Good Afternoon Georgina,

Thank you for your patience whilst we review our engineers findings from his survey Thursday last week.

The installation will involve a non-standard cable run of approximately 25 metres. The cable will be routed from the main electrics connection point externally, running up the wall and across above the front door canopy at high level. This will require ladder access. It will then continue around to the front of the property, across to the centre, and finally down to the charging unit (pod).

Due to the complexity of the routing, the installation is estimated to take around 6 hours and will need a 2nd engineers attendance due to the health & safety restrictions with working at height. As your installation is outside our standard package, there is a fixed additional cost of £200 incl. VAT.

Please note:

- Permission will be required from Manchester City Council to run the cable across a public footpath as you currently have no off-street parking.
- Loop supply approval must be confirmed prior to installation - we will submit this application to Northern Powergrid on your behalf but they do require the below information beforehand -
- **Owner/Occupier's Name and Address**
- **Site Address**
- A statement confirming that the Owner of the Correspondence Address is the **legal/registered owner** of the Site Address
- A statement confirming which **company** they have appointed
- The **type of work** they are authorising (e.g., installation of an EV charger)
- A **copy of a site plan** showing the property boundary or a valid **MPAN (Meter Point Administration Number)**
- A **valid signature, printed name, and date** (digital signatures are accepted)

- The property's electrical safety checks are satisfactory, with water and gas bonding in place and an acceptable Ze (earth fault loop impedance) reading.

Once the above have been settled (looped and council approval for trailing across the public footpath), we can then proceed with booking your installation however it is currently unlikely that we will be able to honour the provisional date given of May14th

unfortunately.

Please let me know how you wish to proceed and if you have any questions.

Kind Regards,

Rhiannon

[redacted]

Pod Point

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---------- Original Message ----------
From: Lewis Georgina Manchester University NHS FT [redacted]
Sent: 29/04/2026 14:24
To: [redacted]
Cc: [redacted]
Subject: Re: Pod - Site Survey and Provisional Install Date

Hi Rhiannon,

Thank you for getting back to me and for the update.

I'm happy to proceed on the basis outlined and to have the provisional installation date of 14th May (afternoon) held, subject to the outcome of tomorrow's site survey. I understand this may need to be revised if the installation is deemed non?standard.

I appreciate you reviewing the survey results following the visit and coming back to me with the next steps. Please do let me know if you need anything further from me in the meantime.

Kind regards,

Georgina Lewis

[redacted]

Wythenshawe, Trafford, Withington & Altrincham (WTWA)

Additional roles

[redacted]

Office

International House, 2nd Floor (Room 6)
Ledson Road, Roundthorn Industrial Estate
Manchester,

M23 9GP

[redacted]

[redacted]

Book time to meet with me

***Important Note**:*

I am sending this email at a time that is convenient to me, but this may not necessarily be convenient for you. If it is outside of your working hours then please do not assume that this means I expect you to read and respond to it at this time.

From: Pod Point Scheduling [redacted]
Sent: 29 April 2026 2:20 PM
To: Lewis Georgina (R0A) Manchester University NHS FT [redacted]
Cc: [redacted]
Subject: Pod - Site Survey and Provisional Install Date

Good Afternoon Georgina,

Thank you for your email and please accept our apologies in getting back to you,

Unfortunately Tomorrow was the earliest date we had available for your site survey. I've provisionally planned your installation for May 14th in the afternoon which we will secure until we've had the survey results back. If your installation is standard, we can honour this date of the 14th however if our engineer deems your install non-standard, we may have to look at a revised installation date.

I appreciate this date is a week or so following your car delivery however this is currently the earliest date we have. If we do have anything sooner, we will be able to bring you forward.

I'll review the survey results following Tomorrows visit and be in touch as soon as possible with the next steps.

Kind Regards,

Rhiannon

[redacted]

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---------- Original Message ----------
From: Lewis Georgina Manchester University NHS FT [redacted]
Sent: 28/04/2026 09:09
To: [redacted]
Cc [redacted]
Subject: Fw: Confirmation of Survey Submission

Hi Rhiannon,

I hope you're well.

I'm writing to ask whether there is any possibility of expediting the pre-installation site survey or bringing it forward if you have any earlier availability.

My car is due to be delivered on 5th May, so I was hoping to see whether the survey (or the next steps following it) could be accelerated if at all possible to avoid a gap without home charging.

I appreciate you may be limited by engineer availability, but I wanted to ask just in case there is any flexibility or a cancellation slot.

Thank you very much for your help, and please let me know if you need anything further from me.

Kind regards,

Georgina Lewis

[redacted]

Wythenshawe, Trafford, Withington & Altrincham (WTWA)

Additional roles

[redacted]

Office

International House, 2nd Floor (Room 6)
Ledson Road, Roundthorn Industrial Estate
Manchester,

M23 9GP

[redacted]

Book time to meet with me

Important Note:

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From: georgina lewis [redacted]
Sent: 28 April 2026 9:06 AM
To: Lewis Georgina (R0A) Manchester University NHS FT [redacted]
Subject: Fwd: Confirmation of Survey Submission

Sent from Ginas IPhone

Begin forwarded message:

From: georgina lewis [redacted]
Date: 25 April 2026 at 14:15:52 BST
To: Pod Point Scheduling [redacted]
Subject: Re: Confirmation of Survey Submission

?Hi yeah that's fine.

Sent from Ginas IPhone

On 25 Apr 2026, at 14:14, Pod Point Scheduling <scheduling@pod-point.com> wrote:

? Good Afternoon Georgina,

Please accept our sincere apologies for the delays in responding to you. We fully understand how important this installation is, and we are truly sorry for any frustration or inconvenience this may have caused.

Following this information, I feel it'll be most beneficial to arrange a pre-install site survey with one of our engineers. We'd love to send one of our team on May 30th between 11am and 4pm, please can you confirm in response to this email if this date works for you.

Our engineer will survey the property and discuss installation options with you. They will then pass this feedback to us and we'll be in touch with the next steps to getting your install booked in and completed.

If you have any questions, please let me know.

Kind Regards,

Rhiannon

[redacted]

[redacted]

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---------- Original Message ----------
From: Pod Point Scheduling [redacted]

Sent: 14/04/2026 09:44
To: [redacted]
Subject: Confirmation of Survey Submission

Thanks for submitting your form!

Hi Georgina Lewis,

Thank you for submitting your Pre-Installation Form. You're now even closer to charging your EV at home!

What happens now?

A member of our team will assess the information you've given to see if you qualify for a standard installation. 90% of our customers qualify for our generous standard installation package. If everything looks good, we'll contact you to arrange an installation date.

If we don’t think you’ll qualify for our standard installation, or because your form is incomplete, we’ll contact you again if we need any further information or to provide you with a quote for any non-standard works needed.

We aim to review and get back to you within 5 working days to arrange your installation date. Your installation is likely to take place 2-3 weeks after this point, though our lead times may vary.

Thanks,
The Pod Team

Need any help? Contact Us

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