



## ESB ecars Customer Charter

ESB ecars is committed to offering you a quality service. Our service to you can be summarised in the following commitments:

- We will treat you with courtesy and respect as we ourselves would wish to be treated
- We will try and understand what your needs are by carefully listening to what you have to say
- We will act on our commitment as quickly as possible

We are making eight specific pledges to our customers on the following pages. It is well worth holding on to this booklet for future reference, should you ever feel the service you experience is not up to standard.

Thank you for your valued custom and we look forward to continuing to be of service to you into the future.

### What we're committed to:

#### 1. Network reliability

We are committed to ensuring that our public charging network is reliable and availability levels operate at a minimum of 95% across the network. As with all technology, issues will arise with chargers. When an issue arises, we commit to sending our maintenance crew to inspect a faulty charge point within two working days of it being reported faulty. It may not always be possible to fix the charge point there and then depending on the issue but where possible we endeavour to have the charge point back up and running or fully replaced within 10 working days of it being reported faulty.

#### 2. Bill accuracy

We are committed to calculating your bill accurately. If you do have a bill query, it can usually be answered over the phone. However, if we need to make further enquiries, we will get back to you with a detailed response within 10 working days.

#### 3. Understanding your bill

When it comes to receiving and paying your bill, you can depend on us for:

- Detailed billing information to help you understand your bill.

#### 4. Refunds and Credits guaranteed

If, for any reason, we offer you a refund or credit (depending on account type), we guarantee to issue it within 10 working days.

#### 5. Queries answered

Generally, we can answer your query when you contact us. However, some queries can be a bit more complex. So, if further investigations need to be made, we will get back to you with a detailed response within 10 working days.

#### 6. Complaints resolved

You are entitled to have any complaints resolved quickly and efficiently. It is our aim to resolve a complaint within 10 working days. However, if further investigations are required, we will get back to you with a detailed response within 10 working days.

## **7. Accessibility**

All new charge sites under the Climate Action Fund, will adhere, where feasible, to a universal access model where all new parking bays and chargers will be fully accessible. We work with local councils and site owners to locate, as far as its feasible, chargers in heavy footfall, busy and well-lit locations to make charging as convenient and safe as possible for all customers. For existing sites, where improvement works are being undertaken, we will endeavour, where feasible, to improve accessibility to the charger.

## **8. Fair marketing**

We are committed to protecting you against unwanted, unfair or misleading marketing from ESB ecars. Full details of exactly how we do this – for example, taking all reasonable steps to make sure that marketing material is accurate, or providing information on time limits applying to any promotion – are published in ESB's Marketing Code of Conduct.

## **9. GDPR and Confidentiality**

We commit to complying with the six data protection principles covered by GDPR: Lawfulness, fairness and transparency, purpose limitation of data, data minimisation, accuracy, data storage limitation and integrity and confidentiality.

## **Other important information**

If you do not believe that we have lived up to our Charter pledges, you can follow the ESB complaints procedure. Call 01 258 3799 or email [ecars@esb.ie](mailto:ecars@esb.ie).

If not resolved to your satisfaction, please write to  
Customer Care Manager, ESB ecars, Gateway Two, Eastwall Road, Dublin 3, D03 A995  
or email [ecarscustomercare@esb.ie](mailto:ecarscustomercare@esb.ie)

At any time you can contact us on our 24/7 customer care line 01 258 3799 or email [ecars@esb.ie](mailto:ecars@esb.ie) or on Facebook (@ESBecars) between 9am-5pm Monday – Friday.

This does not affect your statutory rights.