Drive electric NSW EV destination charging grants

Applicant handbook – round 2

October 2023

NSW GOVERNMENT

Contents

EV destination charging grants

The NSW Government is investing $20 million in regional NSW with our Drive electric NSW electric vehicle (EV) destination charging grants.

The grants co-fund the purchase and installation of electric vehicle chargers for your destination. There are different types of EV chargers available in the market, including:

- level 1 (AC slow charging ranging from 1.4kW to 2.4kW AC charging capability)

- level 2 (AC fast charging ranging from 7kW to 22kW AC charging capability)

- level 3 (DC fast charging ranging from 25kW to 350 DC fast charging capability).

The destination charging grants will co-fund level 2 chargers to support EV drivers at tourist destinations throughout the state.

What are the benefits of installing an EV charger?

- increased visitor numbers

- more time spent by visitors at your destination

- helping your region push towards net zero.

Round 2 of the grant funding is now open. This applicant handbook will guide you through the application process. Full eligibility and program information can be found in the Funding guidelines round 2.

This handbook is split into 3 sections:

01

Before you apply

Key information to be aware of before you begin the process.

02

Preparing to apply

What you need and who to contact to gather that information.

03

How to apply

How to complete the application process.

How does this grant process work?

The grant application process involves the following steps.

1. Before you apply

Check your eligibility

Have a valid ATDW listing

Understand your commitments

2. Preparing to apply

Contact a supplier or licensed electrician

Conduct a site assessment to understand your charging needs

Obtain commercial quotes for EV charger and software

Collect your business information

3. How to apply

Start your application on SmartyGrants

Understand and agree to the terms and conditions

Submit and await application outcome

If successful, install approved EV chargers and software (if selected) and claim payment

Before you apply

Before you apply

As with most grant applications, there is information that needs to be collected and tasks to be completed prior to submission. As this is the second funding round of the EV destination charging grants, there are also some requirements that have changed since the first round.

This section outlines what you need to be aware of before starting your application form, and some new additions to the grant requirements.

Check your eligibility

To be eligible for round 2 grant funding, you'll need to:

- be an approved destination type

- be located in an eligible Local Government Area (LGA)

- have a live Australian Tourism Data Warehouse (ATDW) listing

- have no more than 4 existing charge ports on site

- not be an approved site from round 1

- have off-street parking capable of supporting EV charger installation (or on-street parking if you are a Local Council and off-street parking is not available).

All eligibility criteria and key changes from round 1 can be found in the Funding guidelines round 2.

This is a **co-funded grant**, so successful applicants will be required to pay their **share of project costs** not covered by the grant for the EV charger, installation and software. Some payments will be required upfront, prior to claiming the grant funding.

Round 2 is **open for 6 months**, however ensure you leave enough time to speak to suppliers or electricians to understand your site needs, source quotes and gather relevant information for an application prior to the round close date. (See webpage for application close date).

Do you have a live Australian Tourism Data Warehouse listing?

The Australian Tourism Data Warehouse (ATDW) is an online database that lists and promotes tourism businesses or events operating in Australia that provide a direct service or experience to the leisure tourist (some exclusions apply). It is used by state and national tourism agencies to document and promote locations and visitor experiences across Australia.

NSW locations listed on the ATDW are automatically listed on the Visit New South Wales website, making an ATDW profile a valuable way of boosting online exposure and appealing to new visitors. It's free to list your destination and add that you have EV charging facilities available.

You can create a listing under one of the following 9 categories:

- Accommodation
- Attraction
- Event*
- Food & Drink
- Hire*
- Information Services
- General Service
- Tour*
- Transport.

*The eligibility of Events, Hire and Tour categories for the EV destination charging grants will be determined by the permanent parking facilities at these sites and not the Event, Hire or Tours themselves. All destination types must have physical premises that visitors will travel to with the necessary parking and infrastructure to support visitor EV charger usage. The provision of an ATDW listing does not guarantee funding under the EV destination charging grants. Applicants must meet all eligibility requirements outlined in these funding guidelines to be eligible for grant funding.

Destinations applying for an EV destination charging grant are required to have an ATDW listing. Having a listing for your site provides great tourism exposure for your business or council. It also helps the NSW Government when planning and promoting future EV road trip resources guiding EV drivers throughout the state.

Before you move forward with your application, please check that you have an ATDW listing and that it's is up-to-date. If you don't have one, go to atdw.com.au and click 'Register Now'.

