



**ELECTRIC  
NATION**  
VEHICLE TO GRID

# PROJECT SUPPORT DOCUMENT

VERSION 1.0 - REVISED NOVEMBER 2020

The document contains important information for customers regarding the Electric Nation Vehicle to Grid Project.

Please read this in full to ensure you understand the Project support information and processes.

Further project information can be found at [www.electricnation.org.uk](http://www.electricnation.org.uk) and in the [FAQ](#) section.

# DOCUMENT OVERVIEW

**This document contains important information for customers regarding the support process for the Electric Nation Vehicle to Grid project**

Please read this document in full to ensure you understand how best to:

1. [Report a Fault](#) with any of the Project hardware
2. [File a Complaint](#)
3. Provide us with [Project Feedback](#)

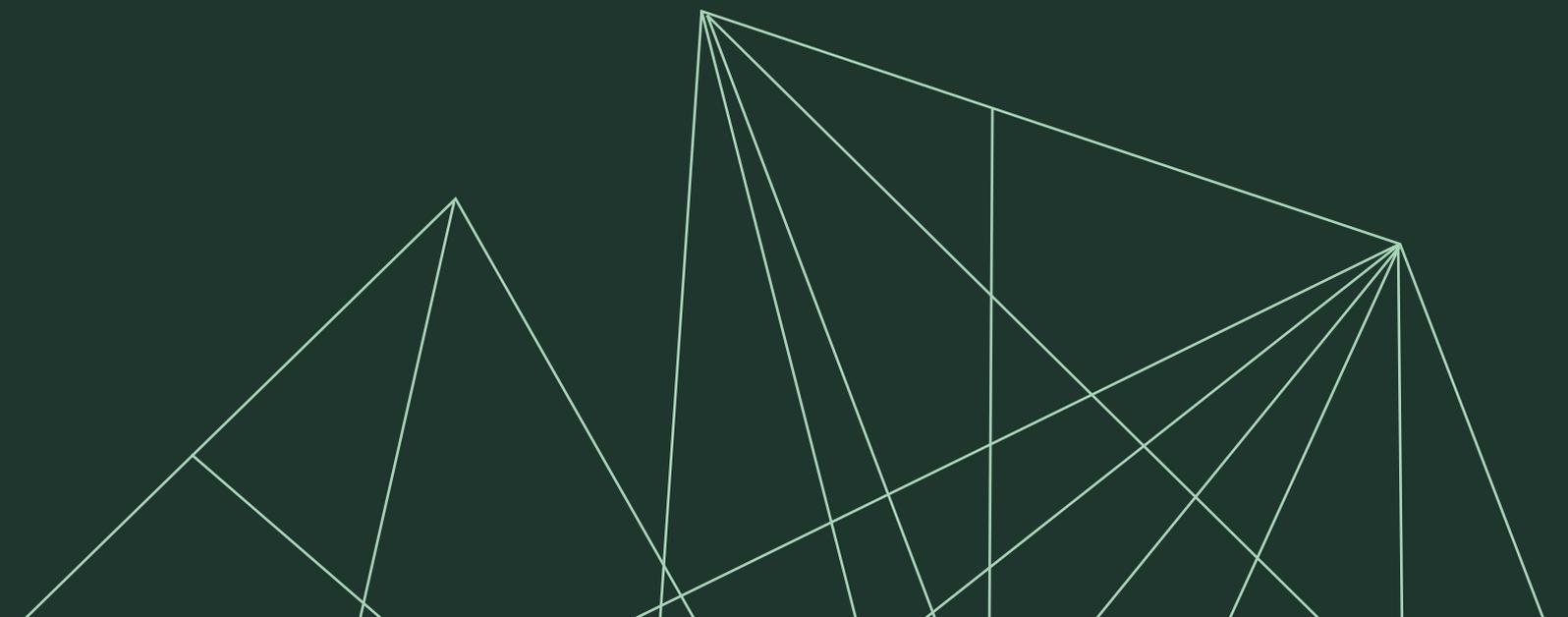
Further project information can be found at [electricnation.org.uk](http://electricnation.org.uk) and in the [Project FAQs](#)

## PROJECT HARDWARE SUPPORT OVERVIEW

As this is an innovation trial with state of the art hardware, we are expecting a few bumps in the road, but we hope you will remain patient with us and know that we will sort out any issue in the most effective and efficient way we can

**As a project participant we appreciate your patience, understanding and effort in helping us fix any faults you may encounter with the project hardware**

**Note:** CrowdCharge can monitor the Project Hardware via our platform and determine if your charger has faulted and not charged your vehicle



# REPORTING A FAULT

**As there are many different pieces of project hardware and they all interact together in a specific way, we ask that rather than going directly to the charger manufacturer or the installer, that you come to CrowdCharge first so we can manage and direct your fault to the appropriate department or company where necessary once we have assessed the issue.**

*An example of a fault could be your charger has stopped working or lost power, perhaps you notice the lights within your CrowdCharge controller box are off, or you notice an issue within your CrowdCharge App.*

**The quickest way to log a fault will be to follow this link to our; ‘Log a Fault, File a Complaint or Provide Project Feedback’ [Online Form](#)**

This [online form](#) is also detailed on the Electric Nation Project website, so you can always head [here](#) if you do not have this document to hand.

