

How to use ESB's new standard (22kW AC) electric vehicle charge points

Together with every electric vehicle owner, ESB is powering Ireland towards a cleaner, brighter future. To ensure we are ready to support more electric vehicles on our roads, we're investing €20m in upgrading and expanding the ESB public charging network across Ireland.

Supported by the Government's Climate Action Fund, this investment has enabled us to recently replace a number of our non-performing standard (22kW AC) chargers with new units which are easily identifiable as they are blue.

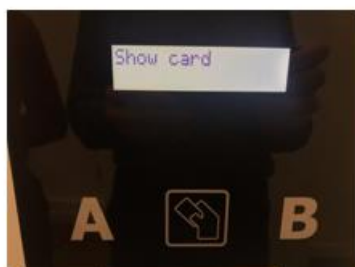


Here are some user tips for drivers:

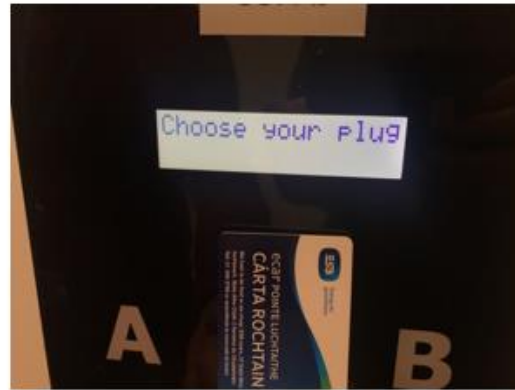
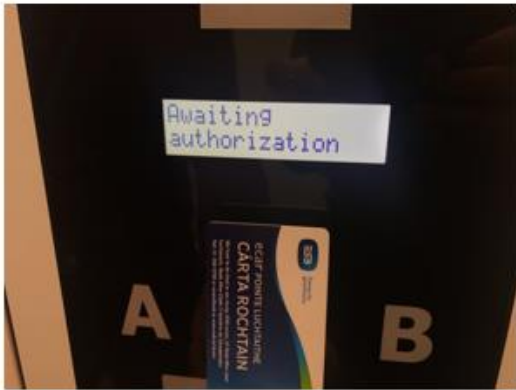
Getting Started

- When you arrive at the charger you will see it has two plugs: **Plug A and Plug B**.
- Available plugs are indicated by a green light.

You will see a scrolling screen with three messages:



To activate the charger, present your ESB charge point access card to the charger – make sure your card has been activated online (you will have received an email with a link to click to activate your account).



Connecting the cable

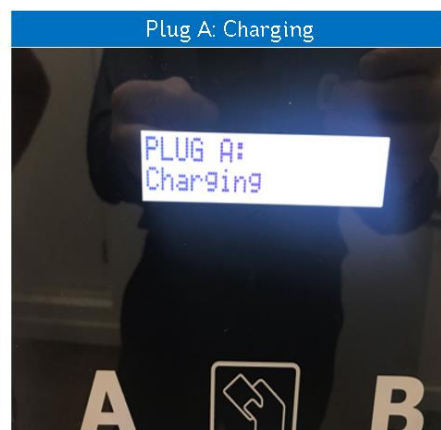
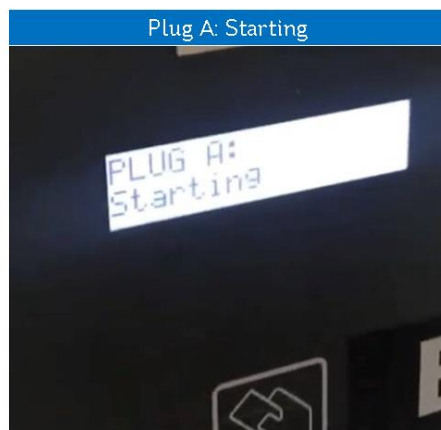
Make sure the connector is fully connected. You will see below that it may appear that the connector is in place but it may need to be maneuvered further into the plug.



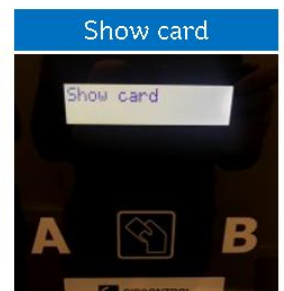
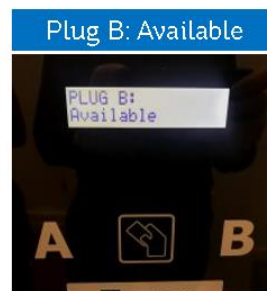
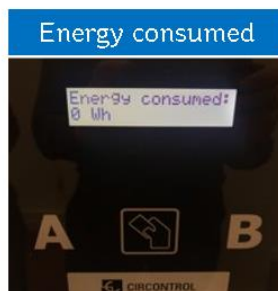
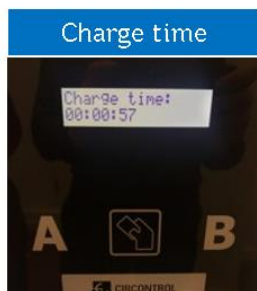
Please note if the connector is not inserted correctly at the start of the charge, you will see the following message:



Once the connector is connected correctly, you will see the following sequence:

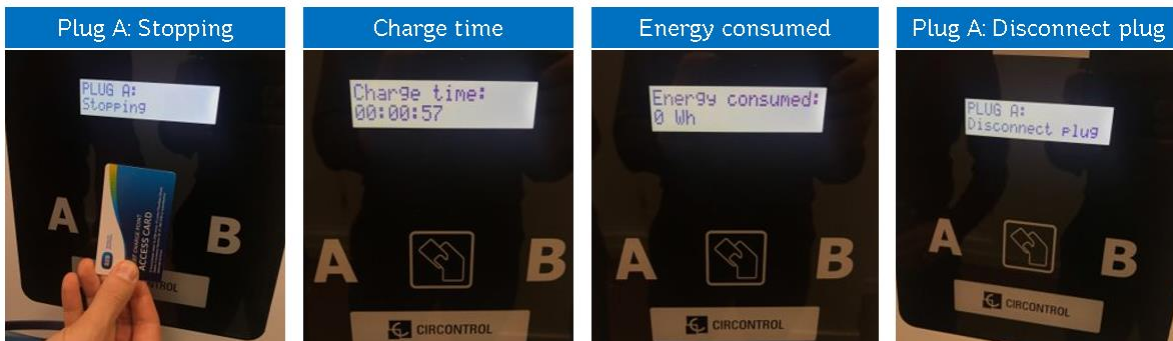


During the charge, you will see the following information cycle on the screen. The Show card message relates to the other available plug. Only present your ESB charge point access card a second time if you want to stop the charge.



Stopping the charge

To stop the charge, present your ESB charge point access card again as shown below. Once presented you will see the following information cycle on the screen:



Please Note: Do not try to disconnect the plug until you see 'Plug A: Disconnect plug'. Attempting to remove the cable before that can cause damage to the plug and cable.

For safety queries or to report a fault please call our 24/7 customer care line on 01 258 3799.