



ELECTRIC  
NATION  
VEHICLE TO GRID

# PARTICIPANT AGREEMENT PROJECT TERMS AND CONDITIONS

VERSION 2.0 - REVISED FEBRUARY 2021

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 Terms and Conditions which outline your requirements as a project participant.

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

# GENERAL TERMS AND CONDITIONS

**For the purpose of this agreement, the Electric Nation Vehicle to Grid Project will be referred to as “the Project”.**

1. This Participant Agreement (PA) form confirms my commitment to participate in the Electric Nation – Vehicle to Grid Project (“the Project”).
2. I understand that by completing this PA form, this makes me a Project Participant and contracts me to the terms of this agreement.
3. I understand that CrowdCharge reserve the right to remove the project hardware\* immediately if terms of this document are breached.
4. I have read and understood the Project Information Document and completed the Expression of Interest (EOI) form and Home Charger Web-Survey.
5. I understand that the provision of the V2G charger has been approved based on the electrical information I supplied on the Home Charger Web-Survey. If the installer finds on installation day that there are additional works to be carried out, then this may affect my eligibility to participate in the Project, and your installation may be cancelled.
6. I understand that the power to the property will be cut for approx. 30 minutes as part of the installation; any faults to appliances that occur in the property when the power is switched back on will be my responsibility.
7. By completing this form, I confirm I accept to have the Project Hardware installed.
8. I understand that this forms the sole agreement with CrowdCharge and that no term of this Agreement are enforceable pursuant to the Contracts (Rights of Third Parties) Act 1999 by any person who is not a party to it.
9. I confirm CrowdCharge has the right to amend any Terms & Conditions of the Project at any point. If the changes are something that will affect you or your participation in the Project, CrowdCharge will contact you in a timely manner.
10. This PA is governed by and shall be construed, and enforced, in accordance with the laws of the United Kingdom.

*\*Project Hardware: V2G Charger, CrowdCharge Controller, Electricity Import/Export clamps, Solar Clamps (if solar is installed), Telematics Device.*

# PROJECT PARTICIPANT PARAMETERS

The following Project Participant Parameters detail your minimum requirements that you must uphold for the duration of the trial to remain a Project Participant:

1. From the installation date of the V2G charger, the charger will be the primary source of charging your EV; this includes in the preparation phase of the customer trial throughout 2020, before the customer trial begins in June 2021 through to June 2022 (*revised trial dates confirmed in February 2021*).
2. Minimum completion of 10 full plug-in cycles\* per month to constitute trial participation
3. Complete at least 15 full plug-in cycles per month to be eligible for the rewards incentive\*\*
4. Use of the CrowdCharge mobile app to manage your charging preferences

If I do not meet these Project Participant Parameters, I understand the CrowdCharge has the right to remove the Project Hardware and charge the appropriate exit fee as detailed below. As project lead, CrowdCharge has the final decision.

*\*A full plug-in cycle is plugging in an EV and leaving it connected to the V2G charger during the hours of 18:00 through to 05:00 the next day. If the EV is disconnected at any point during this period, it will not count towards your monthly total of full charge cycles.*

*\*\*Each eligible participant will receive the reward from the monetary value of £10 per month for the duration of the participant trial, from June 2021 through to June 2022 (*revised trial dates confirmed in February 2021*).*

**Note:** *The ability to earn the rewards incentive will commence on the initiation of the customer trial in June 2021, concluding in June 2022. If you do not complete 15 charge cycles per month, you will not receive the incentive reward (unless otherwise stated in your Proposition Information Document), but will be allowed to remain on the trial assuming you complete the minimum of 10 full charger cycles. CrowdCharge will consider the effects of COVID-19 lockdown/restrictions on participants daily life and how this affects their participation on the trial on a case by case basis, if required.*

*CrowdCharge have the final decision on the number of full charge cycles completed per month through their demand management software platform. If your charger loses communication to the platform these will not count towards your reward total.*

# PROJECT PARTICIPANT EXIT FEES

If I do not meet the Project Participant Parameters, I understand that CrowdCharge has the right to remove the Project Hardware and charge the appropriate exit fees as detailed below. CrowdCharge has the final decision.