To register, you'll need:

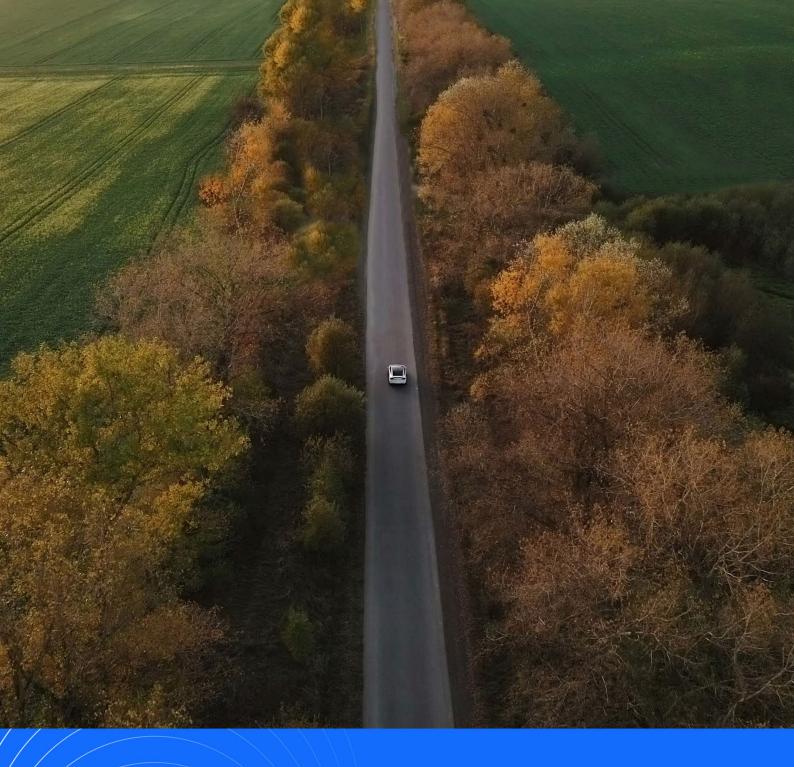| ABN			
Business or organisation ABN (if applicable) and contact details	A 200-word (or shorter) description of your business	1-10 images of your business	To confirm that your business meets ATDW eligibility criteria

Understand your commitments

You are responsible for managing and promoting your new EV charger at your destination. This includes a commitment to properly maintain your charger.

Take time to ensure you:

- have the time and resources to properly attend to your EV charger(s) on an ongoing basis

- train your staff on how to operate your charger and software, and how to seek support from your supplier

- keep your site clear and accessible to visitors at all times.

There are differences between various EV charger models. Please familiarise yourself with the manufacturer's instructions and be aware of your responsibility to seek further support where required.

If you have questions please contact us at destination.charging@environment.nsw.gov.au.

Preparing
to apply

Preparing to apply

Contact a supplier or licensed electrician

If you've met the eligibility criteria, the next step is to contact a charging supplier or licensed electrician. They can help you understand your site needs and the costs involved. Whilst we encourage you to get the support of a supplier or electrician on preparing your application, you must submit the application yourself. Additionally, you must understand your eligibility, commitments, and grant's terms and conditions prior to submitting an application.

It's critical you do your due diligence when finding an EV charging supplier and electrician. Whilst the grants do have an approved EV charger and software list, the responsibility of finding and going into an agreement with a supplier and/ or licensed electrician sits with you as an applicant. This due diligence should include getting all relevant details (quotes, roles and responsibilities and any additional information) from your supplier or electrician in writing. Proceeding on the basis of verbal agreements is poor business practice and not recommended.

Understand the electrical and charging needs at your site

The following important considerations, regarding your site's EV charging needs, should be discussed with your supplier or licensed electrician:

- the layout of your property

- visitation plans

- current electrical infrastructure

- if a 7kW or 22kW charger is most suitable to your site

- expected visitor numbers

- how much time you expect EV drivers to spend at your destination

- how far your customers will need to travel to reach their next destination

- if there is an existing electrical distribution board located near the car park. If the answer is 'no', then they should discuss whether a new electrical distribution board can be installed. This can include running a new supply to the car park from the main switchboard

- whether there are any spare circuit breaker spaces on the switchboard

- what is the capacity rating of the available circuit breakers

- if the electrical supply to your site is single-phase or 3-phase

- what is the total power available for EV charging at your site and is it sufficient

- the benefit to installing an Energy Management System (EMS) with your charger, if required, to help manage capacity constraints.

Taking the time to plan will help avoid costly upgrades and maximise the benefits of your new EV charging capabilities.

Where to install

Installing your charger in a suitable location is vital. Your location planning should take into account:

Power

Power is usually easier to source on the edge of a car park than in the centre.

Space

Plan your parking configuration to ensure there is plenty of room for the charging equipment, both at the front and back of the parking space. This may include wheel stops or bollards if applicable to your site.

