

Electric Vehicle Governance Framework

A Collaborative Industry Initiative to Support the Uptake of EVs

Consultation Document

March 2019



Gemserve



Responding to this consultation

Whether you are business involved with EV products and services, a public body or a user of EVs, we would be delighted to hear your views.

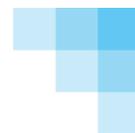
We have posed questions to help get you thinking. Feel free to answer those most important to you. We have provided a reply form as an attachment to this document for you to use.

We invite responses on or before 18 April 2019

Please send your response to strategy@gemserv.com using the reply form. Where possible, please provide evidence (for example, research papers, market experience, product and services offerings, etc.) to underpin your response. You can also speak with us directly about your thoughts and feedback – just send a note to the email address above and we'll get back to you to arrange a time.

We will use your responses to inform our thinking and may publish a high-level summary of responses. You can ask us to keep all or part of your response confidential. Please clearly mark any areas which are confidential. For responses submitted as confidential we cannot give an assurance that confidentiality can be maintained in all circumstances.

Gemserv will process your personal data in accordance with the General Data Protection Regulation.



Executive Summary

Last year, the UK was the third largest market for ultra-low emission cars in Europe, behind Germany and Norway¹. Chargepoints are being installed at a rate of over 500 per month, around 100 of which are rapid chargers². Yet, the uptake of EVs remains slow; new car registrations for pure EVs in 2018 increased by 13.8% but still only make up 0.7% of the market³.

The UK has the potential to develop a world leading EV/smart energy market. However, there are still many challenges to overcome to fully realise the benefits brought about by EVs and their interaction with the energy system and smart devices.

One of the challenges which this consultation is seeking views on is around market governance, i.e. standardisation, interoperability and best practice. Tackling this can support the market in delivering benefits to consumers and other market participants. We propose that a digital Electric Vehicle Governance Framework (EVGF) could be instrumental in scaling up the market. This is an industry-led initiative instilling confidence, addressing failures in the current market arrangements and helping to realise the full benefits of the forthcoming EV revolution and beyond.

Gemserv occupies a pivotal position at the heart of the energy market. We draw unique insights and energy market experience over the last 17 years including as a central energy code governance body; overseeing market interoperability; and delivering digital transformation, data protection and information security advice and services.

We would like to combine our experience with your experience and knowledge about the challenges you see in the transition to the world of EVs, what the solutions might be, and what you think about the introduction of an industry-led EVGF.

Thank you for your help with this consultation.

Joachim Brandt, Head of Electric Vehicles Project

Gemserv

¹ European Automobile Manufacturers Association, 1 Feb 2018. *New Passenger Car Registrations by Alternative Fuel Type in the EU*. https://www.acea.be/uploads/press_releases_files/20180201_AFV_Q4_2017_FINAL.PDF

² BEIS, 20 December 2018. *Fourteenth Special Report: Government Response*. <https://publications.parliament.uk/pa/cm201719/cmselect/cmbeis/1881/188102.htm>

³ Society of Motor Manufacturers and Traders, 7 January 2019. *Fall in new car market wake up call to policy makers as environmental goal at risk*. <https://www.smm.co.uk/2019/01/fall-in-new-car-market-wake-up-call-to-policy-makers-as-environmental-goals-at-risk/>



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The challenges ahead

1. Energy and transport sectors are converging like never before, driven by a shift towards digitalisation, electrification of transport and the prospect of connected autonomous Vehicles (CAVs). The positive impact of EVs ranges from societal health benefits (e.g. cleaner air), to reducing climate changing emissions, to potential long-term energy system benefits (e.g. via higher use of renewable energy and flexibility services using EV batteries). While there is significant opportunity for the sales of products and services, there is a risk that these will not be realised for the benefit of society unless the market is more coordinated and collaborative.
2. Legal obligations on air quality standards and carbon emissions as well as government targets for zero emissions vehicles is underpinning the projected growth in EVs. However, the below graphs show that despite grants for EV charge points⁴ and a range of tax reliefs on EVs⁵, the number of ultra-low emission vehicles (ULEVs) has grown slowly with ULEVs representing only 2.2.% of all new vehicle registrations in 2018⁶. While this is an increase over the 2014 position of 0.5%, many consumers remain sceptical about EVs⁷, likely contributing to this slow uptake rate. Additionally, recent scrapping to UK grants for Hybrid vehicles and reductions in subsidies to electric vehicles⁸ will have also impacted the demand for new electric vehicle purchases.