I understand I will be charged the following amount as per the projects exit fees\* if I leave, or am asked to leave due to not meeting the Project's Participant Parameters as detailed above, before the end of the trial in June 2022 (*revised trial dates confirmed in February 2021*):

1. If you leave the project trial on or before 31st August 2021 (or within 3-months of trial start date) you will be required to pay an exit fee of £2,000 and the V2G charger will be uninstalled.
2. If you leave the project trial on or before 30th November 2021 (or within 6-months of trial start date) you will be required to pay an exit fee of £1,000 and the V2G charger will be uninstalled.
3. If you leave the project trial on or before the 28th February 2022 (or within 9-months of trial start date) you will be required to pay an exit fee of £500 and the V2G charger will be uninstalled.
4. If you leave the project trial after 1st March 2022 (or within 10-months of trial start date) you will be required to pay an exit fee of £250 and the V2G charger will be uninstalled.
5. If you complete the full trial participation requirements, then at the end of the trial after June 2022 you will be eligible to have the ownership of the V2G charger transferred to yourself for a fee of £250, so you will then own the Project V2G charger.

*\*The exact amount will be calculated in a tiered format according to the length of time that you participated in the trial, however this could be up to £2,000. CrowdCharge will consider the exit fee pricing on a case by case basis; CrowdCharge have the final decision on the exit fee pricing.*

