

The Public Charge Point Regulations 2023: what they mean for host sites

The Public Charge Point Regulations 2023 set rules for public EV chargers across the UK, covering how drivers pay, how prices are shown and the helpline number on the charger. The duties fall on the charge point operator, not on the business hosting the charger. At an EV Plus site, the operator is EV Plus.

What you need to do

Nothing. You don't need to learn the rules, fit any equipment, answer calls or file reports, and any penalties for breaking the rules fall on the operator, not on you.

What EV Plus does

We own and operate the chargers, so every requirement below is our responsibility.

Who the rules apply to

The regulations came into force on 24 November 2023 and apply across the whole UK. They cover public charge points, meaning chargers intended mainly for use by the public. That includes chargers in privately owned car parks open to customers, such as a pub or hotel car park.

The duties are placed on the charge point operator, defined as the owner of a charge point or anyone operating it on the owner's behalf. EV Plus owns and operates the chargers at our host sites, so the operator is EV Plus, not the business whose car park they are in.

What the regulations require

Requirement	What it means	In force
Clear pricing	The price must be shown in pence per kWh, on the charger or without needing an account, and can't go up once charging has started.	24 Nov 2023
Contactless payment	New public chargers of 8kW and above must take contactless card payment. So must rapid chargers of 50kW and above.	24 Nov 2024

Requirement	What it means	In force
Open data	Location, live availability and price must be published in a standard format, so apps and maps can show them.	24 Nov 2024
24/7 helpline	A free, staffed phone helpline every hour of every day, with the number shown on or near the charger. Calls are logged and reported quarterly.	24 Nov 2024
Payment roaming	Drivers must be able to pay through at least one third-party roaming provider, such as a charging app or card.	24 Nov 2025
99% reliability	Applies to rapid (50kW+) networks only, not to destination chargers like ours.	24 Nov 2024

The Office for Product Safety and Standards (OPSS) enforces the regulations and can fine the operator up to £10,000 per breach.

If you buy and run your own chargers

A business that buys and runs its own public chargers becomes the charge point operator, and every requirement in the table becomes its job. That means payment terminals, price display, roaming agreements, a helpline staffed around the clock with quarterly reports, and live data feeds, all with the fines attached. Micro-businesses are exempt from most of the rules, but not the pricing rules.

When EV Plus is the operator, we do all of this. The open data we publish is also what puts your site on Zapmap, Google Maps and Apple Maps.

Please note

This is EV Plus's own plain-English summary of the Public Charge Point Regulations 2023 and the government guidance, correct as of September 2026. It is not legal advice.