

Fleet Manager's Guide to EV Charging

Everything you need to know about EV charging for UK fleets amidst the e-mobility revolution.



Inside you'll find...

- 5 Most common mistakes for fleet managers
- Charger setup considerations and budget
- Introduction to AC charger technologies
- 10 Essential questions for your supplier
- Key principles of charge point management
- UK Grants and support
- Why Zaptec is the right choice for UK Fleet Managers
- Zaptec Fleet EV Solutions

Why should Fleet Managers care about their EV charging infrastructure?

Fleet electrification is no longer a distant goal – it's a commercial and operational opportunity available now, with significant benefits for cost, compliance, and sustainability.

By investing in the right EV charging infrastructure, fleet managers can take control of rising fuel costs, reduce total cost of ownership, and future-proof operations against incoming regulations and restricted emission zones.

- Reduce costs by switching to EVs
- Leverage government grants
- Operate in restricted emission zones
- Boost sustainability & cut emissions

Welcome to the guide



“Fleet management has never been more challenging. Beyond the regular considerations of day-to-day operations, fleet managers must now consider additional factors. Rapidly evolving technology across the automotive and light commercial vehicle industry combined with the drive for more sustainable fleets is creating a whirlwind of change. For fleet managers looking to keep their feet on the ground, the electric transition starts with robust infrastructure and a plan for the future.”

Michael Braybrook

Managing Director, Zaptec UK

The UK’s automotive landscape is becoming increasingly electrified as fleets and individuals switch to battery electric vehicles (BEVs) and plug-in hybrid vehicles (PHEVs). Around 30% of 2025 registrations have fallen into these two categories, highlighting the rate of change. This is only set to accelerate with the UK Government’s ban on petrol and diesel vehicles starting in 2030.

For fleet managers, this presents both a challenge and an opportunity. This guide is a compilation of important information following a myriad of conversations with fleet managers right across the UK. The fundamental truth is that EVs and charge points represent a new technology for many, and this novelty comes with unforeseen challenges and potential pitfalls.



6 Most Common EV Charging Mistakes for Fleet Managers

1

Poor technical communication with users

Educating employees on the use of electric vehicles and charge point benefits is all too often overlooked. Even basic knowledge of workplace and home charging should not be assumed. Remember, it is not a matter of 'if' your fleet will electrify, but 'when'. So, prepare to effectively communicate the factors and practices that differentiate EV operation from conventional petrol and diesel vehicles.

2

Not considering future technology and guarantees/warranties

Technology within the EV and charger industries is evolving quickly. Ensure that any acquisitions – vehicles or chargers – are ready for the future. Things like vehicle-to-grid (V2G) charging capability are essential, even if not necessarily viable right this moment. The same can be said for warranties – long-term guarantees for your charging infrastructure provide peace of mind.

3

Forgetting about support and updates

When it comes to EV charge points, working with a partner that offers substantial technical support and over-the-air (OTA) updates is imperative. Too often, this is overlooked as a non-essential, only for things to go wrong later on. Always do your research and work with a reputable technology provider.

4

Missing out on tariffs for cheaper recharging

Tariffs can be one of the most effective means to reduce the operational costs of electric vehicles and fleets. Ensure that you select charging infrastructure that supports tariffs, be they domestic or commercial, that align with your fleet's requirements.

5

Not leaning on the experts

Working with high quality EV charging experts can streamline installation, set-up, and commissioning. This will ensure that you have the right chargers, suitable electric infrastructure, and intuitive management software.

6

Underestimating the importance of responsive support

Issues can unfortunately happen, and the mark of a true professional is how quickly these are acknowledged and resolved. Look for testimonials and high ratings on customer support and service. This will result in fewer headaches and provide the peace of mind that you have the right partner.

Charger Setup Considerations & Budget

What are the most important factors when determining charging requirements?