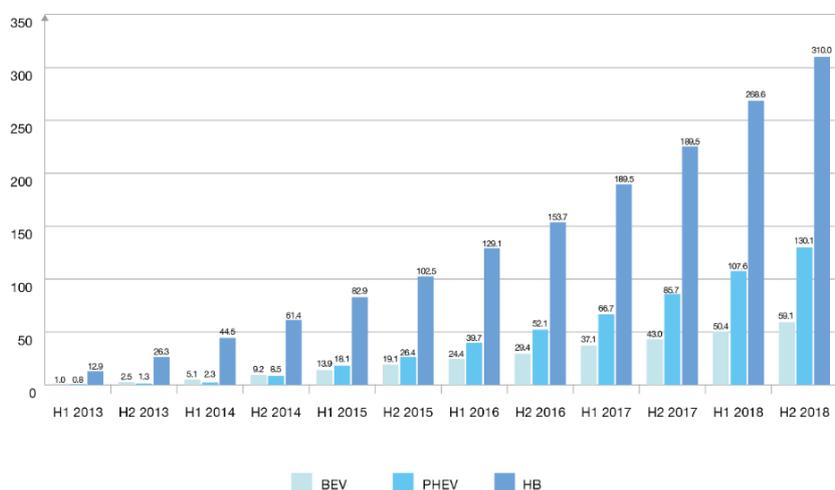


Figure 1: Sales of Electric Vehicles in UK

⁴ <https://www.gov.uk/government/collections/government-grants-for-low-emission-vehicles>

⁵ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/709655/ultra-low-emission-vehicles-tax-benefits.pdf

⁶ Department for Transport, 13 December 2018. *Vehicle Licensing Statistics*.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/763792/vehicle-licensing-statistics-july-to-september.pdf

⁷ Comparethemarket, 19 November 2018. *16 million motorists say they can't afford to drive electric cars*.

<https://www.comparethemarket.com/media-centre/news/16-million-motorists-say-they-cant-afford-to-drive-electric-cars/>

⁸ BBC News, 12 October 2018. *Electric and hybrid cars: Cuts to Plug-in Car Grant condemned*. <https://www.bbc.co.uk/news/business-45831150>

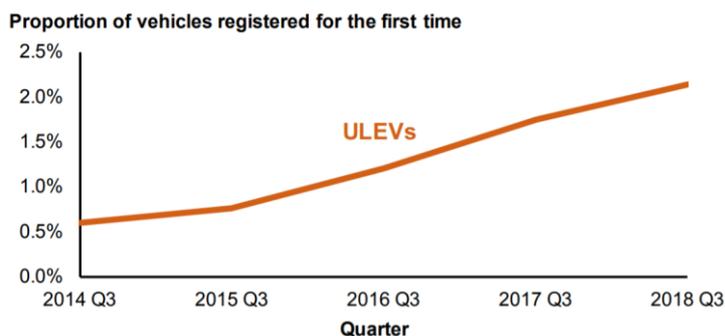
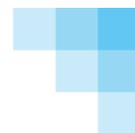


Figure 2: Proportion of Ultra-Low Emissions Vehicles registered for the first time in the UK

Source: Department for Transport, 13 December 2018. *Vehicle Licensing Statistics*