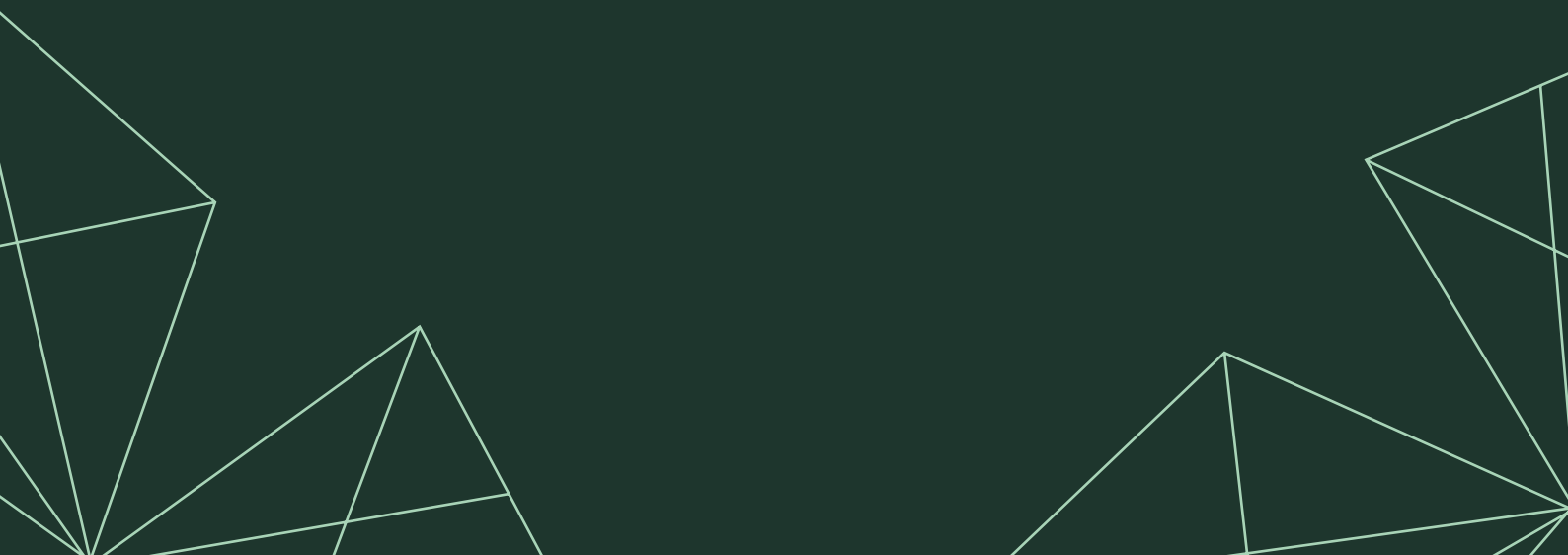


# CUSTOMER TRIAL REWARDS

1. I confirm that to receive a reward from the payment value of £10 per month for the customer trial, I must plug my EV in continuously from 18:00 to 05:00, for a minimum of 15 times per month (or unless otherwise stated in your Proposition Information document), starting in June 2021 (or the customer trial start date), concluding in June 2022 (*revised trial dates confirmed in February 2021*).
2. If I disconnect my EV at any point during one of these charger cycles during the customer trial period it will not count towards your monthly charge cycle total.
3. I confirm that CrowdCharge has the final decision over the total number of full plug-in cycles\* I complete per month via their Demand Management Digital Platform and issuing the trial reward.
4. I confirm I will leave my home WI-FI router switched on at all times, including throughout the night, as this may be required to monitor your Project Hardware and record charger cycle data for the monthly total incentive.
5. The exact amount of the rewards available have been detailed in the Proposition Information Document.

*\*A full plug-in cycle is plugging in an EV and leaving it connected to the V2G charger during the hours of 18:00 through to 05:00 the next day. If the EV is disconnected at any point during this period, it will not count towards your monthly total of full charge cycles.*

**Note:** *If your V2G charger loses communication with the CrowdCharge Platform, the charge cycles will not count towards your monthly total.*



# V2G CHARGER HARDWARE AND INSTALLATION

1. I confirm I am the main user of the V2G charger.
2. I confirm that the EV details I supplied in this application is the main vehicle I will charge at this location, for the duration of the project, with the Project's V2G charger.
3. I understand that if I have a current smart or dumb EV charger installed, this will need to be disconnected for the duration of the trial, to allow for the installation of the V2G charger. This will be completed by the project installer on the V2G charger installation day free of charge. You must use the Project V2G charger as your primary home method of charging your Nissan EV.
4. I confirm I will contact CrowdCharge if I require to re-locate my assigned Project Hardware from the original install location to a new property i.e. moving to a new house. CrowdCharge will advise on a Project approved installer who can complete this. The participant will be required to pay this de-installation, and re-installation cost at the new property.
5. I understand that the electrical suitability of my domestic property has been assessed for the installation of the project hardware based on the electrical information you provided in the home charger web-survey.
6. I understand that on the installation day, if the installer discovers electrical information which has not been previously disclosed, the installation could be cancelled onsite and required to be rescheduled.



# V2G CHARGER HARDWARE OWNERSHIP

1. I accept that CrowdCharge have assigned the Project Hardware to me; and I agree to have this equipment installed as detailed above.
2. I accept that the charger remains the exclusive property of CrowdCharge for the duration of the trial and CrowdCharge have the absolute right to remove the charger from my property if you do need meet the Project's Participant Parameters as detailed above.
3. I confirm I understand that the ownership of the charger will only transfer to me in June 2022 (or at the end of the customer trial) once/if I pay the transfer fee of £250. (This representing a saving of £5250 to the participant. RRP of charger is £5500)
4. I confirm if I do not want to keep the charger at the conclusion of the trial in June 2022, I have the option to return the charger to CrowdCharge who will de-install at no cost to the participant.

# V2G CHARGER DAMAGE

1. I confirm if the charger suffers damage after installation, the participant will be required to cover these costs in their entirety to repair the unit including replacement of parts and project installer labour costs.
2. If the charger is damaged beyond repair, the participant will be liable to cover the cost to CrowdCharge of the charger.
3. I confirm if the charger and or electrical setup of the charger is altered, or damaged at all, the participant must contact CrowdCharge via email to report this to [support@crowd-charge.com](mailto:support@crowd-charge.com)




# V2G CHARGER HARDWARE FAULT PROCESS

I understand that:

1. If the Project's V2G charger suffers a fault at any point, I am to contact the CrowdCharge support line who will record, diagnose, and manage the resolution of the fault. A project support document will be issued to you.
2. As part of the charger installation I will receive a 3-year warranty on electrical labour and parts from my installation date.
3. Even though CrowdCharge has fully tested the V2G charger hardware, this is an innovation Project and faults could occur. I agree to reasonably co-operate with CrowdCharge and/or the Project installer in the event of a fault occurring.

