

Department of Climate Change, Energy,  
the Environment and Water

# EV destination charging grants – round 2



Successful applicant guide

February 2024







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## Congratulations on being approved for the second round of the electric vehicle (EV) Destination charging grant!

We are excited to work with destinations like yours to grow the EV charging network across regional NSW. You're helping to make NSW the easiest place to own and operate an EV in Australia.

This guide provides steps to claim your grant payment and information to help manage your EV chargers.



# Accepting the Letter of offer

An authorised representative from within your organisation must accept and sign the declarations in the Letter of offer. This indicates agreement to comply with the [EV destination charging grant – round 2 guidelines](#), including the terms and conditions.

The Letter of offer is attached to the grant approval notification.

It outlines the:

- approved NSW Government co-funding amount
- due date for the EV charger(s) installation and Grant Payment Request Form submission (5 months from grant approval).

## How to submit the Letter of offer

Return to the [SmartyGrants Platform](#) to upload and submit your signed Letter of offer via the Grant Acceptance Form.


### Steps to submit the Grant Acceptance Form:

#### Step 1: Login to SmartyGrants

Sign in with the same email address used to submit your application.

The screenshot shows the 'Login or Register' page for the Office of Energy and Climate Change - HCE - Electric Vehicles. The page features the NSW Government logo and a 'Current Rounds Not logged in.' link. The main heading is 'Login or Register'. Below this, there is a note: 'A free account is required to make an online submission. Registration gives you secure access to your forms, allowing you to save your progress and resume later.' There are two main sections: 'Log In' and 'Register'. The 'Log In' section has an 'Email:' field with the placeholder 'yourname@example.com' and a 'Password:' field. Below the password field is a link for 'Forgotten your password?'. At the bottom of the 'Log In' section is a 'Log In' button. The 'Register' section has a note: 'If you haven't registered or started filling in a form, [register here](#).' At the bottom of the page, there is a note: 'By clicking Log In you agree to Our Community's [Privacy Policy](#) and [Terms of Use](#).'

Step 2: Click My Submissions and open Grant Acceptance Form Round 2

**My Submissions** Update Details 

Current Archived

Sort by Due Date ↕ ↑  [Advanced search](#)

**00012 - Test Application** Submitted, next form in progress

Next form due 5:00pm, 25 Dec 2023 (AEDT)

EV Destination Charging Round 2 TEST

<a href="#">EV Destination Charging - Application form R2</a>	Submitted 12:44pm, 28 Nov 2023 (AEDT)	<span style="color: green;">✔</span> Submitted
<a href="#">EV Destination Charging Grant Acceptance Form Round 2</a>	Due 5:00pm, 25 Dec 2023 (AEDT)	<span style="color: orange;">⚙️</span> In Progress
<a href="#">EV Destination Charging Grant Payment Request Form Round 2</a>	Due 5:00pm, 30 Apr 2024 (AEDT)	<span style="color: orange;">⚙️</span> In Progress

Step 3: Upload signed Letter of offer and click Submit

**Review Form**

Your form has not been submitted yet. Please review and correct any errors you find.  
Click the **Submit** button when you're ready to submit this form.  
This form must be submitted before 25 December 2023, 5:00pm Australian Eastern Daylight Time.

**EV Destination Charging Grant Acceptance Letter Round 2**

**Application approval**

Congratulations on your successful application. In order to proceed to the next stage we require you to provide your signed letter of offer as an attachment.

**Signed letter of offer**

Filename [test.docx](#)  
File size 11.7 kB

**Thank you**

If you have any questions, please contact us at [destination.charging@environment.nsw.gov.au](mailto:destination.charging@environment.nsw.gov.au).

**Form Navigation**

- 1. EV Destination Charging Grant Acceptance Letter Round 2
- Review and Submit



# Proceed with EV charger(s) installation

As this is a co-funded grant, you will be required to pay upfront project costs prior to claiming the approved grant payment.

After submitting the Grant Acceptance Form, proceed with purchasing and installing your approved EV charger(s) hardware and annual software subscription (if applicable).

