

Grant Opportunity Guidelines

Dealership and Repairer Initiative for Vehicle Electrification Nationally (DRIVEN) Program – DRIVEN Charger Rebate Stream

Opening date:	22 January 2025
Closing date:	30 April each financial year for the duration of the program unless funding is exhausted prior
Commonwealth policy entity:	Department of Climate Change, Energy, the Environment and Water (DCCEEW)
Administering entity:	Department of Industry, Science and Resources (DISR)
Enquiries:	If you have any questions, contact us on 13 28 46.
Date guidelines released:	24 December 2024
Type of grant opportunity:	Rebate (demand driven)

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1. Dealership & Repairer Initiative for Vehicle Electrification Nationally (DRIVEN) Charger Rebate Stream processes

The DRIVEN Charger Rebate Stream is designed to achieve Australian Government objectives

This grant (rebate) is part of the above grant program which contributes to the DCCEEW's Outcome 1.1 Reducing Greenhouse Gas Emissions. DCCEEW works with stakeholders to plan and design the grant program according to the <u>Commonwealth Grants Rules and Principles</u> (CGRPs).



The grant opportunity opens

We/DISR publish the grant guidelines on business.gov.au and GrantConnect.



You undertake and pay for the eligible activities

You should retain all evidence of expenditure as Australian Tax Invoices will be required for the application for rebate.



You complete and submit an application for the rebate

You complete the application form, addressing all the eligibility criteria in order for your application to be considered.



We assess all applications

We assess the applications against eligibility criteria and notify you if you are not eligible.



Grant decisions are made

The decision maker decides which applications are successful. Your application will be considered through a demand driven grant (rebate) process. Applications will be reviewed in order of receipt until available funding is exhausted.



Payment is made



Program Evaluation

We will evaluate the specific grant activities of the DRIVEN Program as a whole. We base this on information you provide to us and that we collect from various sources.

1.1. Introduction

These guidelines contain information for the Dealership & Repairer Initiative for Vehicle Electrification Nationally (DRIVEN) Charger Rebate Stream grant opportunity.

This document sets out:

- the purpose of the grant opportunity
- the eligibility and assessment criteria
- how we consider and assess grant applications
- how we notify applicants and enter into grant agreements with grantees
- how we monitor and evaluate grantees' performance
- responsibilities and expectations in relation to the opportunity.

This grant opportunity and process will be administered by the Department of Industry, Science and Resources (the department/DISR) on behalf of Department of Climate Change, Energy, the Environment and Water (DCCEEW).

We have defined key terms used in these guidelines in the glossary at section 13.

You should read this document carefully before you fill out an application.

2. About the grant program

The Dealership & Repairer Initiative for Vehicle Electrification Nationally (DRIVEN) program (DRIVEN program/the program) will run over 4 years from 2024-25 to 2027-28. The program was announced as part of the Driving the Nation Fund.

The Australian Government will provide \$60 million to co-fund the installation of Electric Vehicle (EV) charging infrastructure at Australian automotive dealerships and repairers across the country, including regional and remote areas.

The objectives of the program are to:

- support automotive businesses selling passenger and light commercial vehicles and their role in decarbonising the transport sector through:
 - selling and repairing a higher proportion of EVs in response to the New Vehicle Efficiency Standard Act 2024 (Cth)
 - increasing awareness and knowledge of EVs and EV charging technologies for staff and customers.
- support the automotive sector by:
 - distributing appropriate funding to as many eligible businesses as possible
 - supporting the timely deployment of charging solutions to meet the immediate needs of the sector.

The intended outcomes of the program are:

- a supported Australian automotive sector as it transitions to selling and repairing more EVs
- increased uptake of EVs, including regional and remote areas by providing more EV charging stations
- reduced transport emissions to assist in achieving Australia's economy-wide net zero emissions target by 2050.

There will be other grant opportunities as part of this program and we will publish the opening and closing dates and any other relevant information on <u>business.gov.au</u> and <u>GrantConnect</u>.

We administer the program according to the <u>Commonwealth Grants Rules and Principles</u> (CGRPs)¹.

2.1. About the DRIVEN Charger Rebate Stream grant opportunity

This grant opportunity forms part of the DRIVEN Program under the Driving the Nation Fund.

The DRIVEN Charger Rebate Stream grant opportunity will provide \$40 million for EV chargers to dealerships and repairers.