3. The complex EV market, with the vast range of market participants, different regulatory regimes for energy and transport, and a lack of strategic oversight and governance, means that rapid innovation and development of new products and services is a significant challenge. Yet, rapid innovation and scaling up sales in the EV market is exactly what is required.
4. No single market participant can assume responsibility to deliver a market competitive solution that will accelerate the uptake of EVs and position the UK as a global market leader. A solution is required, one that is inclusive, where all market participants – whether that be consumers or service providers - have the opportunity to reap the benefits of the electrification of mobility and rapid innovation with new products and services to market.
5. Research shows that the UK is lagging behind European leaders in its electric vehicle preparation despite holding the third highest number of EVs registered. Austria, Ireland, Germany and the Netherlands all have much higher levels of Government support, including purchase subsidies and registration tax benefits, making electric vehicles more economical to purchase and run. The UK has been making great progress in its EV strategy but to keep up with the rest of Europe, urgent action needs to be taken to speed up the rollout of charging infrastructure, increased Government incentives as well as boost the number of EV models available.
6. For the market to scale rapidly, interactions and interdependencies between market participants need to be understood and accounted for. For example, infrastructure for public, workplace, residential and on the move charging requires a joined up, accountable delivery approach giving everyone confidence to accelerate replacing fossil fuel vehicles with low emission alternatives.
7. This consultation in part, tests these types of interactions and interdependencies, and seeks clarity on the key issues and solutions for the efficient and effective uptake of EVs in the UK. We believe that this



consultation is the first of its kind that reaches out to all market participants to help shape the EV market as a competitive but level playing field.

8. Within this consultation, we publish our observations and understanding of the interactions in the market. This is based on our experience delivering programmes and schemes at the heart of the energy retail market and environmental programmes, from smart metering to biomass assurance, and through Genserv's Electric Vehicle forum, where we engaged via roundtables and workshops comprising some of the most active organisations across the EV value chain.
9. As discussions progress, industry representatives are converging toward the view that an agile, industry-led EV governance framework (EVGF) could have a key role to play to address these challenges and deliver industry-wide change. It could maximise the ability for organisations to capitalise on the low carbon transport opportunities, delivering desirable new products and services and better outcomes for consumers.

An EVGF could support the market by:



Supporting an efficient and effective growing market

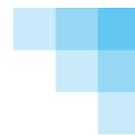


Maximising consumer benefits and acceptance



Increasing sales of products and services

10. Unless industry steps-up to address market challenges, there may be the need, and call for, regulative and legislative intervention by government and/or regulator(s). While further legislation is likely to be required, we believe the key issues identified in this consultation would be best addressed through industry self-governance providing the responsiveness, flexibility and technical know-how to support innovation in this emerging market.
11. To guide the development of the EVGF and deepen our insights as to how it should be taken forward to create market success, we are keen to seek views from a wide range of interested parties.



What is needed to drive the market

THE NEED FOR SPEED

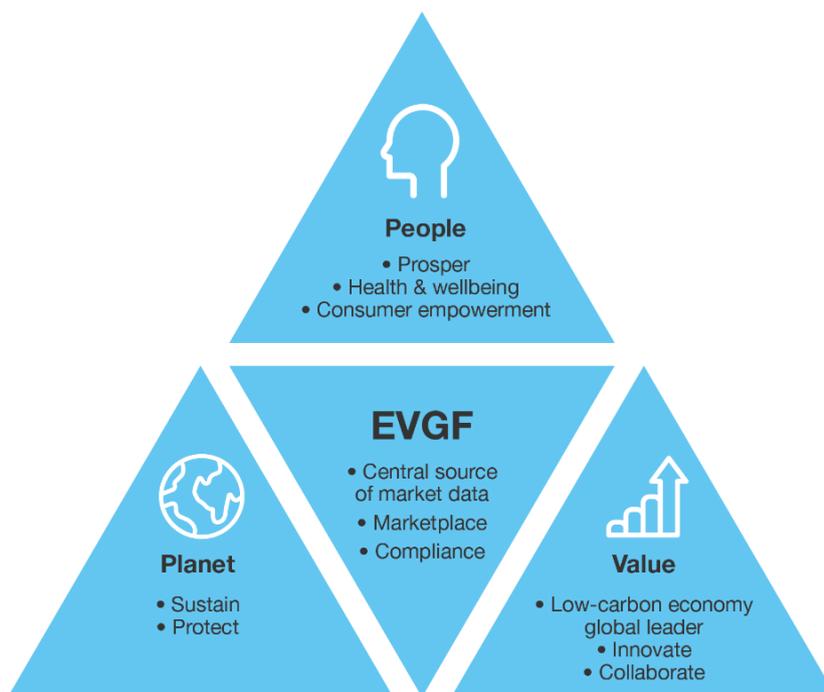
12. Benefits such as a greener and more integrated mobility system, grid balancing capabilities, targeted infrastructure upgrades and additional generating capacity, are not being realised as quickly as they otherwise would. The UK climate change targets and transport electrification targets over the next two decades are increasingly challenging and more expensive than would otherwise be the case. The cost to the UK economy and society for the continuing delays will be significant.
13. Different organisations provide reasons for this slow uptake, from lack of investor confidence and robust government policies, to accountability for the coordination and expeditious changes the market needs.

