



**Far North
District Council**



TŪHONOTANGA MINITI ATTACHMENTS MINUTES

**Bay of Islands-Whangaroa Community
Board Meeting**

6 August 2026

Te Paeroa Kaupapa / Table of Contents

5.1 Tabled at meeting

Attachment 1	ChargeNet_Additional_Info_AC Charging - Frequently Asked Questions from Councils - FNDC.....	3
Attachment 2	Meridian_Additional_Info_EV Charger Incident - Fuel Sites - Incident Management Plan	6
Attachment 3	Meridian_Additional_Info	8



Frequently Asked Questions from Councils

Proposed Public AC Charging

Purpose: This document responds to the key questions raised by Councils regarding ChargeNet's proposed public AC charging installations in Council carparks.

ChargeNet's AC charging model, known as 'destination charging', is designed for locations where vehicles are already parked for longer periods, such as town centres, libraries, pools, parks and community facilities. The proposal is intended to add charging access without reducing general public parking capacity or requiring substantial changes to existing carpark layouts. The questions below are grouped by topic for ease of reference.

Parking Availability and Site Layout

1. "Our carparks are already constrained."

ChargeNet recognises that parking supply is constrained in some Council carpark locations. For this reason, the proposed AC destination charging bays would remain unmarked and be shared parking bays. They would not be reserved exclusively for electric vehicles.

Both petrol or diesel vehicles and electric vehicles could continue to use the spaces. An EV driver would only receive the additional benefit of being able to charge when a compatible bay is available. This approach introduces charging infrastructure without removing bays from general public use.

2. "Will the installation require bays to be widened or reconfigured, resulting in loss of existing carparks?"

No. The existing parking layout can remain as it is. ChargeNet's proposed AC destination chargers can service either diagonal or straight parking bays, and the existing bay widths do not need to be widened solely for the charging installation.

The final charger position, cable reach and protective measures would be designed around the existing carpark configuration. Any site-specific civil works would be agreed with Council before installation, with the objective of retaining the current number and arrangement of parking spaces.

3. "What happens if vehicles occupy the bays but are not charging?"

ChargeNet's preferred approach for public AC charging is to use shared, unmarked parking bays rather than reserving spaces exclusively for EVs. Both EV and non-EV vehicles can therefore continue to use the parks, while EV drivers can charge when a compatible bay is available.

ChargeNet generally recommends installing a minimum of six charge points at each location. Providing several charging options increases the likelihood that a charger will be accessible without reducing general parking availability or creating a significant enforcement requirement.

If Council instead prefers some or all bays to be marked as EV-only, the parties can discuss suitable signage and parking restrictions. Enforcement of any Council parking restriction would generally remain Council's responsibility.

4. "What signage will be installed, and can Council request additional signage?"

ChargeNet would install appropriate charger identification and user information as part of the final design. Any proposed signage can be shared with Council for review before installation, particularly where it needs to align with Council requirements or the surrounding environment.

Where Council has site-specific concerns, such as parking behaviour or overnight use, ChargeNet is open to discussing additional signage or messaging. The final approach would be agreed with Council before installation.



Commercial Model and Operational Responsibilities

5. "Why does ChargeNet not pay a licence fee for the space?"

The proposed AC charging model is materially different from a high-powered DC fast-charging site. AC chargers provide lower-power, longer-dwell charging and generally generate significantly less charging revenue per bay.

Under this model, ChargeNet funds the charger equipment, installation, software, network operation, maintenance and customer support. The bays also remain available for general parking rather than becoming dedicated commercial charging spaces. On that basis, the proposal is structured as a community amenity partnership with no licence fee payable, rather than a conventional commercial occupation of exclusive carpark.

Council retains ownership and control of the land, while gaining public charging infrastructure without the capital and operating cost of providing the service itself.

6. "Who is responsible for faults, maintenance and customer support?"

ChargeNet is responsible for operating, monitoring and maintaining the charging equipment, including managing faults and arranging repairs. ChargeNet also provides 24/7 customer support so drivers can contact the support team directly if they experience an issue while using a charger.

Where a charger is unavailable, its status can be updated through ChargeNet's digital platforms to help customers make informed charging decisions.

