



Energy for
generations

ESB ecars Community Newsletter

11th December 2019

Updated ecar connect app now available

Dear EV Driver,

As part of the upgrade of the ESB public charging network in Ireland, ESB has launched an updated ecar connect app **free** to download from the [Apple App store](#) and [Google Play store](#) now.

The updated app's improved functionality allows the ability to swipe to start or stop a charge. It shows the real-time availability of the ESB charge point network on an integrated interactive map. Drivers can sign up to use the network, manage their account, track their usage and view their charge history.

How can I download / update the ecar connect app?

If you don't already have the ecar connect app on your device, you can download it through the [Apple App store](#) and [Google Play store](#). For existing app users simply update the app to avail of the new functionality.

I don't have an Apple or Android phone, what do I use?

You will find many of the same features of the ecar connect app by logging into your ESB ecars account online [here](#).

Can I use the ecar connect app instead of an ESB charge point access card?

The app was designed to complement the ESB charge point access card. You can use the ecar connect app to start and stop a charging session. The app will also tell you how long you have been charging for and will notify you before the overstay fee occurs. However we encourage drivers to continue to keep their ESB charge point access card in their car as a backup.

Is the process the same to start a charge on all charger types?

Different chargers may interact slightly differently with the app. We recommend that drivers keep an eye on the screen on the charger when using the app as well as allowing time for the app to communicate with the charger and the car. The connection is not instantaneous so we recommend allowing time in between commands.

Some charge point map tips:

- The standard 22kW AC chargers appear on the map as '**Free**', which means that there is **no cost** to use the charger.
- A **green** icon means the charger is **available**, a **blue** icon means the charger is **in use**.

Can I use the ecar connect app when travelling to Northern Ireland?

Yes the ecar connect app will work in both Northern Ireland and Ireland.

The ecar connect app continues to be ESB's only EV related mobile app specifically designed for use on the island of Ireland. ESB's EV Plug In app is a separate app for Great Britain only.

We will be continually updating the ecar connect app in the coming months to improve the overall customer experience. We value your opinion, so please feel free to email your feedback to ecars@esb.ie.

For more information please visit www.esb.ie/ecars.

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