HOW TO ACCELERATE UPTAKE?

14. Inter-operable infrastructure and services, and consumer choice and protection are fundamental to achieving the rate of uptake needed to deliver market growth as well as societal benefits. As there is no coherent strategy in place to achieve whole system benefits and empower market participants to address the challenge of scaling up there is significant work to do at a market level regarding:
 - ◆ deploying charging infrastructure, with currently little to no interoperability between charging networks to improve the user's experience;
 - ◆ managing the associated increase in demand on the electricity grid, with currently little to no active management or consideration of potential grid benefits of batteries being directly connected to the grid;
 - ◆ developing common consumer protection and redress standards; and
 - ◆ coordinating and collaborating to fill fundamental gaps across the market.
15. While there is no single 'silver bullet', we believe a combination of robust market governance to drive inter-operability, leading to increased consumer choice with application of best practice in consumer protection, data privacy and responsible use of data, could significantly move the market toward delivering these key components.
16. Robust market governance requires market-level oversight, paired with a deep understanding of the issues across all market participants. No single market participant can assume responsibility to deliver a market competitive solution. Rather, working together under a new governance framework, inclusive to



all market participants including consumers, can help reap the benefits of the electrification of transport for everyone.



WHAT MARKET GOVERNANCE LOOKS LIKE

17. Although the government has powers to intervene in the EV market, having recently extending these through the Automated and Electric Vehicles Act 2018⁹, relying solely on legislation to deliver market governance is unlikely to provide the agility the market needs.
18. The EV industry is in early development and coincides with far reaching changes taking place in the energy market. Innovation cycles of new products and services are accelerating. To maintain UK competitiveness, market governance must be robust, yet flexible enough to be regularly updated to empower market participants to achieve ever-higher best practice standards and scale their products and services.
19. The large-scale uptake of EVs will be hugely disruptive and significantly different from the conventional fossil fuel vehicles and infrastructure which dominates today. Flexibility and adaptability in governance is a prerequisite to charter the path of transition.
20. Rather than relying solely on legislation as market governance, this consultation proposes that an industry-led Electric Vehicle Governance Framework (EVGF) - possibly in combination with light touch legislation - would deliver a better solution. An EVGF could enable the EV market, encouraging innovation

⁹ Available at: http://www.legislation.gov.uk/ukpga/2018/18/pdfs/ukpga_20180018_en.pdf



and investment, while anchoring responsibility and accountability with the relevant market participants. Our current stakeholder engagement suggests this would be preferable to prescriptive regulatory intervention, or to no intervention at all.

- 21.** The implementation of the EVGF is intended to be easily accessible using a digital platform. This would include a register of use cases, products and services in relation to standardisation, inter-operability and collaborative agreements.

- 22.** A forum of market participants could oversee the development and maintenance of the digital platform and its content, including the best practice and market rules which would be brought together through the EVGF. The EVGF would address interoperability in terms of working across the whole EV value chain to deliver outcomes based on use cases. For example, use cases for a new product or service (e.g. a data sharing request) would be submitted by a market participant with a request for input from other market participants to help deliver it with the forum overseeing the process and, where appropriate, establishing the rules/conditions under which it may proceed.



