



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 Energy EV public charging network and the service we provide. See below for details on the latest updates.

Upgrades to our Network:

We constructed **28 sites** in Great Britain, **4 hubs** (located in Aberdeen, Oakham, Cardiff and Glenrothes) and **13 hubs** in Ireland, adding an additional **250 charge points** this year across our jurisdictions in 2023. We have charge point operations in England, Ireland, Northern Ireland, Scotland and Wales. To find your nearest charger, download the [EV Plug In 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 will apply for charging sessions longer than 60 minutes when using all our London chargers or our Ultra-Rapid chargers. (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 [EV Plug In 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 Energy charge point access card or have your EV Plug In 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.
- 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 +44 345 609 0372
- 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.



Have you downloaded our EV Plug In app yet?

If not, remember to download the EV Plug In 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 EV Plug In 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 EV Plug In 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!

Follow our twitter, [@ESBEVSolutions](#), to see our latest installations or if you have any customer care queries, you can tweet us 9am-5pm, Monday-Friday. You can also contact us by email at EVsupport@esbenergy.co.uk, or via our 24/7 customer care line on +44 345 609 0372. Want to hear more from ESB Energy and our other services? Check out our [website](#).

Happy and Safe Driving from all at ESB Energy!

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