## PROJECT ENERGY SUPPLIER

1. I confirm I have read in full the Proposition Information Document that I was presented with, and I have returned and completed the Proposition Acceptance form.
  2. I confirm I agree and understand my allocated Project energy suppliers Terms and Conditions and Privacy Policy, which can be found on their respective website.
  3. I confirm, if required by the Project, I am happy to switch my Energy Supplier to my allocated Project Energy Supplier for the full customer trial.
  4. I confirm, if required by the Project, I will switch and/or procure a Smart Meter which will be supplied free of charge by your Project Energy Supplier.
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# TELEMATICS INFORMATION

Most new cars produce huge amounts of data, and as part of the project we would like to explore how useful this will be in forecasting when vehicles are likely to plug-in and out, and how much energy the car will need. We therefore will fit a device to a port in your car behind the dashboard to capture this data and send it back to the CrowdCharge platform to aid our forecasting and analysis.

Please read the terms carefully to find out more about the data we will collect and how this will be used – and be assured that the data will be closely protected, and as with other reporting from the project – only shared in an anonymised format in final project reports to the project sponsor, Western Power Distribution and project partners where applicable.

Please be assured CrowdCharge will only use your telematics data as required as part of the Electric Nation Vehicle to Grid Project. We will never sell your data to a third party.



# TELEMATICS TERMS AND CONDITIONS

1. I confirm to provide Telematics data as part of the Project.
2. I confirm I will assist CrowdCharge and the telematics installer, LEVL Telematics, when I am asked to have a device installed.
3. I understand this will be collected via a small telematics device that will be installed by LEVL Telematics free of charge. This will not invalidate your vehicle warranty.

## **You can read the Terms & Conditions of the Telematics data collection below:**

1. By signing your acceptance of this form, you consent to the processing of your personal data (as described below) by CrowdCharge Ltd and/or sister company, DriveElectric Ltd in the context of the provision of electric vehicle services. CrowdCharge Ltd is the data controller responsible for the processing of your personal data.
2. Access to this data will allow us to better manage our services including to more accurately track your charging patterns and requirements – enabling more advanced techniques to be utilised for controlled charging in accordance with the service you have joined, e.g. Electric Nation Vehicle to Grid Project. These functionalities may include remote collection of information about vehicle state (including ignition, charge state, mileage reading, climate state, current location, and drive state).
3. You understand and agree that to benefit from the use of Telematics information, we need to process some of your personal data, which may include vehicle identification number, speed information, odometer readings, battery use management information, battery charging history, electrical system functions, software version information, safety related data (including information regarding the vehicle's SRS systems, brakes, security, e-brake), data about any issues that could materially impair operation of your vehicle; data about any safety critical issues; data about software and firmware updates, vehicle and drive state data (including the road segment data and current location) and other data to assist in identifying and analysing the performance of the vehicle.
4. We will only use this information as described in this document and in particular to (i) provide the above functionalities, (ii) advise you on important safety-related information, (iii) collect information about your vehicle's performance and provide services related to your vehicle, (iv) collect information about the use of the vehicle in order to better manage our fleet, and (v), provide services to the vehicle's passengers where applicable.

# TELEMATICS TERMS AND CONDITIONS CONTINUED

5. We maintain administrative, technical and physical safeguards designed to protect the personal data against accidental, unlawful or unauthorized destruction, loss, alteration, access, disclosure or use. We will only retain your personal data for as long as necessary to provide you with the service, unless otherwise authorized by you, or required or authorized by the UK's Data Protection legislation.
6. Subject to this legislation, you may have the right to request access to and receive information about your personal data, update and correct inaccuracies in your personal data, and have the information blocked or deleted, as appropriate. These rights may be limited in some circumstances by local law requirements. You also have the right to withdraw your consent at any time without cost and to access your consent declaration at any time. To exercise your rights or for more information, please contact [support@crowd-charge.com](mailto:support@crowd-charge.com)



# PROJECT RESEARCH

“Project Hardware” relates to the equipment that will be installed at your address; this includes the Wallbox Quasar project V2G charger.

1. I confirm that I will participate in associated research via the CrowdCharge smart charging app, and that I agree to my personal data, all Project Hardware and charging data, solar data, and domestic electricity usage data via an electrical monitoring device, to be used by CrowdCharge, and project partners, solely for the purposes of the Project.
2. I confirm that my Project Hardware data, EV telematics data, and home electricity usage data will be used in publicly available reports that will be submitted to Western Power Distribution (WPD). Your data will always be published in an anonymised format, so you are unidentifiable.

*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. WPD's collaboration partner in the project is CrowdCharge.*