Electric Vehicle Governance Framework (EVGF)

PURPOSE

23. Building on our findings that:

- ◆ there is a need for market governance in the EV market; and
- ◆ while government has the power to intervene in the EV market, relying solely on legislation to deliver market governance is unlikely to deliver the agility the market needs,

this consultation proposes an industry-led Electric Vehicle Governance Framework (EVGF) in combination with light-touch legislation to underpin its uptake.

24. The EVGF would deliver a robust market governance framework with clear accountabilities to maximise the economic outcome for all market participants, including consumers. Its high-level aim would be to:

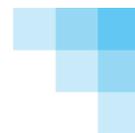
- ◆ pre-emptively avoid market disfunction;
- ◆ maximise the benefits and reduce costs for consumers and wider 'UK plc'; and
- ◆ increase sales of products and services for market participants.

SCOPE

25. The EVGF would span across all participating industry sectors, with the aim of securing a common approach to delivering an effective EV market nationally, and going forward, potentially globally. It is proposed that it would be governed by an industry-led forum, constituted as an independent legal entity, inclusive to all market participants.

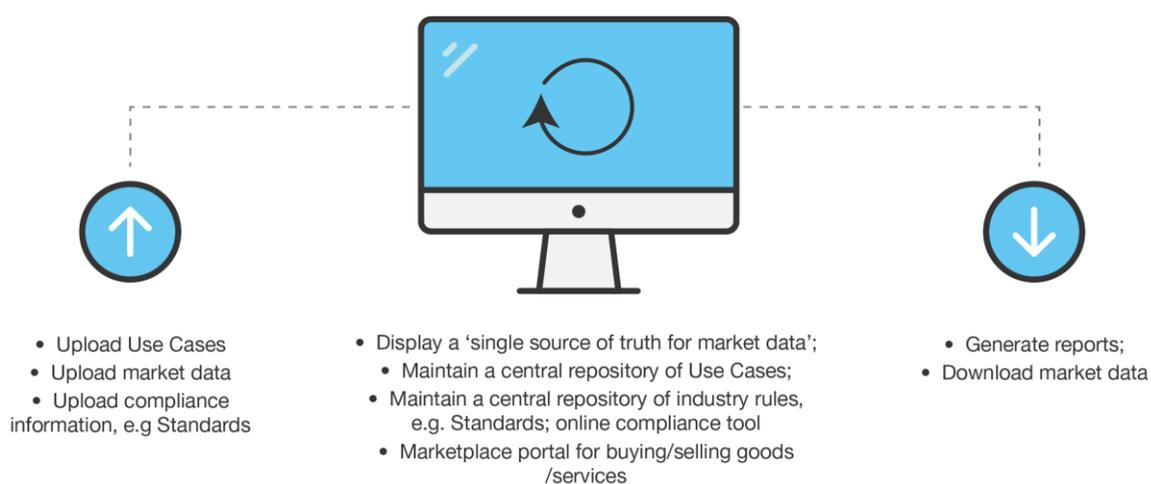
26. Responsibilities of the industry-led forum would be to deliver clearly defined market-level outcomes, through activities including:

- ◆ developing and overseeing the maintenance of the digital platform and its content;
- ◆ considering current standards and rules, and identifying of gaps;
- ◆ proposing new standards and/or amending existing standards where this benefits the market including the consumer;
- ◆ considering inter-operability with use cases as a basis (e.g. considering an end-to-end use case to identify and solve issues); and
- ◆ Providing a representative industry voice.



27. It is envisaged that the EVGF would be a digital information and compliance platform which could be a central source of market information with functionality to display current, past and future versions of the framework. The EVGF could potentially:

- ◆ display a 'single source of truth' for market data;
- ◆ maintain a central repository of use cases via which market participants can identify opportunities to collaborate;
- ◆ support compliance with existing standards;
- ◆ identify gaps which could support the EV market's development;
- ◆ support the development of future standards/regulations to fill gaps;
- ◆ provide impact analysis of use cases and modifications to standards;
- ◆ generate real time queries and reports, relevant to all market participants including research, innovation, market trend or analysis purposes; and
- ◆ provide tools for planning and implementation of charging infrastructure in a coherent and value adding strategy



28. As part of the EVGF's development, the industry-led forum would consider whether to what extent the following areas could be included in the initial governance arrangements:

- ◆ charge point infrastructure deployment;
- ◆ charge point service delivery;
- ◆ smart charging (to increase grid flexibility and make best use of renewable energy sources);
- ◆ consumer protection and redress standards;
- ◆ customer service standards;
- ◆ quality provisions (products, services, standards etc);
- ◆ data sharing provisions and associated rules, including security and communication protocols; and
- ◆ coordination and collaboration processes to drive inter-operability.