The objective of the grant opportunity is:

provide co-funding towards the installation of EV chargers to dealerships and repairers.

The intended outcomes of the grant opportunity are:

- increase in the number of EV charging stations throughout the country including remote and regional areas
- increase in the number of EVs on the roads.

3. Grant amount and grant period

3.1. Grants available

For the DRIVEN Charger Rebate Stream, \$40 million over 4 years is available for rebates for EV chargers installed at dealerships and repairers nationwide.

Up to \$12 million is available per financial year. Applications will be accepted until 30 April each financial year unless funding is exhausted prior.

Maximum rebate amounts available for purchase and installation of eligible smart EV chargers under the DRIVEN Charger Rebate Stream are:

- \$2,000 rebate per installed AC plug with 7 kW charging speed
- \$2,500 rebate per installed AC plug with 11-22 kW charging speed
- \$2,500 rebate per installed DC plug with 50 kW or less charging speed.

You may apply for any combination of plugs under the one application. The maximum rebate amount per eligible dealership or repairer site is \$20,000.

You can make one application per eligible dealership or repairer site. Dealerships operating under multiple franchisee agreements out of the one rooftop site may make an application for each vehicle manufacturer they have a franchise agreement with.

Applicants with multiple dealerships or repairer sites (such as franchises) must make a separate application for each eligible site.

You can only be successful for one application to the DRIVEN Charger Rebate stream per eligible site, even if you have not applied for the maximum rebate available.

We cannot pay a rebate for activities that have already been partly or fully funded by another Commonwealth, state, territory or local government grant program.

Dealership & Repairer Initiative for Vehicle Electrification Nationally (DRIVEN) Charger Rebate Stream Grant opportunity guidelines DEC 2024

¹ https://www.finance.gov.au/government/commonwealth-grants/commonwealth-grants-rules-and-principles-2024

4. Eligibility criteria

We cannot consider your application if you do not satisfy all eligibility criteria.

4.1. Who is eligible to apply for a grant?

To be eligible you must:

- have an Australian Business Number (ABN)
- have an account with an Australian financial institution
- be an entity, incorporated in Australia

and be one of the following:

- a licenced motor dealer/trader
- a service centre associated with a licenced motor dealer/trader
- an automotive repair business, compliant with Australian Standard 5732:202 2 (EV operations

 Maintenance & repair) and which has at least one current member of staff suitably qualified to undertake work on EVs.

4.2. Additional eligibility requirements

To be considered eligible, your project must have a minimum expenditure of \$2,000 and the EV charger installation must have been conducted on a site which:

- contains a dealership rooftop/showroom, service centre or automotive workshop
- has a unique street address (GPS coordinates required)
- is owned by you or you have full authority and approvals from the owner to have installed the product(s) chosen, including strata approvals (if applicable)
- is not the subject of a previous successful claim under the program (except for additional applications by the same dealership who conducts business on the site for multiple vehicle manufacturers).

We cannot waive the eligibility criteria under any circumstances.

Your application will be considered through a demand driven grant (rebate) process.

Applications will be reviewed in order of receipt until available funding is exhausted.

4.3. Who is not eligible to apply for a grant?

You are not eligible to apply if you are:

- any organisation not included in section 4.1
- a business operating out of a residential premise
- an organisation, or your project partner is an organisation, included on the <u>National Redress</u>
 <u>Scheme's website</u> on the list of 'Institutions that have not joined or signified their intent to join the Scheme'.

5. What the grant money can be used for

5.1. Eligible grant activities

To be eligible for a rebate, you must have purchased and installed at least one eligible smart EV charger(s) at an eligible site (listed in section 4.2) on or after 26 March 2024.

Eligible smart EV charger(s) are the following:

- AC plugs with 7 kW charging speed (single phase)
- AC plugs with 11-22 kW charging speed
- DC plugs with 50 kW or less charging speed.

All EV chargers noted in the application must have been installed by a licenced electrician on or after 26 March 2024 to be eligible for a rebate.

We may update the guidance on eligible activities from time to time.

5.2. Eligible expenditure

To be eligible, expenditure must be for the purchase and installation of an eligible smart EV charger listed in section 5.1.

You must submit an application for a rebate no later than the application close date.

We may update the guidance on eligible and ineligible expenditure from time to time.

