



Energy for
generations

ESB ecars Community Newsletter

21st November 2019

ESB's pricing model for use of the FAST public charging network (43kW-50kW) is now in place

Dear EV Driver,

As part of an overall €20m investment programme to support Ireland's growing demand for electric vehicles, ESB's pricing model for use of the FAST public charging network in Ireland (43kW-50kW) is **now in place**.

For those who haven't signed up, you can do so via www.esb.ie/ecars. A range of pricing options and payment methods are available.

If you sign-up before November 30th, you can benefit from our **Introductory Offer, which includes 12 months free membership and our lowest per kWh rate of €0.29. Use of our standard AC charge points continues to be free-of-charge.**

Can I still use my existing ESB charge point access card?

Yes you can. If you already have an ESB charge point access card, you can continue to use it as before on our standard AC charge points. To use it on the fast charge points, simply input the 8 digit number printed on your card when registering. If you don't already have one, or if the number on your current card is no longer visible, please let us know by answering "no" to the question "Do you currently have an access card from ESB?" during the registration process, and we will send one out to you.

Activating your account

We would remind everyone that once you have completed the registration process, please remember to **activate your account by following the link in the email you receive from us**. If you have not received this email, please check your spam folder. **Unless your account has been fully activated, you won't be able to charge.**

How do I add more than one charge point access card to my account?

You may order an additional charge point access card at any time. This can be done by logging into your account at www.esb.ie/ecars, and clicking on the profile section. If you are already in possession of a charge point access card, please contact our customer care line on 01-258 3799 to have it linked to your account. All additional charge point access cards are charged at €10.

All queries in relation to commercial vehicle accounts should be emailed to ecars@esb.ie. Please include "Commercial Accounts" in the subject line, and provide your contact details and the number of vehicles you wish to register.

Is there a new ecar connect mobile app?

A new and improved version of the ecar connect mobile app will be available shortly. From the app, you will be able to register, manage your personal ESB ecars account, check your balance, view your charging history, manage and order additional ESB access cards, start and stop charging sessions, and view the real-time status of all our charge points on an interactive map.

Until then, if you have already registered, you will find many of the same features available by logging into your ESB ecars account online at www.esb.ie/ecars.

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 (GB only), cannot be used in Ireland, so please do not use it to register.

Is there an overstay charge?

To ensure our fast charge points are available for as many drivers as possible and to minimise queuing time, an overstay charge is in operation. A €5 fee in addition to the cost of the energy consumed will apply to all sessions which exceed 45 minutes in duration. To avoid incurring this charge, please ensure you complete your charging session, disconnect from the charge point and vacate the parking bay within 45 minutes of starting your charging session.

New AC (22kW) standard charge points

We have now replaced 70 AC standard charge points. A user guide for these new AC charge points can be found on our website <https://www.esb.ie/ecars/how-to-charge-your-ev>.

We have also just installed a replacement multi-standard fast charge point at the Talbot Hotel in Stillorgan, Co Dublin. To find your nearest charge point, check out our [Charge Point Map](#).

If you need to get in touch, you can contact us via email ecars@esb.ie, Facebook www.facebook.com/esbecars or via our 24/7 customer care line on 01 258 3799.

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