- Fleet size
- Number of chargers
- Available parking spaces
- Commercial vs home charging

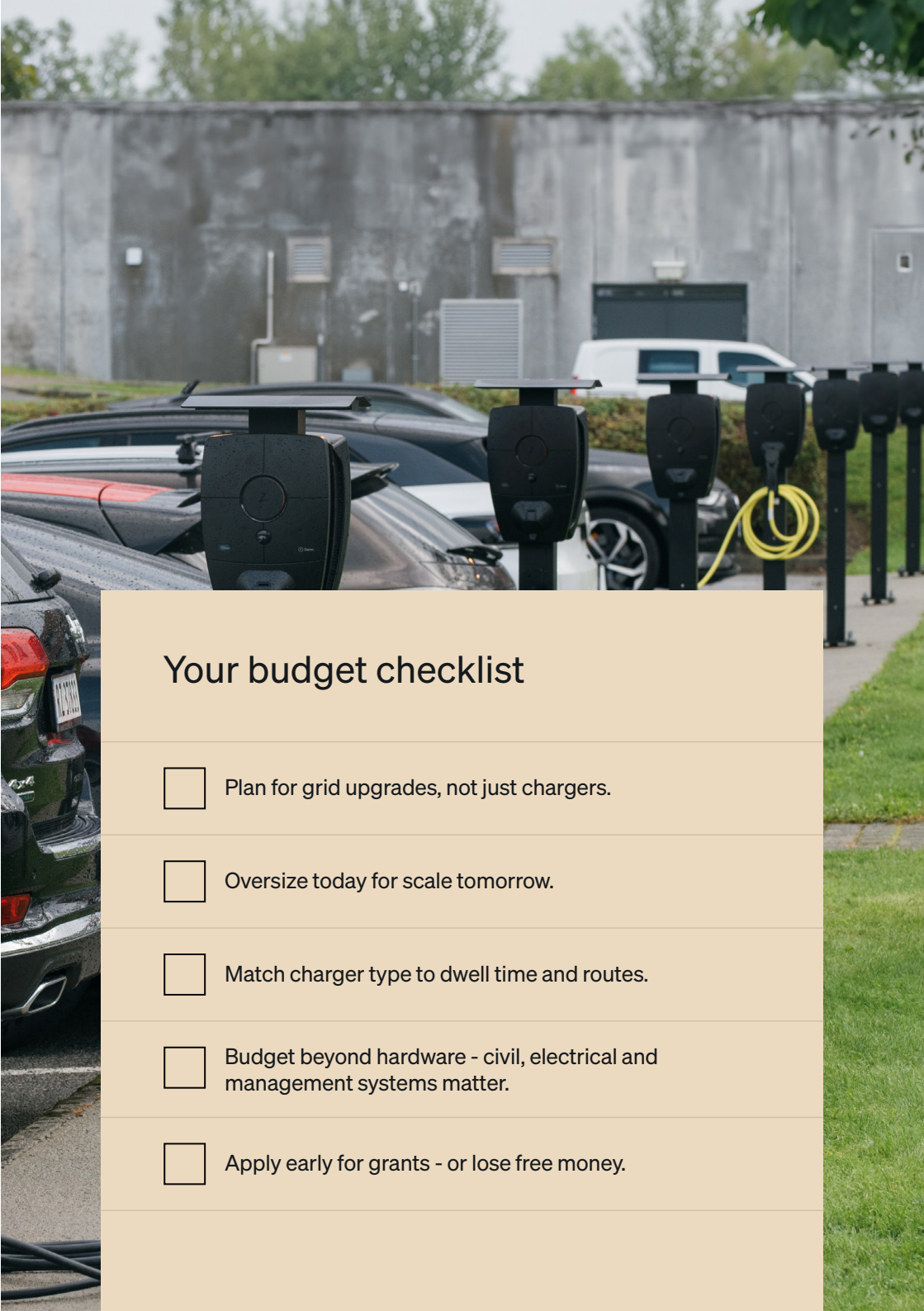
Your fleet: Home vs Commercial

Will your fleet drivers recharge their cars at fleet-run hubs or at home with a residential charge point? Understanding the type of fleet you operate and how vehicles will be recharged is a critical element of charge point selection.