Not all expenditure on your project may be eligible for grant funding. The Program Delegate (who is a manager within the department with responsibility for administering the program) makes the final decision on what is eligible expenditure and may give additional guidance on eligible expenditure if required.

To be eligible, expenditure must meet the following:

- be a direct cost involved with purchasing and installing an eligible smart EV charger
- you must incur the installation costs on or after 26 March 2024 and prior to the program end date for it to be eligible unless stated otherwise.

You will only be reimbursed up to the value of your incurred eligible expenditure.

5.3. What the grant money cannot be used for

The rebate will be paid as described in 3.1. A rebate cannot be claimed for any activity other than as described in 5.1.

You cannot claim for expenditure for which you have already been partly or fully funded under another Commonwealth, state, territory or local government grant program.

6. How to apply

Before applying you should read and understand these guidelines and the sample <u>application form</u> published on business.gov.au and GrantConnect.

You will need to set up an account to access our online portal.

You can apply at any time while the rebate opportunity remains open. The rebate opportunity will open for applications on 22 January 2025 and will remain open until 30 April in each financial year unless funding is exhausted prior. If funding is exhausted, the rebate opportunity will close for applications and will reopen the following financial year. You may not receive your rebate in the same financial year as you have applied for it. If your rebate cannot be paid until the next financial year, your application will be prioritised for assessment in the next financial year.

To apply, you must:

- complete and submit the application through the online portal
- provide all the information requested

- address all eligibility criteria
- include all necessary attachments

You are responsible for making sure your application is complete and accurate. Giving false or misleading information is a serious offence under the *Criminal Code Act 1995*

If we consider that you have provided false or misleading information we may not progress your application. If you find an error in your application after submitting it, you should call us immediately on 13 28 46.

After submitting your application, we will not contact you for clarification if we find an error or any missing information, including evidence that supports your eligibility/merit.

You can view and print a copy of your submitted application on the portal for your own records.

If you need further guidance around the application process, or if you have any issues with the portal, contact us at business.gov.au or by calling 13 28 46.

6.1. Attachments to the application

You must provide the following documents with your application:

- a copy of your motor trader/dealer licence (applicable to dealership and/or service centres); or
- a copy of evidence of at least one member of staff being qualified to work on EVs (applicable for automotive repair businesses)

You must provide each of the following documents with your application:

- photographic evidence of EV chargers installed on site (must be clear images that include at least one image of the whole charger(s) including plug(s) and one image of the charger(s) taken from approx. 5-10 meters away to show location on site).
- paid Australian Tax Invoice/s or equivalent overseas invoice/proof of payment (see <u>Australian Tax Office website</u> for examples) including evidence of payment for the purchase of eligible equipment
- paid Australian Tax Invoice including evidence of payment for the installation of eligible equipment (with installation date on or after 26 March 2024)
- a Certificate of Compliance/Electrical Safety to demonstrate a licensed electrician installed the EV charger(s) on or after 26 March 2024. The licensed electrician name and licensed number must match the details provided in the tax invoice for installation
- evidence of owner's authority (if applicable).

You must attach supporting documentation to the application form in line with the instructions provided within the form. You should only attach requested documents.

Individual file sizes cannot be greater than 2MB, while the total of all attachments cannot exceed 20MB. We will not consider information in attachments that we do not request. If the required attachments are not provided with your application, we will not contact you to provide the details. If you submit an application without the mandatory attachments, your application will be ineligible and you will be required to submit another application.

6.2. Timing of grant opportunity processes

You can only submit an application between the published opening and closing dates. We cannot accept late applications.

We expect to reimburse eligible costs within 30 business days of approval of an eligible application.

Program funding may be exhausted prior to the final application close date resulting in the closing date being announced earlier.

Table 1: Expected timing for this grant opportunity

Activity	Timeframe
Assessment of eligibility and notice of application approval	Ongoing until funding is exhausted
Notification to unsuccessful applicants	Ongoing until funding is exhausted
Earliest start date of installation of charger(s)	26 March 2024
Application close date	30 April in each financial year unless funding is exhausted prior.
	Applications must be submitted with proof of purchase and installation of the charger(s) on or before 30 April 2028.
	To avoid delays in your application for a rebate being assessed, we recommend submitting your application as soon as practicable after you have completed installation of all EV chargers on the eligible site.

6.3. Questions during the application process

If you have any questions during the application period, <u>contact us</u> at business.gov.au or by calling 13 28 46.