7. "How quickly will a faulty or damaged charger be repaired?"

Repair timing depends on the nature and severity of the issue. Many faults can be diagnosed or resolved remotely, while physical damage or component failure may require a technician visit and replacement parts.

ChargeNet would be responsible for managing the repair process and, where appropriate, updating customers through the ChargeNet mobile app and other communication channels while a charger is unavailable.

Safety and Equipment Protection

8. "We have heard that EV chargers and electric vehicles are flammable. What is ChargeNet's view?"

Any vehicle can catch fire, and lithium-ion battery fires require specific emergency-response methods. However, available evidence indicates EV battery fires are very rare and are not more common than fires in petrol or diesel vehicles. Data reviewed by the Electric Vehicle Council cites Swedish findings suggesting an EV fire is around 20 times less likely after adjusting for vehicle numbers.

It is also important to distinguish between the charger and the vehicle battery. The charger supplies electricity through controlled protection systems, while the high-voltage battery is contained within the vehicle. If a battery is severely damaged, thermal runaway can create an intense fire or risk of reignition, which is why emergency responders follow vehicle-specific procedures.

ChargeNet installations are completed by qualified parties in accordance with New Zealand electrical safety requirements, relevant standards and WorkSafe guidance. Site design also considers equipment protection, isolation, cable positioning and safe access for maintenance or emergency response.

The risk is not zero but properly designed public EV charging is a regulated and established use of electrical infrastructure. The overall likelihood of an EV battery fire is extremely low, and the proposed chargers would be installed in accordance with recognised New Zealand safety requirements.

9. "What happens if a charger is damaged or struck by a vehicle?"

The final site design will consider the protection of the AC charging equipment, with appropriate measures incorporated to minimise risk and suit the existing car park layout.

If charging equipment is damaged, ChargeNet would manage the assessment, isolation, repair or replacement of the charger. Emergency and customer-support contact details would be displayed on the equipment so issues can be reported and escalated promptly.



Future Redevelopment and Relocation

10. "What happens if Council later needs to redevelop the area where the chargers are installed?"

The AC chargers are comparatively compact and can be relocated if Council requires the area for future works or redevelopment. ChargeNet would work with Council to identify an alternative position elsewhere within the same carpark wherever practical.

Where the original carpark is no longer suitable, the parties could instead agree to relocate the chargers to another appropriate Council-owned carpark within the same township. The licence documentation can include a clear relocation process, reasonable notice requirements and agreement on the replacement location and timing.

This provides Council with long-term flexibility and avoids the charging infrastructure preventing or materially constraining future redevelopment.

Incident Management Plan

EV Charger Incident – Fuel Sites

e.g. Electrocution, thermal event/fire, Vehicle damage, Explosion, Serious Injury, Fatality, or disruption to fuel site partner operation.



Potential Impact of an EV Charger Incident at Fuel Sites

- **General Impact:** Legal, reputational, and safety risks for Meridian, fuel site partners, and the public.
- **Generation Impact:** Possible diversion of resources affecting generation operations.
- **Retail Impact:** Customer disruption, brand trust issues, and increased service load.
- **Development Impact:** Project cancellations or delays across fuel partner sites, design changes, and contractor impacts.

For any incident impacting a fuel site partner, it is recommended to include their management in the response.



Immediate Response:

Duty Executive is made aware of an EV Charger Incident at a Fuel Site (e.g., electrocution, thermal event/fire, vehicle damage, explosion, serious injury, or fatality): (First 15 minutes)

1. Duty Executive appoints Incident Controller (IC).
2. Immediate preservation of scene where incident occurred in collaboration with the fuel site partner. (WorkSafe requirement).
3. Immediate escalation to the Board.
4. IC Establishes the Incident Management Team (IMT).
5. Specific considerations must be given to:
 - a. Potential media coverage of the incident (PIM Role).
 - b. Potential legal and regulatory implications (Legal and Reg Team representatives).
 - c. Role of the Health and Safety Team, including obligations to notify WorkSafe.
 - d. Coordination with Fuel site partner and their internal incident response.