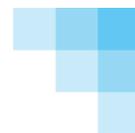


Beyond this initial scope, use cases would be developed in order to extend the scope of the EVGF in line with the market transition and as new products and services become available for example autonomous connected vehicles (CAV).

29. There must also be consideration given to existing governance (including legislation, standards, regulation or similar) which could potentially brush up against the scope of the EVGF. The industry-led forum would consider how best to ensure these are tied together. For example, the EVGF could refer to, or if appropriate, integrate and potentially subsume existing governance measures. In this case, it could be that sections of the EVGF are categorised as:
- ◆ legally required to be compliant (i.e. sign-posted or integrated legal requirements);
 - ◆ industry mandated; and
 - ◆ industry optional/ good practice.
30. From its initial development, we envisage the EVGF to be based on best practice and lessons learned from existing governance systems and codes across the energy, smart, automotive, digital, system integration and EV industries. This includes the EVGF being held on a digital platform, with capability for digital integration with market participant systems.

PRINCIPLES

31. If the EVGF is to enable innovation and rapid product development, it would require a set of principles underpinning its purpose. So far, our interactions with the market suggest the following principles could be used as a starting point:
- ◆ customer centric;
 - ◆ flexible;
 - ◆ accountable (participants);
 - ◆ efficient (processes);
 - ◆ outcome focused;
 - ◆ accessible; and
 - ◆ risk-based.
32. In addition, we suggest prescription should be kept to a minimum (for example, only where technical standards are essential), with a presumption towards principle and risk-based rules.



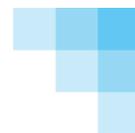
BENEFITS

33. The EVGF can support the delivery of inter-operable products and services, minus rigid regulation which usually accompanies inter-operability requirements. As such, the key benefits stem from rapid inter-operability as seen in the table below.

What's the benefit of EV market interoperability?	What does this benefit mean for society, consumers, businesses and government?
Growth of market size	<ul style="list-style-type: none"> • Society: health benefit via better air quality, quality urban living, and job creation in the EV sector • Consumers: more product/service choice, competitive prices for EVs including tariffs etc • Businesses: growing marketplace to sell different products and services, scale up sales of products and services, and more entry points into the market • Government: deliver targets, including environmental and societal-related
Increase in EV technology and innovation	<ul style="list-style-type: none"> • Society: job creation in R&D, and low carbon economic growth • Consumers: more product/service choice • Businesses: more opportunities to innovate and collaborate, and create new businesses with new revenue streams, e.g. batteries and smart charging technologies • Government: unleash new market opportunities, increased exports including knowledge and skills services, and increased GDP
Boost EV uptake	<ul style="list-style-type: none"> • Society: early health benefit via rapid air quality improvement and quality urban living • Consumer: more choice now, new avenues will emerge for better living, sustainability, economical and more influence over future energy and transport policies • Businesses: opportunity to lead the global sector in building sustainable low carbon businesses • Government: opportunity to share learning from EVs across other methods of transport via a step-change in clean transport solutions

34. In addition to the significant benefits borne through inter-operability, depending on how the EVGF is developed as agreed by the Steering Committee, other benefits of an EVGF could include:

- ♦ evidenced based decision-making on aspects such as consumer protection or commercial opportunities, based on real time market data;
- ♦ easier for market participants to manage compliance via a compliance tool, especially useful as standards/rules increase with the development of innovative technologies;



- ◆ easier to identify gaps in the market, from consumer protection to commercial opportunities;
- ◆ more flexible market governance compared to other options like solely government-imposed regulation;
- ◆ ability to communicate as one, i.e. an industry voice;
- ◆ easier to monitor compliance from a market-level perspective, via generation of reports;
- ◆ market transparency via one central online platform capturing market data; and
- ◆ an increase in the range of opportunities for commercial organisations, e.g. via access to a central repository of use cases via which market participants can identify opportunities to collaborate.