To claim the grant, you must submit the following important information to be eligible for payment:

## 1. Paid invoice(s)/receipt(s)

Include itemised breakdown of costs (excl GST) that match the approved quote(s) submitted in your application:

- **EV charger hardware:**  
Price, quantity and model number of each EV charger selected from the approved [EV charger and software list](#).
- **EV charger software:**  
Annual base price of subscription per charge port selected from the approved [EV charger and software list](#).
- **Installation:**  
Breakdown of approved installation costs as outlined on page 14 of the funding guidelines.

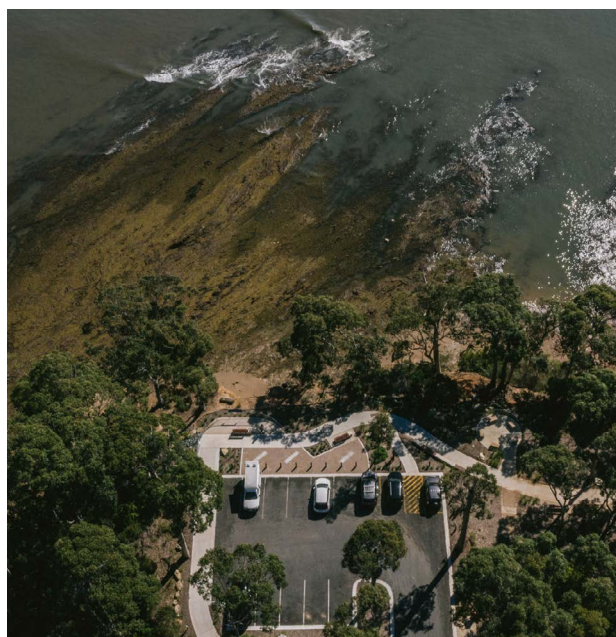
Ensure the same EV charger model and EV charger software subscription (if applicable) approved in your Letter of offer is installed and referenced on your paid invoices or receipts.

## 2. Certificate of compliance

Demonstrate a licensed electrician installed the EV charger(s) at the approved site. The licensed electrician's name and licensed number must match the details provided in the paid tax invoice or receipt submitted for installation.

### What is a Certificate of compliance?

Electricians must submit a Certificate of compliance for electrical work (CCEW) under the Gas and Electricity (Consumer Safety) Act 2017 and Gas and Electricity (Consumer Safety) Regulation 2018. See [Fair Trading Eligibility](#) for more information.



**3. Online publication**

Provide evidence that the location and details of all co-funded EV charger(s) are published on at least one publicly available website or app (for example, Plugshare or Google Maps).

EV drivers plan their trips around where they can charge their vehicle. Publishing your EV chargers online, such as on Plugshare and Google Maps, will literally get your destination on the map.

**Plugshare**  
 Plugshare is a community-based tool that allows users to find available charging locations, leave reviews and connect with other EV owners.

The Plugshare app is free to use and provides EV drivers with live updates on active EV chargers.

For further information on how to list your EV charger visit [Plugshare](#).

**Google Maps**  
 Google Maps has several features for electric vehicle (EV) drivers, allowing EV drivers the ability to easily locate active EV charging stations whilst on the road or pre-planning a trip.

For further information on how to add your EV charger, visit [Google Maps](#).

**4. Photographic evidence**

You will need to demonstrate that:

- EV charger(s) installation has been completed with the approved EV charger hardware
- EV charger(s) are installed and operational at the approved site and nominated location
- each installed EV charger includes a NSW Government branded sticker.

## Installing the NSW Government branded sticker

Your nominated mailing address will receive a sticker pack with NSW Government branded stickers for each EV charger.