7. The grant selection process

7.1. Assessment of grant applications

Your application will be considered through a demand driven grant (rebate) process. Applications will be reviewed in order of receipt until available funding is exhausted.

We will review your application against the eligibility criteria.

If we identify unintentional errors or failure to provide mandatory attachments in your application, we will not contact you to correct or clarify the information.

The Program Delegate (a manager within DISR with responsibility for administering the program) will not approve funding if there are insufficient program funds available in the financial year you apply. If your application for rebate is submitted and the funding for the financial year has been exhausted, we will hold your application and process it in the next financial year.

7.2. Who will approve grants?

The Program Delegate decides which grants (rebates) to approve taking into account eligibility and the availability of rebate funds.

The Program Delegate's decision is final in all matters, including:

- the rebate approval
- the rebate funding to be awarded.

We cannot review decisions regarding your application.

The Program Delegate will not approve funding if there are insufficient program funds available across relevant financial years for the program.

8. Notification of application outcomes

We will advise you of the outcome of your application in writing.

9. Successful grant applications

9.1. Specific legislation, policies and industry standards

You must comply with all relevant laws, regulations and Australian Government sanctions in undertaking your project. You must also comply with the specific legislation/policies/industry standards that follow. It is a condition of the grant funding that you meet these requirements.

In particular, you will be required to comply with:

- Australian Standard 5732:2022 (EV operations maintenance and repair)
- other regulatory requirements.

9.2. How we pay the grant

We will pay the applicable per plug rebate up to a maximum of \$20,000 per eligible site following the decision from the Program Delegate on the eligibility of your activities. The amount you claim must not include GST.

9.3. Grant Payments and GST

This is a grant (rebate) program. We do not consider the rebate payment under this program to be a supply meaning there is no taxable supply and GST is not payable on the rebate. This is the case regardless of whether you are registered for GST or not.

Rebates are assessable income for taxation purposes, unless exempted by a taxation law. We recommend you seek independent professional advice on your taxation obligations or seek assistance from the Australian Taxation Office. We do not provide advice on tax.

10. Announcement of grants

If successful, your grant will be listed on the GrantConnect website 21 calendar days after the date of execution.

We will publish non-sensitive details of successful projects on GrantConnect. We are required to do this by the <u>Commonwealth Grants Rules and Principles (CGRPs)</u>. Section 5.4. We may also publish this information on business.gov.au. This information may include:

- name of your organisation
- title of the project
- description of the project and its aims
- amount of grant funding awarded
- Australian Business Number
- business location
- your organisation's industry sector.

11. How we monitor your grant activity

11.1. Keeping us informed

You must also inform us of any changes to your:

- name
- addresses
- nominated contact details
- bank account details.

If you become aware of a change to your application details, you must contact us immediately.

12. Probity

We will make sure that the grant opportunity process is fair, according to the published guidelines, incorporates appropriate safeguards against fraud, unlawful activities and other inappropriate conduct and is consistent with the CGRPs.

These guidelines may be changed from time-to-time by DISR. When this happens, the revised guidelines will be published on GrantConnect.

12.1. Enquiries and feedback

For further information or clarification, you can contact us on 13 28 46 or by web chat or through our online enquiry form on business.gov.au.

We may publish answers to your questions on our website as Frequently Asked Questions.

Our <u>Customer Service Charter</u> is available at business.gov.au. We use customer satisfaction surveys to improve our business operations and service.

If you have a complaint, call us on 13 28 46. We will refer your complaint to the appropriate manager.

If you are not satisfied with the way we handle your complaint, you can contact:

General Manager

Internal and Design Branch

Business Grants Hub

Department of Industry, Science and Resources

GPO Box 2013

CANBERRA ACT 2601

You can also contact the <u>Commonwealth Ombudsman</u> with your complaint (call 1300 362 072). There is no fee for making a complaint, and the Ombudsman may conduct an independent investigation.

12.2. Conflicts of interest

Any conflicts of interest could affect the performance of the program. There may be a conflict of interest, or perceived conflict of interest, if our staff, any member of a committee or advisor and/or you or any of your personnel:

 has a professional, commercial or personal relationship with a party who is able to influence the application selection process, such as an Australian Government officer

- has a relationship with or interest in, an organisation, which is likely to interfere with or restrict the applicants from carrying out the proposed activities fairly and independently or
- has a relationship with, or interest in, an organisation from which they will receive personal gain because the organisation receives a grant under the grant program/grant opportunity.

