



Creating sustainable and inclusive futures for all

## Call to Action : EV Home Charging Accessibility

# The research

The energy system is changing and moving towards greater electrification. What are the implications for disabled people? Our latest research investigated the needs and experiences of disabled EV motorists when choosing and installing home charging equipment. It built on RiDC's 2019 research into EV public charging accessibility.

Our research identified a wide range of accessibility difficulties experienced by disabled motorists, throughout the customer journey. This included gathering information about suitable equipment, installers and prices, weighing up options, installation and finally in using their chargers.

Our findings were presented at a Webinar with stakeholders in November 2022 and actions to mitigate the identified problems were considered.

[Research report](#)

[Webinar presentation](#)

# Call to Action

Below we list our proposed actions, together with the organisations who we believe can make change happen and prevent disabled people being excluded from the sustainable choice of owning an EV.

## 1) Consumer Information & installation

Information about home EV charging equipment and installation needs to be more detailed, more consistent and to comply to basic website and app accessibility standards (WCAG 2.1. AA).

Installers should offer disabled or vulnerable customers pre-installation customer visits where needed, rather than relying on remote assessments (i.e. photos, online or phone questions).

Installers and equipment suppliers' codes of practice and staff training should specifically recognise and consider the different needs of disabled and older users, as well as the possible declining nature of their disabilities and future needs.

### Who should make the change?

- Equipment suppliers and installers.
- Trade bodies representing the industry e.g. Renewable Energy Assurance Ltd (REAL) who administer the EVCC (Electric Vehicle Consumer Code)
- Government bodies supporting the early market for ultra-low emission vehicles e.g. OZEV (Office for Zero Emission Vehicles) and DFT (Department for Transport).

## (2) Product design

Requirements around best practice in installation of accessible home charging units should be added into the new product BSI Standard (PAS 1899) which sets a minimum range of specification to make public electric vehicle charge points accessible. This should include identifying any special requirements around usage, placement of the charger and interaction with customers' mobility, access needs and equipment.

Further (UX) user experience research with disabled motorists is urgently needed to support inclusive design as the EV home charging market fast develops.

### Who should make the change?

- BSI (British Standards Institution)
- Government bodies supporting the early market for ultra-low emission vehicles e.g. OZEV (Office for Zero Emission Vehicles) and DFT (Department for Transport).