EVGF GOVERNANCE AND COMPLIANCE

35. The EVGF would be an independent governance framework, spanning market participants and market segments, ultimately offering a solution to the market with minimal need for legislation. It is envisaged as industry-led independent governance funded by the market, for the market.
36. Its governance would involve decision-making likely from industry representatives, drawing on expert advice and recommendations. Voting mechanisms and change control processes would be developed and consulted on throughout the EVGF development. Both voting and change control would be pre-requisites for a live EVGF, as it will be necessary to continually update and test the EVGF to ensure it keeps pace with the fast-changing market.
37. To provide traceability of all actions and decisions, and ensuring transparency, the EVGF would be hosted on a digital platform with clear impact assessment analysis and modifications. It would be a user-friendly, integrated system for market participants across the EV industry to access data and industry rules in one unified platform.
38. The EVGF would need buy-in from market participants across the industry to clearly demonstrate that its introduction can significantly diminish the need for the legislator to intervene in a competitive market set up. To achieve this with minimal legislation or regulation, there must be benefits for market participants to engage and comply.

NEXT STEPS AND TIMELINE

39. The EVGF can be developed over financial year 2019/20, with the following outline steps as a basis:
 - ◆ Establish the Industry-Led Forum, objectives of EVGF and MVP
 - ◆ EVGF to cover existing codes and standards from outset



- ◆ Develop the digital platform
- ◆ Forum to propose new codes and standards
- ◆ Forum to consider use cases put forward by market participants

40. These sources and recommendations can be assessed and adopted as appropriate, ensuring that from the first draft, the EVGF demonstrates key principles agreed by the Industry-led Forum.
41. We propose the EVGF is developed and implemented as a digital governance framework, providing a cost-effective, efficient, and sustainable solution.
42. The EVGF needs to be tested across market participants delivering different business propositions. During its development over the course of financial year 2019/20, use cases will be defined, against which compliance and industry recommendations can be assessed. These will be regularly updated as new products and services enter the market.
43. Should the initial development be complete by the end of 2019, the first EVGF could go live as soon as early 2020. As the market will develop, it is necessary to ensure that the live EVGF includes a robust change management process.





How this consultation was developed

44. Gemserv has been working with market participants to understand EV market developments and trends. The more we engaged with the subject and participants, the more we realised the potential benefits for everyone for the uptake of EVs and how an EVGF could support this.

45. To deepen our knowledge and understanding, in 2018 we established an Electric Vehicle forum in collaboration with EnergyUK. We have held three workshops to date which were well attended by over 30 organisations. Gemserv's Electric Vehicle Workshop¹⁰ Series aimed to enable cross-sector collaboration and jointly develop solutions for an efficient EV infrastructure and services roll-out. The workshops are well attended by over 30 organisations from across the EV value-chain including National Grid, Distribution Network Operators (DNOs), energy suppliers, charge point installers, trade associations, innovators, government (OLEV, BEIS) and consumer bodies.

46. As discussions progress, industry representatives are converging towards the view that an agile, industry-led EV Governance Framework has a key role to play to support EV market success.

47. Gemserv and partners are committed to promoting and supporting industry wide consensus on the governance arrangements that would help make the transition to EVs a UK success story. More information can be seen on our [website](#).

¹⁰ Gemserv, EVGF: <https://www.gemserv.com/our-thoughts/electric-vehicle-governance-framework-evgf/>



Your Views Matter: Consultation Questions

Consultation Question 1 - The challenges ahead

So far, the uptake of EVs has been lower than expected. To what extent do you agree that industry (as opposed to government) needs to provide leadership in accelerating the uptake of EVs?

As part of your response, please expand on feasibility and limitations of the legislator/regulatory to deliver market conditions that scale up business, compared to the role of industry. Please also note what you believe the role of the legislator or regulator should be.

