

Code of Conduct eViolin Version 5.1

This code is applicable between eViolin members, unless they agreed different via bilateral agreements between them.

(The term CDR in this code is referring to a Charge Data Record which is the total summary of a session at the end of a charge action)

	Hardware	CPO	MSP
1.	During charging the plug is locked in the charge point. In case power loss of the charger fails, the EV driver is capable to disconnect the charge cable at the charge point	X	
2.	In case kWh are measured, this is done via a certified MID meter for AC charging. Once certified meters for DC chargers are commercially available they must be used for new installations	X	
3.	When authentication of an EV driver at the charge point is done, this is at least possible via access system based on NFC (Near Field Communication) with radio frequency of 13,56 Mhz and NFC Tag 1-functionality according to ISO/IEC 14443A	X	X
4.	CPO's accept NFC Mifare Classic 7 byte charge tokens. MSP's only distribute 7 byte tokens.	X	X
	Price transparency		
5.	The CPO is responsible to show the tariff for Ad Hoc charging (charging at a station without pre-registration/contract) at the charge station in such a way that the EV driver can easily find it (can be via app or website). In this situation the CPO is also responsible for the correct transaction information towards the EV driver.	X	
6.	The MSP is responsible to inform his/her EV drivers / customers upfront about the tariff of charging at any charge station when using a subscription token of this MSP. This is the tariff the MSP will bill towards the EV driver		X
7.	All tariffs shown towards the EV driver must be understandable and without hidden cost.	X	X
	Roaming		
8.	CPO's use a unique coding for their charge points, according to the eMI3/ISO 15118-2:2014 standard, concerning IDs	X	
9.	A CPO cannot bill an MSP for transactions on his stations if the CPO does not have a business contract that covers this. A CPO that still gives access to his charge stations for customers without having a contract does this on his own risk.	X	

10.	CDR's and other relevant logging data must be archived by the CPO for at least 1 year.	X	
11.	A valid CDR must comply with the following condition: The time length of a charge session is longer than 2 minutes OR the volume is higher than 0.2kWh	X	
12.	A valid CDR consist of: <ul style="list-style-type: none"> For every tariff component in the CPO tariff, the following elements [unit, volume, tariff] And always it contains the used kWh volume and the kWh tariff (which can have value 0) This way the MSP can always check, recalculate and explain the total cost per tariff component via Tariff x Quantity calculation.	X	
13.	For their EV driver contracts, MSPs use unique coding according the eMI3/ISO 15118 standard concerning IDs		X
14.	Authentication risk (e.g. fraude, cloning) of tokens is the risk of the MSP.		X
15.	To enable the CPO helpdesk to support the EV driver, the MSP provides to the EV driver sufficient information to identify his contract/card.		X
16.	New or modified tokens are available within 24 hours on the charge point of the CPO.	X	X
17.	CPO's and MSP's must be registered with at least one organisation for ID management with the ID for it's CPO and/or MSP organisation.	X	X
18.	The CPO's deliver direct (real time) after a charge session Charge Detail Records (CDR's) to the MSP's as required by consumer right regulations, latest by 1 st January 2020. Before the CPO sent the CDR, the CPO does validation check on the values to prevent sending wrong values (e.g. impossible values in combination with a certain charge point).	X	X
19.	Questions from customers/EV drivers about the cost of charging are always directed to the MSP. If there are doubts on the correctness of CDR, the MSP can send a request for information to the CPO. This request contains the CDR_ID and a description of the complaints. Within 5 working days, the CPO replies to the MSP containing: <ul style="list-style-type: none"> The original CDR or the charge point logging of it Which data are validated Answer / reply to the complaint. 	X	X

	If this answer is not sent within the agreed period and the concerning data is not validated, the MSP has the right to not pay or settle the cost of this CDR with the CPO. This is only possible for CDR's that are delivered the last 90 days.		
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Signing

The undersigned declares that it agrees with the above conditions.

Name legal representative:.....

Signature legal representative:

Date:.....

Place:.....

Mail

Please sent this form by mail or by post to the secretariat of eViolin:

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