



Energy for  
generations

## ESB ecars Community Newsletter

Dear EV Driver,

As an EV driver, you are part of an exciting transition to a low carbon, net zero future for all. Our team has been working continuously to improve the ESB EV public charging network and the service we provide.

### **Survey Updates:**

Firstly, we would like to thank all customers who participated in our customer survey before Christmas. Your feedback is much appreciated and will help us to improve our network in 2023 and beyond.

While we are still working through the data, there are some clear themes. We identified that 55% of our users use a CCS connector, compared to 29% using CHAdeMO. 62% of people live within 5km of their closest ESB charger, meaning you'll never be far from your next charge! 77% of people in ROI use the ESB charging network as either their main charge point or to supplement their charging needs, which shows how important our public charging is for our customers.

Awareness of the ecar connect app remained high at 95%, with 72% finding it useful. 67% of people are satisfied with our customer care and those who made contact, did so via phoning our call centre.

If you have any friends or family that would like to participate in future customer surveys, make sure they are opted-in to our marketing. To sign up to our newsletters, please click [here](#).

### **New additions to our EV charging network :**

There have been new additions to our charging network in recent months. These chargers can be found in the following locations:

- SuperValu Knocklyon, Knocklyon Road, Templeogue Village, Dublin 16, D16 W2V0. There is one high power charger (150kW) and one fast (50kW) charger available at this site.
- Supervalu Kimmage, Sundrive Shopping Centre, Sundrive Road, Kimmage, Dublin 12. There is one high power (150kW) charger and one fast (50 kW) charger available at this site.
- Park Pointe Shopping Centre, Glenageary Road Upper, Dun Laoghaire, Dublin. There is one 100 kW dual CCS charger available

- Loughrea Service Station (TOP), Athenry Road, Loughrea Co. Galway. There are now two 100kW dual CCS chargers available at this location.



100 kW dual CCS charger available at Park Pointe Shopping Centre, Glenageary Road Upper, Dun Laoghaire

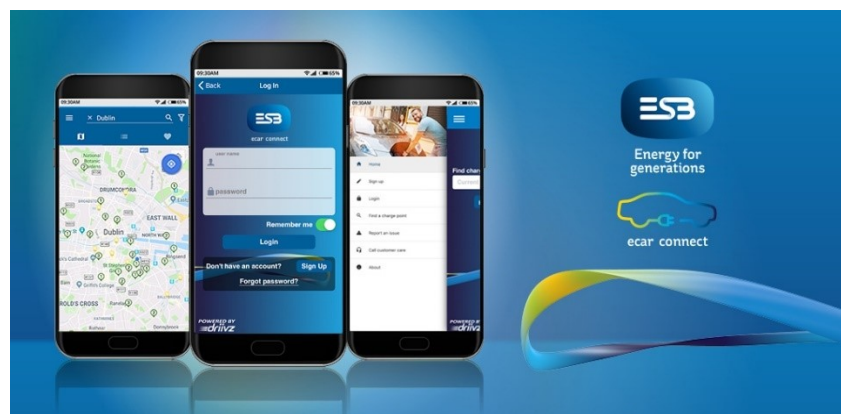
To find your nearest charger, download the ecar connect app or check out our [charge point map](#). More information on our chargers and how to use them is available [here](#).

**Did you know that we have lots of useful content on our website, ecar connect app and on social media?**

This includes 'How to charge' videos for high power, fast and standard chargers, some EV etiquette tips as well as tips on how to get the best out of using the ecar connect app. We also have an EV glossary to explain some of the most frequently used terms in the e-mobility industry. Our [Frequently Asked Questions](#) web page should help answer any questions you may have.

Remember to download the ecar connect app available on the [App Store](#) and [Google Play](#), and please remind friends and family to download the app and refer to our content if they have recently bought an EV.

We encourage all electric vehicle drivers to turn on their in-app notifications to stay up-to-date on your invoice's availability, account balance, information on your charge and if your payment card is due to expire. Users can turn on their in-app notifications via the driver portal or the ecar connect app. The other notification methods available are by SMS and email.



## Contacting us

If you need to get in touch, you can contact us by email at [ecars@esb.ie](mailto:ecars@esb.ie), [Facebook](#) or via our 24/7 customer care line on +353 1 258 3799.

Want to hear more from ESB and our other services? Check out our website at <https://esb.ie/home>.

Happy and Safe Driving from all at ESB

 Like (4)

---

[Contact us](#) | [More about ESB ecars](#)

You can [Unsubscribe here](#).

---

