



# Installing home chargers

a process guide for customers



[www.bppulse.co.uk](http://www.bppulse.co.uk)

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# Welcome to bp pulse

It's great news you're considering having a bp pulse home charger installed, having your own charger makes charging your EV easy and seamless. You can rest assured bp pulse are here to guide you through the process step-by-step.

**We believe in keeping you in charge of your charging!**

## Are you eligible for a home charger?

To be eligible for a bp pulse home charger you must have off street allocated parking.

Please note if your parking place is in a shared area and the installation might affect a communal space, the property managers or owners will need to give permission. A site survey may be needed (which bp pulse can offer).

You won't be eligible for the grant if you park on the street (including a private road).

## Are you eligible for an OZEV grant?

To qualify for an OZEV grant, you need to have your own private driveway or allocated parking place as mentioned earlier.

Things you need to know:

- If you sell your EV within three months from the date of installation of a home charger you are liable to cover the cost of OZEV grant
- You will need to provide proof of ownership of the EV
- We may need you to provide Land Registry documents to support your OZEV application

In the unlikely circumstance you don't meet the criteria above, fear not, bp pulse can still keep you on the move with our [largest public usage network](#) – with over 7,000 chargers in the UK. Rest assured you're never far from a bp pulse point to keep you on the move.



## Do you live in mainland Scotland?

If so, you may be eligible for the EST (Energy Saving Trust) grant as well as the OZEV grant.

The EST grant is worth £300. Full costs need to be paid upfront; you can claim your refund through EST once the charger has been installed.

If you are eligible for the EST grant, we'll send you a quote and information on how to submit your claim for the EST grant.

Please note we will need the EST confirmation reference number from you to proceed with the installation. Gaining a grant via EST grant can take up to four weeks but please speak with EST directly.

Full eligibility terms are on the [EST website](#).



## SECTION 1

# Applying for your bp pulse home charger



Let us do the heavy lifting for you and arrange for one of our engineers to conduct a survey of your property.

This can be arranged within five working days for a fee of £75. To arrange, please email us at [homechargeenquires@bppulse.com](mailto:homechargeenquires@bppulse.com).

1

Visit the bp pulse website and complete an online application.\*

2

Within 24 hours, bp pulse will send an SMS. You'll need to provide survey details of your property and upload images of it, along with any supporting documents showing proof of ownership.

3

A member of our team will review your application. This can take up to five working days.



6

If, as a result of your survey, we need additional images or remedial work is required, a member of our team will call you to discuss details

5

If installation is straightforward, you'll receive an email with a secure payment link.\*\*

4

We'll send you an SMS to acknowledge that your application has been received and will be processed



7

Once payment is received, a member of our team will call you to arrange an installation date

8

We'll send you email confirmation of your installation date and time.

9

A few days before your installation, bp pulse will send a reminder by email.



10

Installation day.

\* "Wallbox Included" offers only apply to residential installations.

\*\* If your home charger application is managed through your car dealership, you won't receive a payment link.





## SECTION 2

# Uploading your photography and documentation

You will need to upload photographs via the portal link – here are the images you will need:



Your off-street parking



Where you would like your charger installed



Your main fuse board and any others you have – we need to be able to see the board up close with clear labels and breakers



The protective mains bonding arrangements supplying your home such as oil, gas, and water



Your main electricity supply - this must be a clear photo showing the cabling running into the supply



Proposed cable route – where you would imagine the cables to run from your main electricity supply into the charging unit (internal and external of the property)



Your vehicle documentation. Please provide images of one of the following:

- V5C (pages 1 and 2 of this form or your vehicle order form)
- Lease agreement
- Company car letter



Please make sure that the images you upload are clear and show perspective so that the engineer can assess the proposed site using them.



### SECTION 3

# Reviewing your application and time frames

Once the details and photographs have been submitted with your application it will be reviewed by our bp pulse home engineers to determine feasibility and ensure you are eligible for installation. You will then be contacted to confirm next steps.



Please note remedial work can be carried out by us or a third-party.