It should only take a few minutes and will provide us with all the information we need to help solve your issue. When filling out the [online form](#), please provide us with as much information as you can so we can try and diagnose it without having to come back to you for more information – this will speed up your fault fix time.

Response times will vary depending on your fault priority. We have detailed some common faults as examples below and our committed response time to you. *We will always endeavour to respond to you as soon as possible.*

## **HIGH PRIORITY**

*(logged by CrowdCharge within 1 hour working hour for fault diagnosis)*

- If your EV has not charged and you are unable to use your electric vehicle as planned;
- If your charger has faulted and you are unable to charge your vehicle;  
*We advise to always have a backup charging option – such as a 3-pin plug*
- If your CrowdCharge Controller has tripped or lost communications;  
*Check switches in the CrowdCharge Controller box to verify (located next to your meter box)*

## **MEDIUM PRIORITY**

*(logged by CrowdCharge within 4 working hours for fault diagnosis)*

- You’ve spotted or are experiencing issue with the CrowdCharge App;  
*For example; cannot connect to charger, charging schedule not working etc.*
- You’re experiencing an issue with the Charger Manufacturer App

## **LOW PRIORITY**

*(logged by CrowdCharge within 8 working hours for fault diagnosis)*

- You’re experiencing an issue with your project energy supplier reward

# REPORTING A COMPLAINT

If at any stage during the trial you are unhappy with something related to CrowdCharge, the installers, the CrowdCharge app, or customer service you have received, then please follow the link to the [online form](#). Here you will be able to log a complaint and explain the issue in more detail

Depending on the nature of your complaint, a member of the CrowdCharge support team may reach out to you to get more information or to help you resolve the issue

# PROVIDING PROJECT FEEDBACK

As this is an innovation trial, we do expect some bumps in the road, but we would like to try and make this experience as seamless and as enjoyable as we can for our trial participants. If at any point you would like to provide us with some Project feedback that would enhance not just your experience, but other's on the trial too, then please follow the link to complete the [online form](#) at any time.

Depending on the nature of your feedback, a member of the CrowdCharge support team may be in contact to gain more information, or you will hopefully witness a change in our behaviour indicating that your feedback has been received and implemented.

# CROWDCHARGE TECHNICAL SUPPORT TEAM INFORMATION

The project is an innovation trial, thus meaning the technology is brand new and largely untested in the wider public world. Although CrowdCharge have tested all project equipment which is installed within your home, it is possible we may encounter issues with communication system between our CrowdCharge Platform and the project hardware.

If at any point during the trial we notice that the project hardware is not communicating to our platform, we may contact you to ask for your assistance in reconnecting your charger to our platform.

*Don't worry – we will not ask anything of you that is too technical or difficult to complete and a member of our CrowdCharge support team will walk you through it over the phone or with step by step instructions on email.*

# CONTACTING THE CROWDCHARGE SUPPORT TEAM

**If your fault requires URGENT attention then please call the following number 0808 280 8998 to speak to a member of the CrowdCharge Support Team, otherwise please continue to fill in the [online form](#)**

*A case that requires **URGENT** attention for example; is not being able to charge your EV [which doesn't have enough charge] and you need to be somewhere shortly and no other way of charging/travelling to your destination*

You will receive email confirmation to confirm receipt of the [online form](#) and that your fault/complaint/feedback has been logged. A member of the CrowdCharge support team and/or Project support partners (where appropriate) will then be in touch

Please remember that our CrowdCharge Support Team work on Monday to Friday 9am-5pm (excluding bank holidays), so faults logged outside of this time may not be responded to until the next working day unless they require immediate assistance. If you need to speak with someone urgently outside of working hours, please ask the operator to make a member of the CrowdCharge Support Team aware

CrowdCharge would like to thank you for your continued support and interest in this innovation project

If you have any questions, queries, or concerns regarding this support document, please contact CrowdCharge by email to [ElectricNation-V2G@crowd-charge.com](mailto:ElectricNation-V2G@crowd-charge.com)

**For more information on the Project visit: [electricnation.org.uk](http://electricnation.org.uk)**

*Electric Nation Vehicle to Grid is the customer facing brand of Electric Nation PoweredUp, a Western Power Distribution (WPD) and Network Innovation Allowance funded project. WPDs collaboration partner in the project is CrowdCharge.*