As part of your application, we will ask you to declare any perceived or existing conflicts of interests or confirm that, to the best of your knowledge, there is no conflict of interest.

If you later identify an actual, apparent, or perceived conflict of interest, you must inform us in writing immediately.

Conflicts of interest for Australian Government staff are handled as set out in the Australian <u>Public Service Code of Conduct (Section 13(7))</u> of the <u>Public Service Act 1999</u>. Committee members and other officials including the decision maker must also declare any conflicts of interest.

We publish our <u>conflict of interest policy</u>² on the department's website. The Commonwealth policy entity also publishes a conflict of interest policy on its website.

12.3. Privacy

Unless the information you provide to us is:

- confidential information as per below, or
- personal information as per below.

We may share the information with other government agencies for a relevant Commonwealth purpose such as:

- to improve the effective administration, monitoring and evaluation of Australian Government programs
- for research
- to announce the awarding of grants.

We must treat your personal information according to the Australian Privacy Principles (APPs) and the *Privacy Act 1988* (Cth). This includes letting you know:

- what personal information we collect
- why we collect your personal information
- to whom we give your personal information.

We may give the personal information we collect from you to our employees and contractors, and other Commonwealth employees and contractors, so we can:

- manage the program
- research, assess, monitor and analyse our programs and activities.

We, or the Minister, may:

- announce the names of successful applicants to the public
- publish personal information on the department's websites.

You may read our Privacy Policy³ on the department's website for more information on:

what is personal information

² https://www.industry.gov.au/publications/conflict-interest-policy

³ https://www.industry.gov.au/data-and-publications/privacy-policy

- how we collect, use, disclose and store your personal information
- how you can access and correct your personal information.

12.4. Confidential information

Other than information available in the public domain, you agree not to disclose to any person, other than us, any confidential information relating to the grant application and/or agreement, without our prior written approval. The obligation will not be breached where you are required by law, Parliament or a stock exchange to disclose the relevant information or where the relevant information is publicly available (other than through breach of a confidentiality or non-disclosure obligation).

We may at any time, require you to arrange for you; or your employees, agents or subcontractors to give a written undertaking relating to nondisclosure of our confidential information in a form we consider acceptable.

We will treat the information you give us as sensitive and therefore confidential if it meets all of the following conditions:

- you clearly identify the information as confidential and explain why we should treat it as confidential
- the information is commercially sensitive
- disclosing the information would cause unreasonable harm to you or someone else
- you provide the information with an understanding that it will stay confidential.

We may disclose confidential information:

- to our Commonwealth employees and contractors, to help us manage the program effectively
- to the Auditor-General, Ombudsman or Privacy Commissioner
- to the responsible Minister or Assistant Minister
- to a House or a Committee of the Australian Parliament.

We may also disclose confidential information if:

- we are required or authorised by law to disclose it
- you agree to the information being disclosed, or
- someone other than us has made the confidential information public.

12.5. Freedom of information

All documents in the possession of the Australian Government, including those about the program, are subject to the *Freedom of Information Act 1982* (Cth) (FOI Act).

The purpose of the FOI Act is to give members of the public rights of access to information held by the Australian Government and its entities. Under the FOI Act, members of the public can seek access to documents held by the Australian Government. This right of access is limited only by the exceptions and exemptions necessary to protect essential public interests and private and business affairs of persons in respect of whom the information relates.

If someone requests a document under the FOI Act, we will release it (though we may need to consult with you and/or other parties first) unless it meets one of the exemptions set out in the FOI Act.