Depending on the information provided, the type home you have or the quality of photographs we receive, we may request more information from you such as:

- To provide further pictures of the property or existing electrics to gain a clearer understanding
- To advise on any property work or alterations required before attending to allow the installation to be successful
- To advise on any required electrical work on the supply or existing electrics within the property to facilitate the charge point
- To understand the properties electricity usage

## What type of work maybe be required?

- An alteration to your existing fuse board, to create room for the introduction of the charge point
- An upgrade of existing electrical wires or accessories in the property to comply with current electrical regulations and safety standards
- Having an isolation switch installed on the electrical supply to the property. This would allow us to source the electricity for your charge point safely
- A trench to be dug to allow a cable to be installed safely to the proposed location of the charge point
- Access provided to assist in the installation such as movement of furniture/possessions/obstructions to allow clear and safe area to work.



## What could impact time taken from application to installation?

### Submission of requested information or evidence

To help us progress your application to installation as quickly as possible, submission of accurate photographs and documentation in a prompt manner is certainly an advantage.

### Waiting on relevant permissions to be granted for installations in shared/rented properties

For installations in shared/rented properties, third-party approval may be required before the installation can be carried out.

### Waiting on remedial works to be completed by a third-party or bp pulse

If a third-party is required to complete remedial works at the property, depending on their availability, it may delay the process. Alternatively, bp pulse can complete this remedial work for you. Get in touch to organise a booking.

### Waiting on approval from your DNO

bp pulse may need to contact your Distribution Network Operator (DNO) to gain approval for the installation. This is to ensure their infrastructure can support the introduction of the charge unit and increased electricity usage.

They have up to 10 working days to respond to our queries on your behalf. This will be to either confirm the approval of the installation or suggest required alterations or work.

## What happens if my DNO need to carry out remedial work on my property?

You will remain in contact with them with guidance from us.

### Examples of the work required:

Main supply fuse upgrade or separation of a shared (looped) supply:

This will be identified early on from the photographs (not all looped can be identified). The DNO will need to make a visit to your property to survey and advise on next steps.

### Meter tails upgrades

On occasion the cables at the property supply (in and around your electricity meter) may be old and insufficient which may require replacement with new. These can be upgraded by your DNO or electricity supplier (who you pay your bills to).

Please note we cannot always identify this via photos.

## What happens with my application if there needs to be remedial work to carry out your installation?

It will remain on our systems, once outstanding work has been completed, we will require you to evidence this and notify us.

Your application will be reviewed and submitted to our bookings team to arrange an appointment as soon as convenient.







## Booking your installation

Once all elements of your application have been satisfied, the bp pulse home team will call to book your installation at a convenient time for you – normally 10 days in advance.

### What should I expect on installation day?

The engineer will carry out a risk assessment and pre-installation checks when they arrive at the property confirming installation details.

All being well, the bp pulse home charger will be installed.

On completion the installer will demonstrate how to use charger, carry out post-installation checks, complete reports and provide certification.

The installation itself can typically take around three to six hours depending on the complexity of the installation.

Please note the installer will require access to your mains supply, the proposed cable route and area where the charger is to be located.





# Glossary

## Cable run/route

where the cable will be fixed/installed from the electrical supply to the location of the charge unit.

## Distribution Network Operator (DNO)

the regional company responsible for the infrastructure and supply of electricity to your property.

## Looped supply

when two properties share a single electricity service cable it's called a 'looped service'. Electricity enters the first property by the service cable usually from the road or pavement outside. Then a looped-service cable runs from the first property to the second property (rather than from the road). If you have a looped service, you share a length of cable with your neighbour. This could be put at risk with the introduction of increased electricity usage.

## Main fuse

the initial protective device at the property to protect against electrical faults and overloads.

## Mains isolation switch

a switch giving the ability to turn off the electricity to the property safely or in an emergency.

## Protective earth bonding

if an electrical fault occurs at your property the cable/wire connected to the electrical system will take the fault current to earth and operate protective devices protecting people from the risk of electric shocks.

## Remedial work

alterations to the property or electrical system to facilitate the charge point installation.

## Spare way

an available/vacant slot within an electrical system or existing fuse board that can be utilised to install a protective device to source a supply for the charge point circuit.

## Trench work

a channel dug into the ground at a suitable depth to allow the laying and installation of an electrical supply cable.







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Keeping you  
in charge of  
your charging!



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