



Two months free subscription, Covid-19 continuity plans, charger upgrades and more

Dear EV Driver,

ESB ecars to give two months free subscription to support Membership EV drivers during Covid-19 travel restrictions

In light of Covid-19 travel restrictions in place, ESB ecars is aware that EV drivers are not using our public charging network in the same way. To support drivers during these unprecedented times and to applaud the efforts of everyone to stay at home, we are giving those on our Membership plan who are currently paying a subscription, an additional two months subscription free at the end of their contract period. This means that our Members can avail of reduced per kWh rates for 14 months for the price of 12. For more information please visit our website [here](#).

Business continuity plans

The ESB public charging network continues to operate as normal and our customer care line is available 24/7 on 01 258 3799 to answer any queries you may have.

We encourage everyone to continue to stay home, stay safe and adhere to [HSE guidelines](#) on social distancing and hand hygiene.

Our maintenance team is continuing to carry out essential maintenance on the network, but some cases such as replacements or installation upgrades have had to be temporarily postponed due to the travel restrictions.

ecars meeting with Irish EV Owners Association

On Thursday 19th of March, ecars met with the Irish EV Owners Association around future plans for the public charging network. The meeting report is available to read [here](#).

Charge point network updates

AC (22kW) standard charge point upgrades

Our charge point replacement programme continued through into March and it now stands at 140 [replacement](#) chargers (22kW AC) at different locations throughout the country. A user guide for these new AC charge points is available [here](#) on our website. The replacement programme will continue in 2020.

Fast charge point upgrades

We have upgraded one of our 22kW AC standard chargers to a new fast charger at Circle K Service Station, Promenade Road, Dublin Port. There are now two fast chargers at this location.

We had also begun work on replacing our 22kW AC standard chargers at Farnham Street, Cavan and Off Circular Road, Kells to a new fast charger. However this work has had to be postponed due to Covid-19 restrictions.

These fast chargers are a new type of fast charger on our network. They can provide up to 44kW on CHAdeMO and CCS connectors, and between 2-6kW on the AC connector depending on your car type. Click [here](#) for a user guide on how to charge your EV using this type of charger:

The AC charger will be free to use in the short term at these new fast chargers, while the DC connectors will be subject to pay for use. An overstay fee will be applied after 45 minutes on the CCS and CHAdeMO connectors only.



ESB encourages all electric vehicle drivers to turn on their notifications to stay up-to-date on your invoice's availability, account balance, information on your charge and a potential overstay fee. Users can turn on notifications via the driver portal or the ecar connect app. The other notification method available is by email. For more information please check out our [FAQ page](#).

If you need to get in touch, you can contact us by email ecars@esb.ie, Facebook at www.facebook.com/ESBecars/ or via our 24/7 customer care line on 01 258 3799. More information on the ESB public charge point network can be found on our website, www.esb.ie/ecars.

Stay Safe from all at ESB ecars.

👍 Like (0)

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

You can [Unsubscribe here](#).