The Incident Management Team is now established: (First 30 minutes)

6. IMT establishes the need for either local IMT (Where event occurred) or local and national IMT.
7. IMT starts planning actions and establishes a working place (either physical or online via Teams).
8. IC Collaborates with Fuel site partner on their inclusion in the IMT, ensuring both PCBU's are responding effectively, without negatively impacting either parties response.
9. IC keeps Governance group informed throughout via Situation Report sent to the Delegated Exec.
10. Any Chain of Command / Decision-making authority agreed between Governance and Board are established.
11. Ensure Wellbeing support is given to any staff, contractors or other parties impacted by the event.

Incident Management Plan – EV Charger Incident – Fuel Sites

Incident Management Plan

12. Consider De-energising chargers across all fuel sites nationwide until root causes can be established.
13. IC advises Legal Team to assess need for market disclosure of material events/impacts.
14. IC confirms holding message for staff and external stakeholders.
15. IMT establishes touch points with agencies: Police, Fenz, WorkSafe, or any other required authority.
16. Begin root cause analysis and information/fact gathering.



The Incident Management Team is operational: (First hour and beyond)

17. Establish Communication Plan including key messages, channels to be used and audiences, including:
 18. Regular updates to staff, customers, and external stakeholders.
 19. Management of public communication – media, call center, social media, website, Zero app.
 20. Market disclosures
 21. Other stakeholders, e.g. Fuel site partners, suppliers, contractors.
 22. Ensure ongoing wellbeing support for those impacted/affected by the incident.
 23. Establish the Meridian media spokesperson.
 24. Establish recovery plan for Fuel site partners and EV charger network across other applicable fuel sites.

Key considerations for an EV Charger Incident at fuel sites

- What initial communication/placeholder message is needed internally to ensure any incoming calls are managed correctly? (Refer to Meridian Incident Communications Strategy for channels and guidance)
- What initial information is available on the incident? Is there camera footage available for the fuel partner?
- What PCBU (Person conducting a business or undertaking) is notifying WorkSafe of the incident?
- What resources and wellbeing support will be needed in the aftermath of the incident?
- Consider what technical subject matter expertise is needed to help triage and inform the response.
- Consider relationship managers for all touchpoints e.g. Fuel site owner, Emergency Services, Media, Family impacted, WorkSafe

Notes for Fuel Site Partners

- To contact Meridian and notify them of an EV charger Incident call:
0800 496 777.
- Notify Meridian when it is safe to do so to ensure a collaborative safe approach to addressing the incident.
- Expect Meridian to establish an Incident Management Team (IMT) and coordinate with your delegated representative.
- Do not attempt to isolate power, if power isolation is required this will be arranged via 111 if they are attending or via Meridian arranging an emergency fault callout.

Incident Management Plan – EV Charger Incident – Fuel Sites

Meridian: Additional Information

As promised, here is our approach to fire safety and emergency response at public charging sites, in writing for your team.

Safety is built in at three levels.

Equipment and installation. Chargers are certified commercial units installed and tested by licensed electricians in compliance with the relevant AS/NZS standards. Each DC charger has emergency stop functionality, with electrical isolation at the dedicated distribution board.

Site. Every site carries emergency response signage directing people to call 111 and move to a safe distance, and our layouts are open air with clear emergency services access.

Operations. The network is monitored with ongoing maintenance and fault response, and our 24/7 support line operates a defined emergency procedure: confirming everyone on site is safe, directing people to a safe distance and upwind of any smoke, capturing the situation, escalating immediately to our network support team, and coordinating with emergency services where needed. Every emergency triggers a formal incident response process afterwards, including notification through our management line.

On documentation: attached is our Incident Management Plan for EV charger incidents at fuel sites, as an example of the incident planning we maintain where a site's risk profile calls for it. It is written for fuel forecourt environments, so it is not the document for your carpark sites as it stands, but where a site requires incident planning integrated with the site's overall emergency response arrangements, we develop that as part of deployment, and for your sites that would sit alongside the council's own facility plans.

Measures are scaled site by site. As an example of the further end of that scale, at our Springs Junction site, which includes battery storage, we met the local emergency response agencies on site and worked our protocols into their own response plans. That level is not required for the proposed Far North sites, but it shows how the approach grows with what a site needs.