Consultation Question 2 – The challenges ahead

To what extent do issues relating to interoperability between technology choices/service delivery processes pose a barrier to the large-scale uptake of EVs?

As part of your response, please indicate the three most important challenges to overcome when considering interoperability.

Consultation Question 3 - The challenges ahead

What trends in EV charging (e.g. wireless charging, digital integration) do you think will become more embedded over time?

Where possible please support your statement from a customer and/or supply chain perspective.

Consultation Question 4 – What is needed to drive the market

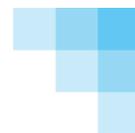
From an EV market-level perspective, is there a disconnect among market participants from different industry sectors?

As part of your response, please indicate the key barriers which could potentially hinder your business collaborating with other market participants.

Consultation Question 5 – What is needed to drive the market

Do you think there is a need for a cross-sector initiative for governance and accountability?

If 'yes', please indicate in your response who you feel should be responsible for driving this?



Consultation Question 6 – What is needed to drive the market, and Electric Vehicle Governance Framework

Will a common governance framework substantially improve the potential for market growth in the context of scaling up new products and services, as well as reducing the time from innovation to commercialisation?

Consultation Question 7 - Electric Vehicle Governance Framework

What are the top three issues an EVGF needs to resolve to be of value to your business?

Consultation Question 8 - Electric Vehicle Governance Framework

Based on the EVGF being developed by industry (and taking into account the issues noted in your response to question 4), how could an EVGF best provide guidance and governance to support the development of the EV market?

As part of your response, please indicate how you think the EVGF will deliver value to your respective industry?

Consultation Question 9 - Electric Vehicle Governance Framework

Broadly, what would be the key benefits of an industry-led EVGF?

As part of your response, please indicate the risks of its absence?

Consultation Question 10 - Electric Vehicle Governance Framework

Broadly, what areas do you feel are better served by an industry-led EVGF rather than legislation?

As part of your response, please indicate the key benefits of an industry-led governance framework compared to relying on legislation/regulation?

Consultation Question 11 - Electric Vehicle Governance Framework

How does an industry-led EVGF need to collaborate with the legislator/regulator to balance the light touch legislative measures while delivering necessary market governance?

As part of your response, please indicate whether these risks are common across other types of market participant?



Consultation Question 12 - Electric Vehicle Governance Framework

What are the top three categories of information you believe should be made available on the EVGF digital platform?

As part of your response, please also indicate the three most important functionalities of such a platform.

Consultation Question 13 - Electric Vehicle Governance Framework

If you were launching new products and services to market, how quickly would you need use cases supporting your business plan to be industry endorsed?

Consultation Question 14 - Electric Vehicle Governance Framework

Which other market participants could play a part in the EVGF (e.g. via inter-dependencies) that you believe have not been adequately represented in this consultation document?

Consultation Question 15 - Electric Vehicle Governance Framework

The EVGF aims to create a level playing field for all market participants and maximise the overall economic benefit at a national (and potentially global) level. To that effect, do you agree that only market participants who are participating in a use case need to be involved in EVGF endorsement and the compliance of applicable products and services?

Consultation Question 16 - Electric Vehicle Governance Framework

What is your view on compliance with the EVGF (e.g. which areas should be voluntary or mandatory, legislated, industry-mandated etc)?

Consultation Question 17 - Electric Vehicle Governance Framework

What is your view on the proposed EVGF forum and digital platform principles as well as industry representation, scope, governance, and content for the framework itself?

Consultation Question 18 - Electric Vehicle Governance Framework

Are you aware of any other initiatives like the EVGF that would be able to provide industry-led governance in complex scenarios?



Consultation Question 19 - Electric Vehicle Governance Framework

In addition to consumer protection legislation, how could an industry-led EVGF help build consumer confidence in EVs and enhance the customer's experience?

Consultation Question 20 - Electric Vehicle Governance Framework

What future challenges do you think may arise in the EV market that could fall within scope of the EVGF (either in its initial development, or a future version)?

Consultation Question 21 - Electric Vehicle Governance Framework

Do you have any further comments on the EVGF?

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