13. Glossary

Term	Definition
administering entity	When an entity that is not responsible for the policy, is responsible for the administration of part or all of the rebate administration processes.
application form	The document issued by the Program Delegate that applicants use to apply for funding under the program.
Commonwealth Grants Rules and Principles (CGRPs)	Establish the overarching Commonwealth grants policy framework and articulate the expectations for all non-corporate Commonwealth entities in relation to grants administration. Under this overarching framework, non-corporate Commonwealth entities undertake grants administration based on the mandatory requirements and key principles of grants administration.
dealership	means a licenced motor dealer/trader. This also includes service centres associated with a licenced motor dealer/trader.
Department	The Department of Industry, Science and Resources.
decision maker	The person who makes a decision to award a rebate.
electric vehicle (EV)	Battery electric vehicles (BEVs) and plug in hybrid electric vehicles (PHEVs)
Electric vehicle (EV) repairer	means an automotive repair business that can demonstrate that they have at least one member of staff suitably qualified to undertake work on EVs and comply with Australian Standard 5732:2022 (EV operations – Maintenance & repair).
eligible activities	The activities undertaken by an applicant in relation to a project that are eligible for funding support as set out in 5.1.
eligible application	An application for rebate funding under the program that the Program Delegate has determined is eligible for a rebate.
eligibility criteria	Refer to the mandatory criteria which must be met to qualify for a rebate.
eligible expenditure	The expenditure incurred by a grantee on a project and which is eligible for funding support as set out in 5.3.
General Manager	Position title for Senior Executive Service level staff within DISR.

Term	Definition
grant	For the purposes of the CGRPs, a 'grant' is an arrangement for the provision of financial assistance by the Commonwealth or on behalf of the Commonwealth:
	a. under which relevant money ⁴ or other <u>Consolidated</u> <u>Revenue Fund</u> (CRF) money ⁵ is to be paid to a grantee other than the Commonwealth; and
	b. which is intended to help address one or more of the Australian Government's policy outcomes while assisting the grantee achieve its objectives.
grant funding or grant funds	The funding made available by the Commonwealth to grantees under the program.
grant opportunity	Refers to the specific grant round or process where a Commonwealth grant is made available to potential grantees. Grant opportunities may be open or targeted and will reflect the relevant grant selection process.
grant program	A 'program' carries its natural meaning and is intended to cover a potentially wide range of related activities aimed at achieving government policy outcomes. A grant program is a group of one or more grant opportunities under a single entity Portfolio Budget Statement Program.
GrantConnect	The Australian Government's whole-of-government grants information system, which centralises the publication and reporting of Commonwealth grants in accordance with the CGRPs.
grantee	The individual/organisation which has been selected to receive a grant/rebate.
Industry Innovation and Science Australia	The statutory board established by the <i>Industry Research</i> and <i>Development Act 1986</i> (Cth) and named in that Act as Industry Innovation and Science Australia.
light commercial vehicle	Vehicles such as vans, utilities and some heavier SUVs designed to operate with heavier loads that require more energy to move (refer to 'Type 2 vehicles' as defined under Part 2, Division 2 of the New Vehicle Efficiency Standard Act 2024 [Cth])
Kilowatt (kW)	A kilowatt is a measure of how much power an electric appliance consumes. 1000watts (W) = 1 kW.
Minister	The Commonwealth Minister for Climate Change and Energy.

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⁴ Relevant money is defined in the PGPA Act. See section 8, Dictionary.

 $^{^{5}}$ Other CRF money is defined in the PGPA Act. See section 105, Rules in relation to other CRF money.

Term	Definition
non-income-tax-exempt	Not exempt from income tax under Division 50 of the Income Tax Assessment Act 1997 (Cth) or under Division 1AB of Part III of the Income Tax Assessment Act 1936 (Cth).
passenger vehicle	Vehicles such as sedans, hatchbacks and most sports utility vehicles (SUVs), designed to carry lighter loads (refer to 'Type 1 vehicles' as defined under Part 2, Division 2 of the New Vehicle Efficiency Standard Act 2024 [Cth])
personal information	Has the same meaning as in the <i>Privacy Act 1988</i> (Cth) which is: Information or an opinion about an identified individual, or an individual who is reasonably identifiable:
	 a. whether the information or opinion is true or not; and b. whether the information or opinion is recorded in a material form or not.
plug	A connector that is inserted into the charging socket of an EV which is connected to a charging cable which is attached to the charging station.
Program Delegate	A manager within the department with responsibility for administering the program.
program funding or program funds	The funding made available by the Commonwealth for the program.
rebate	The rebate funding of between \$2,000 and \$20,000 awarded in the form of a rebate following the purchase and installation of an EV charger by an approved installer.
rooftop site	A site containing an automotive showroom, customer experience centre or automotive repairer workshop.
smart EV chargers	A charging system (portable or fixed) with an online connection that allow for remote control of the system, for example monitoring, managing charging sessions, and restricting the use of charging devices to optimise energy consumption.