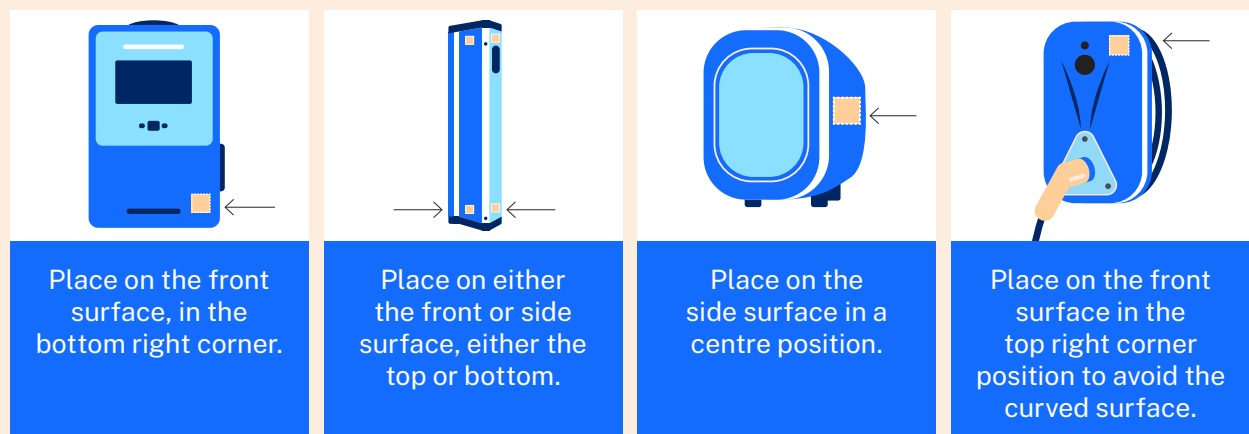
Example image of NSW Government sticker.



**Instructions for installing the decal sticker:**

1. Find a suitable, visible space either on the front or the side of your charger – see diagrams below for examples of suitable locations.
2. Wipe the surface of your charger where the sticker will go to remove any dust or residue.
3. Leave at least a 1cm space around all sides of sticker, where possible.
4. Remove the sticker backing.
5. To ensure no air bubbles form under the sticker, apply from the top edge and move downwards.

The following diagrams are examples of the ideal sticker position for varying EV charger shapes and sizes.



If you do not receive a sticker decal pack in the mail, please contact the team at [destination.charging@environment.nsw.gov.au](mailto:destination.charging@environment.nsw.gov.au) prior to submitting your grant payment request form.

## Update your Australian Tourism Data Warehouse listing

Update your listing with photos of your operational charger so potential visitors can see the charging facilities available at your business. Tag your listing profile with 'EV Charging' to make sure that your business is identified as an EV charging location. To update your ATDW listing, visit [www.atdw.com.au](http://www.atdw.com.au).





# Claiming your grant payment

Return to the [SmartyGrants Platform](#) to complete and submit the Grant Payment Request Form.

A reminder email will be sent 1 month prior to your 5-month due date outlined in your Letter of offer.

**Steps to submit Grant Payment Request Form:**

**Step 1: Login to SmartyGrants**

**Step 2: Click My Submissions and open Grant Payment Request Form Round 2**

**Step 3: Complete details in form and click submit**

**My Submissions** [Update Details](#) **SmartyFile**  
Store it. Share it. Use it.

[Current](#) [Archived](#)

Sort by

[Advanced search](#)

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The Grant Payment Request Form will be assessed upon submission. Within 2 months of submission a grant payment approval notification will be received. Approved grant payments will be paid into the nominated bank account within 4 weeks of payment approval notification.

## Extension requests

If you cannot complete the approved EV charger installation by the agreed due date outlined in your Letter of offer, you must seek a written extension from the department as soon as the delay is known, or 2 weeks prior to the due date.

To do so, submit a written request to the department at [destination.charging@environment.nsw.gov.au](mailto:destination.charging@environment.nsw.gov.au). Please outline the reason for the extension and the new requested due date for the department's consideration and approval.

For more information about extension requests, please refer to page 39 of the [EV destination charging grant – round 2 guidelines](#).

## Variation requests

Requests for variations to any EV charger installation and/or software subscription under the grant, will be reviewed on a case-by-case basis and approval is not guaranteed.

Variation requests may include:

- installation extension requests due to supply chain issues or unforeseen circumstances impacting the site
- changing to another installer (but maintaining the same quoted costs and products), due to availability of installer
- configuration of EV charger(s) installation within the nominated site's carpark included in an application
- reduction to the number of EV charger(s) or software subscriptions that a site will proceed with.

Variation requests cannot include:

- requests for additional funding beyond an applicant's successful grant application scope.

**Note:** variation requests may result in cost adjustments that are equal to or lower than the original approved grant co-funding amount.