What are the most common cost overruns and errors?

In our experience working with customers to establish fleet recharging capabilities, these are the most common areas of cost overruns and mistakes:

- Underestimating grid connection and DNO timelines
- Not future-proofing the installation
- Poor site surveys and incomplete groundworks
- Incompatible or over-specified hardware
- Lack of integration with energy management or scheduling tools
- Ignoring driver habits or usage patterns
- No contingency budget or phased rollout plan



Your budget checklist

☐

Plan for grid upgrades, not just chargers.

☐

Oversize today for scale tomorrow.

☐

Match charger type to dwell time and routes.

☐

Budget beyond hardware - civil, electrical and management systems matter.

☐

Apply early for grants - or lose free money.

Introduction to charger technologies

The modern EV charger market has a myriad of options and technologies for today's fleets. Navigating this maze can be a challenge, particularly when your time is stretched across fleet responsibilities. This page offers a condensed summary of the types of chargers and technologies used today.

Your fleet: Home vs Commercial

There are two types of chargers used by fleets, commercial chargers (approximately 22kW) and domestic chargers (approximately 7kW). Commercial chargers are built for faster charging and public locations, while domestic chargers are best suited to homes.

Here are some of the general differences between the two charger types:

	Public / Commercial	Domestic
Charging power output	22kW	7kW
Phase requirement	3 phase	1 phase / 3 phase
Accepts payments	Yes	Yes
Multiple connected chargers	Yes	No & Sub 10
Solar integration	No	Yes
Smart charging	Yes	Yes
Scalability	Yes	Yes
Vehicle-to-grid (V2G)	Yes	Yes
App connectivity	Yes	Yes
RFID	Yes	Yes



Commercial & Workplace Installations

What to ask

Why it matters

Does it meet British Standards (e.g. BS IEC 62955, BS EN 62423, BS EN 60898)?

Ensures the charger complies with UK safety, fault detection, and circuit protection regulations.

Is it OZEV-approved?

Only OZEV-approved products qualify for government grants and workplace funding schemes.

Does it have built-in Type B RCD?

This protects against DC leakage and enhances safety without requiring extra hardware.

Is it MID-certified?

Ensures energy usage is measured accurately for reimbursement, billing, or tax reporting. This is a new requirement in the UK for all new Public/Commercial chargers by 2027 (where billing is based on kWh).

Can multiple chargers be installed using a single cable?

Reduces installation time and cost by allowing simpler, scalable deployment.

Does it have load and phase balancing?

Enables efficient energy use across multiple chargers without overloading your site.

Is the management software free and comprehensive?
Does it have integrations?

Avoid hidden software fees and ensure it works with your existing fleet or energy systems.

What to ask

Why it matters

Does it have OCPP capability?

Open protocol support gives you flexibility to connect with third-party apps and future platforms.

How long is the warranty or guarantee, and what does it cover?

A strong warranty protects your investment and reduces long-term maintenance risk.

Does it support bidirectional charging (V2G/V2H)?

Enables future energy innovations that can turn vehicles into mobile energy assets.



Commercial & Workplace Installations

What to ask

Why it matters

Will the EV charger charge my vehicle? Is it fast enough?

Type 2 is common (some older cars need Type 1) - Confirms compatibility with your EV make and model . Determine how long it takes to charge based on power output (e.g. 7kW/22kW).

Will I need to upgrade my power supply?

Avoids surprises during install — some homes may need consumer unit upgrades or DNO approval.

Does it comply with smart charging regulations? Is it OZEV-approved?

Compliance is now legally required (e.g. default off-peak scheduling). OZEV approval means eligibility for home installation grants under the EV chargepoint scheme.

