	Definition
LEVI	Local Electric Vehicle Infrastructure
EVCP	Electric Vehicle Chargepoint
RFID	Radio Frequency Identification
ICE	Internal Combustion Engine
CPOs	Chargepoint Operators
WYCA or CA	West Yorkshire Combined Authority

Term	Definition
ICEing	Chargepoint blocking by an internal combustion engine vehicle
Pre-authorisation fee	A temporary hold of funds in a specific amount place of the users' credit, debit or charge card or bank account, at the start of a charging section.
Overstay fee	A fee charged by the CPO if a user stays at the chargepoint longer than the advertised permitted maximum charging duration.
Combined Authority	West Yorkshire Combined Authority
District Partners	The West Yorkshire Councils of Leeds, Bradford, Wakefield, Kirklees and Calderdale.
The Supplier	The party defined in the LEVI Call Off Phase 1 Contracts
LEVI Project Board	All references to the LEVI Project Board mean the LEVI Project Board that is chaired by the Combined Authority and comprises of representatives from all District Partners. See Appendix A

## Appendix C – EVCP Customer Pricing Strategy Review Recommendation Report Template

Recommendation Origin			
Customer Pricing Strategy Affected			
Authors Name, Job Title, Organisation			
Date of Request			
Names, Job Titles, Organisations of those consulted on the amendment.			
Format of consultation (provide details of meeting or email titles and dates ect.)			
Proposed Margin Cap Amendment			
Current Margin Cap			
Proposed New Margin Cap			
Justification for Amendment.  Rational as to how the amendment meets the principles of the Customer Pricing Strategy:			
<ul style="list-style-type: none"> <li>• Reasonable and affordable tariff for customers</li> <li>• Attractive to the market, to promote investment in local charging infrastructure</li> <li>• Fair to suppliers to ensure adequate return to deliver a well maintained and reliable network</li> </ul>			
Do all consultees endorse the proposed new margin cap?			
Customer Pricing Strategy Amendment Proposal			
Proposed amendment(s)			
Justification for amendment(s).			

## LEVI Phase 1 Customer Pricing Strategy

<p>Rational as to how the amendment(s) meets the principles of the Customer Pricing Strategy:</p> <ul style="list-style-type: none"> <li>• Reasonable and affordable tariff for customers</li> <li>• Attractive to the market, to promote investment in local charging infrastructure</li> <li>• Fair to suppliers to ensure adequate return to deliver a well maintained and reliable network</li> </ul>	
<p>Do all consultees endorse the proposed amendment(s)?</p>	
<b>Proposal Outcome</b>	
<p>Outcome (Approved/Rejected/Amended)</p>	
<p>Comments (including amendments)</p>	
<p>Decision Makers Name, Job Title, Organisation</p>	
<p>Decision Date</p>	
<p>Decision Format</p>	

## Appendix D – EVCP Speed Categories

<b>Standard</b>	3.7 kW – < 8 kW
<b>Fast</b>	8 kW – 49 kW
<b>Rapid</b>	50 kW – 149 kW



**Find out more**  
[westyorks-ca.gov.uk](https://westyorks-ca.gov.uk)

**West Yorkshire Combined Authority**

Wellington House  
40-50 Wellington Street  
Leeds  
LS1 2DE



**West  
Yorkshire  
Combined  
Authority**

**Tracy  
Brabin  
Mayor of  
West Yorkshire**

All information correct at time of writing