



# Zest Charger Deployment Details

Springfield Road Retail Park

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# Overview



Following a meeting between Zest and Rory Leggett, please find a high-level overview of Zest's proposed EV charging solution for the property.

We are able to offer a fully funded solution, covering both CapEX and OpEX, which will provide the property with a number of asset and social value adding benefits.

Zest will install and maintain the charging infrastructure for the term of the contract, providing a hassle free and fully managed service. This will allow CBRE to maximise the commercialisation of the property and be able to focus on their core business whilst supplying increasingly demanded EV facilities to customers and staff.

## Our proposed solution includes:

- Initial concession of 20 years
- Potential for Zest to execute temporary installation of charger feeding two bays to meet planning requirement in short term.

# Introduction to Zest

Zest is a highly accredited end-to-end EV Charge Point Operator delivering market leading quality and customer experience.

Backed 100% by Zouk Capital, with access to the government sponsored £420m Charging Infrastructure Investment Fund (CIIF), we have become a market leader in e-mobility, delivering large-scale EV charging projects at pace.

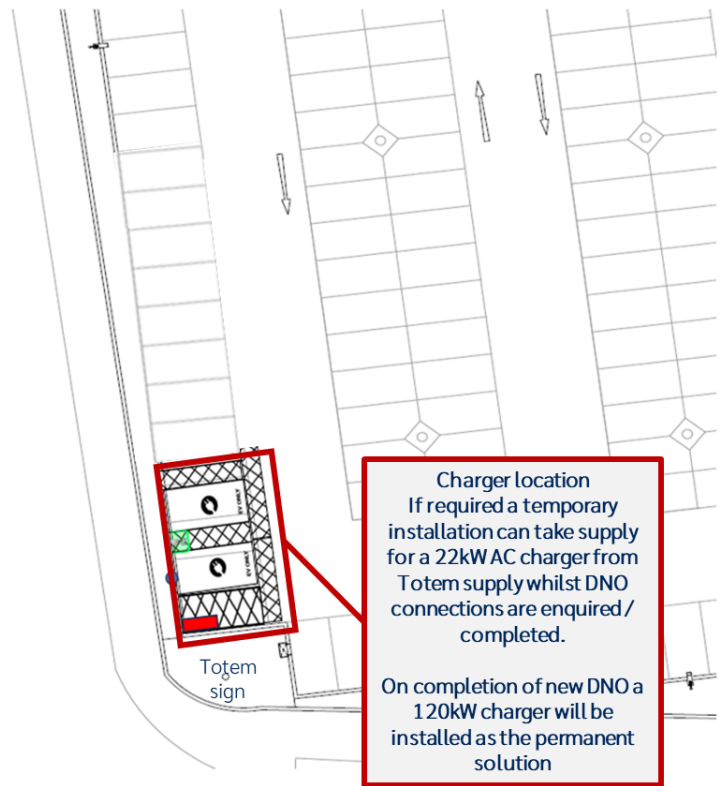
Zest is one of the largest CPOs in the UK and we are committed to partnering with commercial landowners to deliver and manage an inclusive EV public charging network across the nation.



# Solution Overview

- ❑ Retail park close to Heathrow Airport
- ❑ Traffic flow of over 22k cars per day.
- ❑ Limited infrastructure in local area so opportunity for more.
- ❑ Initial deployment of:
  - 1 x 120kW DC Rapid Charger (2 bays)
  - Potential to install 1 x charger in advance of new DNO to satisfy potential planning requirement and enable site development progression
- ❑ 120kW high power chargers ensures maximum energy delivery to reflect short stay visitor profile looking for fast top-up charge as part of journey.
- ❑ Potential for future increase in deployment to match growing demand. Deployment would use visitor charging data to define.
- ❑ Deployment via new DNO connection.
- ❑ Initial supply data shows good network available locally. Subsequent enquires will determine available capacity of grid.
- ❑ Charging bay locations are subject to DNO point of connection.
- ❑ Concession term 20 Years.

# Springfield Road Retail Park



-  Charger
-  Feeder Pillar
-  Signpost

Charger siting in line with forecasted DNO entry point.

Potential for temporary connection of twin socket Fast AC Charger that enables progression of site development and as interim measure whilst DNO connection application underway.

Temporary installation would take off existing available site supply (eg from totem electrical supply) if feasible and have low powered AC charger.



BYD 120kW Rapid Charger

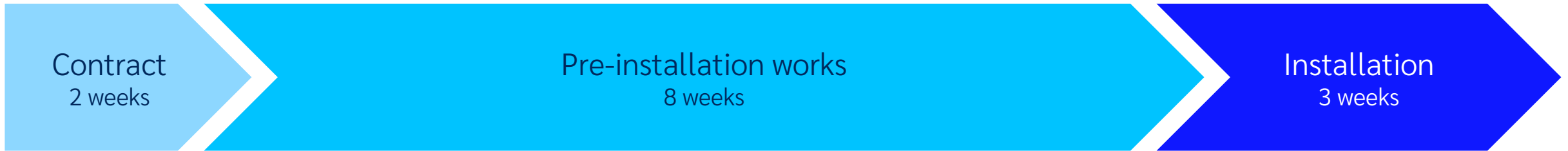


Alfen twin socket 22kW Fast Charger



# Timeframe

The expected timeframe for this proposal is as follows:



## Key risks & challenges to timeframe

- Hardware availability
- Site preparation
- Installation complexities

## Zest risk mitigation

- We are hardware agnostic, enabling a broader range of options. We also hold stock.
  - We conduct thorough site assessments prior to installation, coordinating with utility providers and contractors to ensure that necessary infrastructure is in place.
  - We have a highly experienced in-house Operations Team which oversees installations, and we partner with specialist EV charge point installation contractors.
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# Features & benefits of Zest EV charging solution

20 years hassle free,  
fully managed service



Zest will handle everything – from planning and installation to ongoing maintenance and service promotion, ensuring a smooth charging experience. Our 99% average uptime speaks to our commitment.

