



ESB ecars Community Newsletter

Dear EV Driver,

Thank you for being a part of an exciting transition to a low carbon, net zero future for all. We have been working hard to improve and expand the ESB EV public charging network and the service we provide. See below for details on the latest updates.

Upgrades to our Network:

We constructed **18 hubs** in Ireland and **26 sites** in Great Britain, adding an additional **250 charge points** this year across our jurisdictions in 2023. We have also been working on improving the existing chargers on our network, upgrading our rapid / fast chargers around the country from 50kW to 100kW, allowing you to charge faster.

To find your nearest charger, download the [ecar connect app](#) or check out our [charge point map](#).



Reminder about our Overstay Fee:

In our 2022 customer survey, some of you reported having to queue for a charger at some locations. We are taking this feedback on board to reduce queuing and to further encourage drivers to charge and move on to free up chargers for those who need them.

An overstay fee of €8 (£8) will apply for charging sessions longer than 45 minutes when using all DC CHAdeMO, CCS and AC43kW connectors at Fast (rapid) or High-Power chargers. An overstay fee will also apply for charging sessions longer than 10 hours on both 7kW and 22kW chargers/sockets. (Note: this charge is applied once).

To ensure you are notified of when overstay fees are applied, we encourage all drivers to turn on notifications on the [ecar connect app](#). This will mean you will receive push notifications to remind you when the overstay fee applies while you are charging.

Charging Do's and Don'ts:

As we are approaching the end of the year, we wanted to share some Do's and Don'ts with you to ensure you get the best experience from our network over the busy Christmas season.

Do:

- Bring your ESB charge point access card or have your ecar connect app to hand.
- Pay the local parking fee if there is one (this is determined by individual local councils).
- Park correctly at the charger, not obstructing other users' access.
- Vacate the space after charging to allow the next driver to recharge and to avoid receiving an overstay fee.
- Have a minimum of €5 (£5) in your account or you won't be able to start a charge.
- Be careful not to drop the connector and remember to replace it securely on its holster.
- Report any faults or safety concerns to our 24/7 365 days a year customer care help line: ROI - [01 258 3799](tel:012583799), NI - [0044 345 601 8303](tel:00443456018303)
- Be respectful of the customer support and maintenance support, they are trying to assist.

Don't:

- Leave cables trailing on the ground as they may cause a trip hazard.
- Attempt to unplug somebody else's car when they are charging.
- Over stretch the cable as this can damage the cables.
- Press the big red button unless there is an emergency! Pressing the emergency stop button to finish a charge shuts down the charger, impacting the other person charging and requires maintenance to get it up and running again. If you do spot that someone has pressed this button, please call our customer care who can reset this for you.

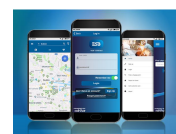


Keep an eye out!

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. Your feedback is much appreciated, and we are taking the valuable insights you gave us and are working to continuously improve your experience of our network. We are constructing more charging hubs around Ireland which will be available before the end of the year, to ensure you always have a charger nearby where you need one.

Have you downloaded our ecar connect app yet?

If not, 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.



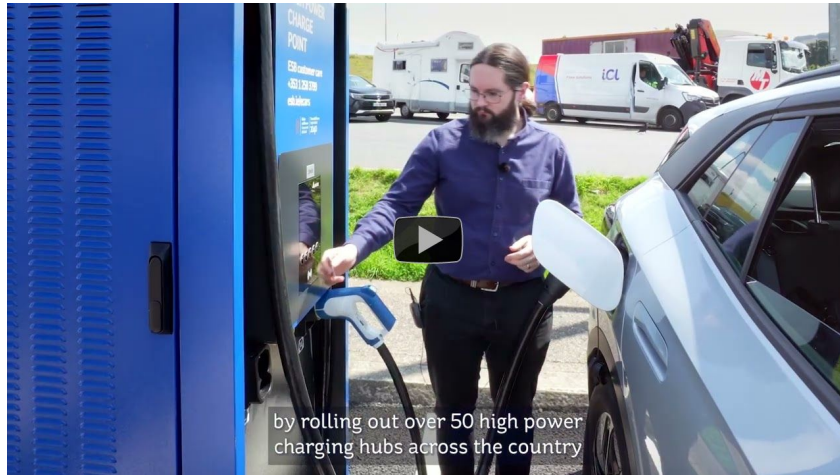
We encourage all electric vehicle drivers to turn on their in-app notifications to stay up-to date on your invoice's availability, account balance, information on your charge and if your payment card is due to expire. Users can turn on their in-app notifications via the driver portal or the ecar connect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

Our website also has lots of helpful content, including '*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 eMobility industry. Our [Frequently Asked Questions](#) web page should help answer any questions you may have.

Contact us!

If you need to get in touch, you can contact us by email at 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](#).



Happy and Safe Driving from all at ESB!

 Like (3)

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