Accessibility

Ensure all EV drivers and passengers can easily and safely access the charging location, and the charger itself. This includes confirming the parking space(s) comply with all Australian standards for parking accessibility, and making sure cables don't block any footpaths or access ways when vehicles are plugged in.

You should consider access for those in a wheelchair or with a pram. Ensure there aren't any obstacles, such as a tire stop, that may make navigating the charger challenging. Speak to your supplier or licensed electrician about the optimal parking configuration for accessibility.

Visibility

Ensure your EV charger is well signposted so visitors can easily find it. It should be well lit for safety, security and ease of use. Also consider bay painting to make your EV charging station stand out clearly.

Versatility

In terms of parking configuration, chargers should be positioned to service at least one parking bay for a single port charger, and at least 2 parking bays for a dual port charger.

Reliability

Ideally, EV charging spaces should be reserved to ensure other vehicles don't take up the space. They should be mechanically protected to avoid damage. If drivers will need to pay for the service of the charger, there should be good internet connection.

Convenience

Ensure EV charging isn't a hassle or an afterthought by installing chargers in a convenient location. For example, close to the entrance or amenities. You can maximise convenience by selecting a charger that comes with a cable so drivers don't need to bring their own.

If you, or your supplier or electrician, have any questions on understanding site needs and preparing your application, visit our website for FAQs and further resources.
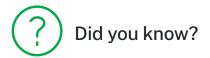
Click here

EV charger selection

Based on the information you have provided to them, your supplier or licensed electrician will be able to help you navigate the different options when it comes to hardware and software. It's crucial to select the appropriate charger size (7kW or 22kW) based on the needs of your visitors. You should consider whether software might be a desired option for your destination.

All EV chargers funded under the grants are smart chargers with the capability to support cloud-based billing. Cloud-based billing is made possible through software platforms that connect the EV charger to the internet. In addition to enabling remote payments, purchasing and installing software can help manage and track energy usage and display charger maintenance requirements.

To claim grant funding, your hardware and any selected software must come from the eligible list developed in conjunction with the EV Council (EVC). You can find the list here. There are various products to select from and your supplier or licensed electrician can assist with recommending eligible hardware and software that best suit your site needs and parking configuration. Ensure you're clear on the selected EV charger and software product details and model numbers so you can accurately input this information into the grant's application form.

? Did you know?

EV chargers come with 1 or 2 charging ports. Dual port chargers can charge 2 cars at the same time and can be installed between 2 parking bays to service charging 2 cars at once. Speak to your supplier or licensed electrician to understand the different power and installation requirements of single verse dual port chargers and what's most suitable for your site.

Ongoing maintenance considerations

Discuss with your supplier how to operate and manage your charger based on the hardware best suited to your site. They may discuss the manufacturer's instructions, how to inspect your charger for damage and/or software for reported faults. You should use this opportunity to ask them any other specific questions you have around maintenance prior to submitting your grant application.

Obtain quotes

When you have a clear understanding of your site's charging needs, you'll need to get a quote for implementation. It's recommend you get multiple quotes, to verify the needs of your site and ensure you're getting value for money.

You need a detailed quote to complete your application. Make sure your quote contains:

- itemised (separate) costs for software, hardware and installation, and a breakdown of inclusions for each line item

  - **hardware:** cost, quantity and model number of EV chargers/ports selected from eligible EV charger and software list

  - **software:** annual base price of subscription per charge port from eligible EV charger and software list

  - **installation:** breakdown of each good or service. For example, EV charger installation, civil works, 4G modem, civil works, freight and delivery.

- GST as a separate line item.

Select one final quote for EV charger hardware, software and installation. Ensure the dollar amount in that quote matches what you include in the application form. The costs entered into your application form will be used to calculate the associated co-funding contribution, per the caps outlined in the round 2 Funding guidelines. You will be required to enter the total costs (excluding GST and ineligible items) for EV charger, installation and software (if selected) into the grant application form.

You should also make sure you're clear on which items in your quote are eligible for grant funding and which are not.

Revisit the round 2 Funding guidelines to confirm which items in your quote are eligible for funding.

You will need to exclude ineligible line items from your application so that the grant co-funding can be calculated correctly. Remember, the grant won't fund any more than 4 charge ports (for example, 2 single port chargers and 1 dual port OR 4 single port chargers OR 2 dual port chargers). It also will not fund software subscriptions for longer than 1 year.

Collect your business information

When you've selected a quote you're happy with, you'll be almost ready to start your application. You'll just need to finalise your business information.

Make sure you have all the information required to input into your application form:

ABN Your ABN and the destination type and category you fit into

Your live Australian Tourism Data Warehouse listing number

A photograph and the address of the proposed installation location

The model number of your hardware and software selections from the eligible list

Your selected quote (with ineligible items excluded)

How to apply

How to apply

Submit your application

With your information at hand and declarations understood, it's time to fill in your application form. Applications are completed via an online platform called SmartyGrants. Visit the EV destination charging webpage for the link to the application form. Follow the prompts to sign in or create a profile. Ensure all required information is completed before submitting.