Does it include safety features like PEN fault detection, earth monitoring, and RCD protection?

Protects against serious faults like broken earths or live-neutral reversals — critical for home safety.

What is the installation and commissioning process? Who is responsible for it?

Helps avoid miscommunication and ensures a smooth install with a clear point of contact.

How long is the warranty or guarantee, and what does it cover?

Provides confidence in product longevity and support if issues arise.



What to ask

Does it have a user-friendly smart charging app?

Why it matters

Makes it easier for drivers to schedule charging and track energy usage effortlessly.

Is it compatible with my energy supplier or dynamic tariffs?

Allows drivers to benefit from lower overnight rates automatically.

Is it compatible with solar panels or battery storage?

Future-proofs your charger for use with home-generated renewable energy.

Can it support bidirectional charging (e.g. V2G or V2H)?

Unlocks future potential to export energy from the vehicle back to the grid or home.

Is the charger's design environmentally friendly or made with recyclable materials?

Supports broader corporate sustainability goals and carbon reporting.

Key principles of charge point management

Some important information to know about charge point management.

1

Prioritise dynamic load balancing for commercial applications: This prevents circuit overloads by adjusting power to EVs based on site-wide demand. It lets you install more chargers on existing infrastructure, avoiding expensive grid upgrades while guaranteeing electrical stability for your site.

2

Use smart scheduling to cut costs: Cut energy bills by automatically charging vehicles when electricity is cheapest. Smart scheduling aligns charging with off-peak tariffs or on-site solar generation, maximising cost savings and making your fleet operations more sustainable by using the lowest-cost power.

3

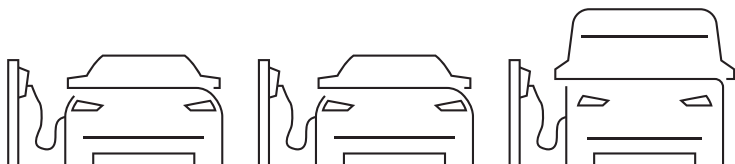
Implement secure access control: Control who uses your chargers with secure access via RFID or apps. This prevents energy theft and ensures chargers are always available for your fleet. It also helps you meet security regulations to protect your assets and avoid potential fines.

4

Demand full remote monitoring and data: View your entire charging network from one dashboard. Get real-time status updates and instant fault alerts to maximise uptime and reduce maintenance costs. Use the data for insightful reports on operational costs, fleet efficiency, and overall sustainability performance.

5

Ensure open integration (OCPP): Avoid vendor lock-in by using the Open Charge Point Protocol (OCPP). This standard allows chargers to connect with various software systems, enabling seamless integration with fleet telematics or payroll to automate reporting and employee expense reimbursements.



OZEV Government Grants

Grants can play an important role in establishing new EV charging capabilities for fleets, with a number of viable incentives currently available.

Depot Charging Scheme

16 July (Midday) - 28 November 2025 (4PM)

The Depot Charging Scheme provides support to fleet operators on the costs of installing charging infrastructure for electric HGVs, vans and coaches at fleet depots.

[Learn more →](#)

Electric vehicle infrastructure grant for staff and fleets

1 April 2022 (Midnight) - 31 March 2026 (Midnight)

Electric vehicle infrastructure grant for staff and fleets. Small and medium-sized businesses can apply for grants towards the costs of installing charge points, associated infrastructure and preparing parking spaces for future installations. Grants of up to £15,000 per site are available. You can apply for this grant if your business has 249 employees or fewer.

[Learn more →](#)

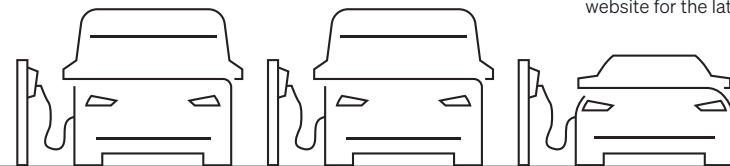
Workplace Charging Scheme

1 April 2022 (Midnight) - 31 March 2026 (Midnight)

This grant provides up to £350 per socket towards the cost of installing charge points at workplaces. You can apply for grants for up to 40 sockets across all your sites.