Government assured  
with long term funding



Backed by the government sponsored £420m Charging Infrastructure Investment Fund (CIIF), Zest has the financial resources to guarantee security and scale.

Zero cost with  
revenue generation



Zest will remove all financial barriers to cover all CapEx and OpEx

We also offer compelling revenue opportunities, with a predicted income for your property.

# Features & benefits of Zest EV charging solution

## Best in breed, future proofed technology



Zest is hardware agnostic and will select the best technology for your property

Our chargers delivers top-of-the-range, reliable performance, and all incorporated technology will be refreshed after a maximum of 7 years

This charging infrastructure will qualify you for green premiums.

## Robust and sustainable model



Zest's business model is designed to be fair and equitable, providing a sustainable service that will minimise risk.

With a top credit rating (A), strong revenue projections and experienced leadership, our offering is robust both now and in the future

## Flexible site-plan design with lift and shift clause



Charging bays will be strategically positioned to maximise usage and match dwell times, without compromising existing parking







## Features & benefits of Zest EV charging solution

Powered by 100% renewable energy



Zest is carbon neutral and committed to renewable energy

The electricity powering your charge points will be from 100% renewable sources, enabling you to uphold ESG pledges and achieve positive Scope 3 impact.

Fair and attractive pricing for drivers



Zest will benchmark local charging prices for competitiveness and display all pricing information to drivers before payment

The provision of charging infrastructure with transparent and competitive rates will enhance your social value and NPS, meeting customer demands

Promotion on EV charging maps



Zest's charge points feature on prominent EV charging maps, which attract over 250,000 users in the UK each month

This will increase your visibility and foot traffic from EV driving customers



# Appendix

- Hardware
- Software
- Operations & Maintenance



# Hardware

	Zest Specification
Charging capacity	120kW DC and 22kW AC
Impact Rating	IK 10
IP Rating	Tritium DC Chargers IP65, Garo AC chargers IP54 (IP65 is fully protected against dust and airborne particles whilst also protected against water jets allowing the chargers to be washed down, while an IP54 rating offers dust protection (but not total) and protects against splashing of water but not jet-washing. Jet washing of EV charging locations is not an approved method by manufacturers)
Ocpp Compliance	2.0
Connectivity by SIM	5G
Payment options	App with account App without account Contactless
Leakage protection	Compliance is to UK regulations as determined by the specific deployment
Warranty	With concession model no warranty is required, as all operation and maintenance risk is owned by Zest
Dynamic load management	Deployment is considered with new DNO connection for required loads Dynamic load management between chargers and if there are substation restrictions is incorporated
Socket	AC chargers: Untethered Type 2 with shutter cover DC chargers: Tethered CCS Type 2





# Hardware



## Alfen Eve Pro-line

Charge rate: up to 22kW  
Sockets: 2x Type 2 sockets



## BYD EVD120KU/C01

Charge rate: up to 120kW  
Sockets: 2 x CCS2 connectors

# Software

Zest Specification	
Ocpp Compliance	2.0
Price setting mechanism	Prices are set to maximise utilisation Local market conditions, energy cost, and charger type are factors A minimum fee (40p) to cover processing costs is applied per session, following this a flat rate per kWh is applied
Troubleshooting	24/7/365 support is available for our customers This is delivered via our partnership with a dedicated EV team in the AA Our network has remote reset capability Our network has pro-active real-time monitoring already in place
Reporting	Our partners will benefit from in depth, intuitive reporting dashboards that will show information relating to:- Charging session volume, duration, # of users, # of new users, charger uptime, revenue, utilisation The dashboards will be able to enable users to select appropriate filters such as date, charger type etc (Data shared will need to meet GDPR requirements concerning user identification)
Charge session management	The end-user is able to manage their charge session via the app They can do so without the need for an account

# Operations & Maintenance

Zest Standards	
Service Level Agreement	<p>Zest’s proactive maintenance plan includes 2 x site visits per year to ensure full working order and that the site maintains our professional standards</p> <p>This includes, but is not restricted to:-</p> <ul style="list-style-type: none"><li>External damage to the charger</li><li>Circuit breaker security and performance</li><li>Desired power level delivery to chargers</li><li>Chargers remain securely mounted</li><li>QR codes, weblinks and signage are up to date and in good condition</li><li>12 month check includes a review of the entire installation</li><li>Each maintenance check includes a comprehensive checklist with photographic evidence</li></ul>

Failure	Engineer Support	Zest Response Time
Severity 1 – Emergency safety issue, time to make safe	Immediate response (including emergency isolation). Investigate, call the emergency services, and make safe. Carry out emergency rectification works and procure replacement parts as required	2 hours from notification
Severity 2 – Software fault remote e.g., CP non-operational	Make charge point(s) operational: Investigate and carry out rectification works. In most cases will be solved by reset through the helpdesk	4 hours from notification
Severity 3 – Hardware/equipment fault/damage	Make charge point(s) operational: Investigate and carry out rectification works, including the procurement of replacement parts	24 hours from notification
Severity 4 – Equipment e.g., cosmetic damage, but functional	Carry out cosmetic rectification works, including the procurement of replacement parts as required	10 days from notification