Ensure you save the application as you progress so you can reopen the draft application to continue at a later date if required. Once logged in, your draft application can be found under the 'My Submissions' link.

Completing an application as a team with SmartyFile

With SmartyFile, applicants can create an organisation profile with multiple users with different access levels, enabling you to collaborate on SmartyGrants submissions.

SmartyFile also allows applicants to pre-fill information and manage, view, search and sort submissions across multiple funders in one place. For more information SmartyFile profile, visit the SmartyFile Help Page.

Applicants working with third parties can add and define access levels in their organisation profile, like adding a 'Contributor'. Applicants who choose not to set up a SmartyFile profile can still submit an application.

Applications must be submitted by an authorised person from the applicant organisation.
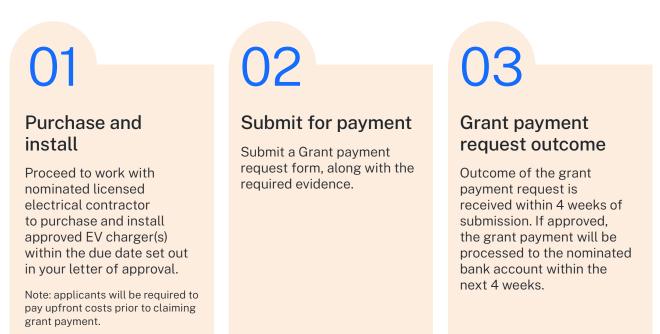
Agree to the grant terms and conditions

These declarations can only be agreed to by an authorised representative from within the applicant organisation (not a third party). Ensure you understand what you are declaring as an applicant. This includes agreeing to the following:

- if successful, the EV charger(s) installed under the grant will:

    – be appropriately installed, operated, and maintained under relevant Australian Standards

    – be accessible for use by the visitors, guests, and customers of the site and not for private use by the applicant

    – include the NSW Government branding decal.

- you will publish your EV charger(s) location on at least one publicly available website or app (for example, Plugshare or Google. Details published on EV charging provider specific platforms will not be accepted)

- if successful, software subscriptions co-funded under the grant must be installed and operational at the time of claiming the grant payment and will provide the NSW Government access to de-identified operational data from each co-funded EV charger for a 1-year period following installation

- you have received appropriate approvals to install an EV charger at the site from relevant authorities if necessary, such as local council or property owners and landlords, prior to submitting a grant application

- you have no more than 4 existing EV charge ports at site.

Submit and await application outcome

After you've submitted your application, you'll be notified of your application outcome by email within 8 weeks. For successful applicants, this correspondence will confirm the dollar value of your funding, state your due date for installation and claiming the grant payment and next steps for accepting the grant letter of offer.

If you are successful, the key milestones are:

01

Purchase and install

Proceed to work with nominated licensed electrical contractor to purchase and install approved EV charger(s) within the due date set out in your letter of approval.

Note: applicants will be required to pay upfront costs prior to claiming grant payment.

02

Submit for payment

Submit a Grant payment request form, along with the required evidence.

03

Grant payment request outcome

Outcome of the grant payment request is received within 4 weeks of submission. If approved, the grant payment will be processed to the nominated bank account within the next 4 weeks.

As well as an outline of the process, you'll receive further information to help you successfully set up your charger. This includes options for how to offer EV charging to your visitors, how to ensure your visitors have a good experience, and how to get the word out about your new service on online charging maps.

Unsuccessful applicants will also be notified by email within 8 weeks of application. If you are unsuccessful, applicants who meet the eligibility criteria can re-apply for future funding rounds.

Unsuccessful applicants are encouraged to continue to use the information provided in the grant guidelines and applicant handbook to purchase and install an EV charger at destination sites outside of these grants. Further information can be found at www.energy.nsw.gov.au/EVdestinationgrants.

Useful links

Drive electric NSW EV destination charging grants

If you have read this applicant handbook and the funding guidelines and still have further questions you can:

- consult our FAQs

- visit our webpage for recordings of information sessions and additional resources for suppliers and electricians

- email destination.charging@environment.nsw.gov.au

Electric vehicles and EV charging

If you'd like more information on the NSW Electric Vehicle Strategy, other NSW Government programs or information about electric vehicles, please visit energy.nsw.gov.au/electric-vehicles

Drive electric NSW
EV destination charging grants

For more information

Visit: energy.nsw.gov.au/EVdestinationgrants

Contact: destination.charging@environment.nsw.gov.au