[Learn more →](#)

Grant information is correct at the time of publication but is subject to change. Please consult the official government website for the latest details and eligibility criteria.





Why Zaptec is the right
choice for Fleets

Zaptec delivers market-leading fleet charging solutions that reduce the total cost of ownership through a scalable design and smart charging capabilities.

Install the foundational electrical system once and simply add chargers as your fleet grows. Zaptec's complete end-to-end service ensures a seamless transition to EVs, while its user-friendly app and integrations streamline use and management, keeping both drivers and fleet managers satisfied.

Scalable by Design

Install the core infrastructure once, then easily expand as your fleet grows — from 5 to 200 chargers, all load balanced and optimised through a single cable run.

Lower Total Cost of Ownership

Smart scheduling, phase balancing, and real-time energy management help you **cut installation, energy, and maintenance costs** from day one.

End-to-End Project Support

From site survey and installation to aftercare and software setup, we provide a **turnkey service** that keeps your operations running smoothly.

Simple for Drivers, Powerful for Managers

Drivers benefit from our intuitive app, while fleet managers enjoy full control through the **Zaptec Portal** — with real-time monitoring, access control, and detailed reporting.

Smart, Secure and Built for Scale

Zaptec chargers are **OZEV-approved**, cyber-secure, and support **remote updates**, ensuring your fleet stays compliant and connected.

Zaptec is the smarter, safer way to electrify your fleet - built to scale, easy to manage, and backed by **UK-based support and a 5-year guarantee**.



Further information about Zaptec Fleet Charging solutions

We've included information on the Zaptec Pro, Zaptec Go 2, and Zaptec Go below. If you've got questions about EV chargers or would like to discuss your fleet's specific requirements, get in touch with the Zaptec team.



Zaptec Pro - Professional system charging

Zaptec Pro is an enterprise-grade solution designed for larger installations – perfect for depots, office car parks, and shared-use fleet hubs. With smart load balancing, OZEV approval, and the ability to install 5 to 200 chargers on a single circuit, it's a future-proof choice that adapts as your fleet grows.

For fleet managers, Zaptec Pro offers:

- Effortless energy management via the Zaptec Portal
- Full support for dynamic load and phase balancing
- Access control and usage tracking for multiple drivers
- Durability and low maintenance, ideal for 24/7 fleet operations

Whether you're electrifying a central depot or rolling out across multiple locations, Zaptec Pro offers high-performance, low-interruption charging with minimal grid strain.



Zaptec Go 2

Innovative by design and future-ready in function, the Zaptec Go 2 is our latest award-winning, OZEV-approved home charger. Building on the original Go, it introduces advanced features that redefine EV charging, including bidirectional (V2G) readiness, seamless solar integration, MID certification, and enhanced OCPP capabilities.

- **MID-certified accuracy** Integrated display provides clear, real-time energy monitoring.
- **Solar-optimised charging** Supports solar system integration with 1-to-3 phase switching for maximum energy efficiency.
- **Vehicle-to-Grid (V2G) ready** Built-in ISO 15118 capability enables your EV to act as an energy power bank, allowing two-way energy flow between your car and the grid.



Zaptec Go

Zaptec Go is our compact, award-winning OZEV-approved home charger, designed for fast, safe and easy EV charging at the driver's residence. It delivers up to 7kW charging — ideal for overnight top-ups – and integrates seamlessly with the Zaptec app for smart scheduling and access control.

For fleets supporting employee home charging, Zaptec Go ensures:

- Quick install and simple setup with authorised partners
- Secure access and reimbursement-ready usage tracking
- Smart charging features to reduce costs using off-peak tariffs
- Remote updates and support to minimise downtime