The department cannot retrospectively increase grant funding as a result of a variation request. Approved variations resulting in greater project costs will be worn by the applicant.

## Steps to submit a Grant Variation Request Form:

**Step 1: Login to SmartyGrants**

**Step 2: Click My Submissions and select relevant grant application requiring a variation**

**Step 3: Select the Variation Request Form to complete and submit**

Approved variation requests will require an updated Letter of offer to be signed agreeing to the details of the approved grant variation.

For more information about variation requests, please refer to page 40 of the [EV destination charging grant – round 2 guidelines](#).

## Withdrawal requests

If you wish to withdraw your application, a written email to the department at [destination.charging@environment.nsw.gov.au](mailto:destination.charging@environment.nsw.gov.au) is required outlining a reason for the withdrawal.

For more information about withdrawal requests please refer to page 39 of the [EV destination charging grant – round 2 guidelines](#).





# Tips for managing your charger and enhancing user experience

## 1. Offering EV charging

### Free EV charging

- Free charging often encourages EV drivers to visit your location and may give your business a competitive advantage.
- If you decide to charge a fee in future, EV chargers funded under the grant can support EV charging software which enables cloud-based billing services.

### Cloud based billing

- Generally requires an EV charger software subscription.
- Allows each EV charger to outsource the collection of payments.
- Explore Plugshare for similar EV charging locations to understand average and suitable prices per kWh when selecting a fee for payment.

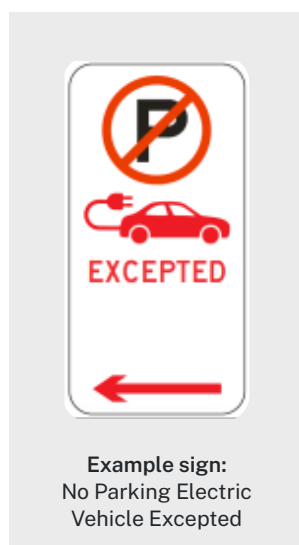
### Flat fee included in a site's service or activity

- A 'fee for use' arrangement may be suitable if the EV driver is already paying for a service or activity such as a meal, accommodation or entry into a tourist attraction.



## 2. Operating your EV charger

- Alternating current (AC) chargers are simple devices that don't require significant upkeep. However, like any electrical asset, you should check the maintenance requirements.
- Familiarise yourself with the operational procedures of your charger.
- Your EV charger may not come with a fixed charging cable. Many EV drivers bring their own. As the most common plug type, you may wish to have a Type 2 EV charging cable on site if your EV charger is socket only.
- Monitor the performance of your EV charger and check for any issues with an online software subscription. Software can also be useful to receive EV charging history, usage patterns, and billing information to better understand your service.
- EV drivers widely use online EV charging maps. Provide accurate and reliable information about your EV charger location, availability, compatibility, payment options and features to help EV drivers easily find your EV charger online.
- Signage is essential for visibility and informing drivers of EV charging conditions. Make sure your chargers are easy to locate and that there are clear instructions regarding usage and time limits if appropriate. Useful sign examples and Australian standard symbols can be found in the [Transport for NSW sign register](#). Filter by 'electric' to find EV charger sign examples.



- Accessibility and safety should be considered. This includes adequate lighting, cable management, connectivity if billing drivers, disability access, and charger protections such as bollards and wheel stops if suitable.

## 3. How to ensure your visitors have a good experience

Tips for a seamless charging experience to help attract more EV visitors to your destination:

- Offer activities based on EV charging dwell times to attract visitors to charge their car, whilst experiencing your product or service.
- Ensure that you have the appropriate signage and the EV chargers are visible.
- Consider offering special tours or packages that include EV charging.
- Build a sustainable EV offer. Consider whether your charger will run on renewable or standard power and create sustainable and environmentally friendly tours and experiences that are likely to cater towards EV visitors.





# EV destination charging grants



## For more information

Visit: [energy.nsw.gov.au/EVdestinationgrants](https://energy.nsw.gov.au/EVdestinationgrants)

Contact: [destination.charging@environment.nsw.gov.au](mailto:destination.charging@environment.nsw.gov.au)