

EV Charging at Cedar Chase

You will need:

- An electric vehicle with its own charging cable, having a Type-2 plug. This is the most common type.
- A mobile phone with the TAP Electric app installed and registered.
- A credit card or other payment method set up in the app.

Setup

1. Use [Google Play](#) or the [Apple App Store](#) to install the TAP Electric app on your phone.
2. Sign into the app. This is easiest if you use the Google or Apple account that you have already set up on the phone, though you can set up a stand-alone account with an email address and password if you prefer.
3. Send the email address of the account you are using to tech@cedar-chase.org.uk asking to be added to the Cedar Chase People closed user group. This is essential because we are not providing a public service.
4. Select the Profile tab and choose a TAP subscription plan. ‘Light’ is a good place to start as it does not have a subscription fee. If you expect to be charging frequently then one of the other plans might be worth considering. You will need to supply details of a credit card or other payment method such as Google Pay or Apple Pay.
5. Wait for confirmation that your email address has been added to the Cedar Chase group. You won’t see our chargers in the app until that is done.

Charging

1. Connect your car to a charger. Make sure the plugs are pushed in firmly.
2. Open the TAP Electric app and select the Charge tab. You should see a map with our chargers on it.
3. Either scan the QR code on the charger or click the location on the map and select the one you are using from the list. Some phones don’t seem to scan these codes easily.
4. You can look at ‘price intel’ to see the tariff. The price graph shows that charging is much cheaper between 00:30 and 05:30. There is a cost calculator too but it seems to ignore the cheap rate period!
5. Select ‘Charge here’ and choose a payment method if asked. The first few times you use this it will probably want to reserve a nominal £30 to start the session. If you have chosen a subscription plan it will eventually switch to monthly billing.

6. For the best price, set your car to charge only between 00:30 and 05:30 – you will probably have to define a charging location so that the car knows when to apply this rule.
7. The cable will be locked into the sockets at both ends while the car is charging. Make sure you have finished the charge session before trying to unplug.

Solving Problems

If you have trouble unplugging from the charge-point:

1. Check that the session has finished.
2. Unplug from the car.
3. Push the plug firmly into the charge-point socket and hold it there while holding a finger on the touch-button on the charger (just above the LED indicators) for a few seconds. The LEDs will briefly turn blue.
4. Now pull out the plug. Never pull on the cable.

How fast can I charge?

These are 3-phase AC chargers. They are rated at 22kW but most cars will charge at 11kW (possibly less, depending on the temperature and how full the battery is). That could give you up to 55kWh in the 5-hour cheap overnight period – enough for about 160 miles in average conditions.

Costs

We aim to charge a penny or so more per unit than we pay to the electricity supplier, to contribute to standing charges. We do not charge for starting sessions, idle time, or waiting time.

If you select TAP's 'pay as you go' option, you will pay 10% on top of our charges. Choosing one of their subscription plans will reduce that:

Plan	Cost per month	Added cost of electricity
Pay as you go	0	10%
Light	0	8%
Regular	£2	5%
Premium	£5	0

In December 2025 we are on the Octopus Go tariff and the prices per kWh are:

Time	Octopus charge	Cedar Chase charge	Cost to Pay-as-you-go user	Cost to Regular subscriber
00:30-05:30	8.5p	10p	11p	10.5p
Other times	30.92p	33p	36.3p	34.65p

CC-EV-charging-user-guide.odt

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