



Energy for  
generations



# On the Road to Cleaner Transport

## Electric Vehicle Summit 2020



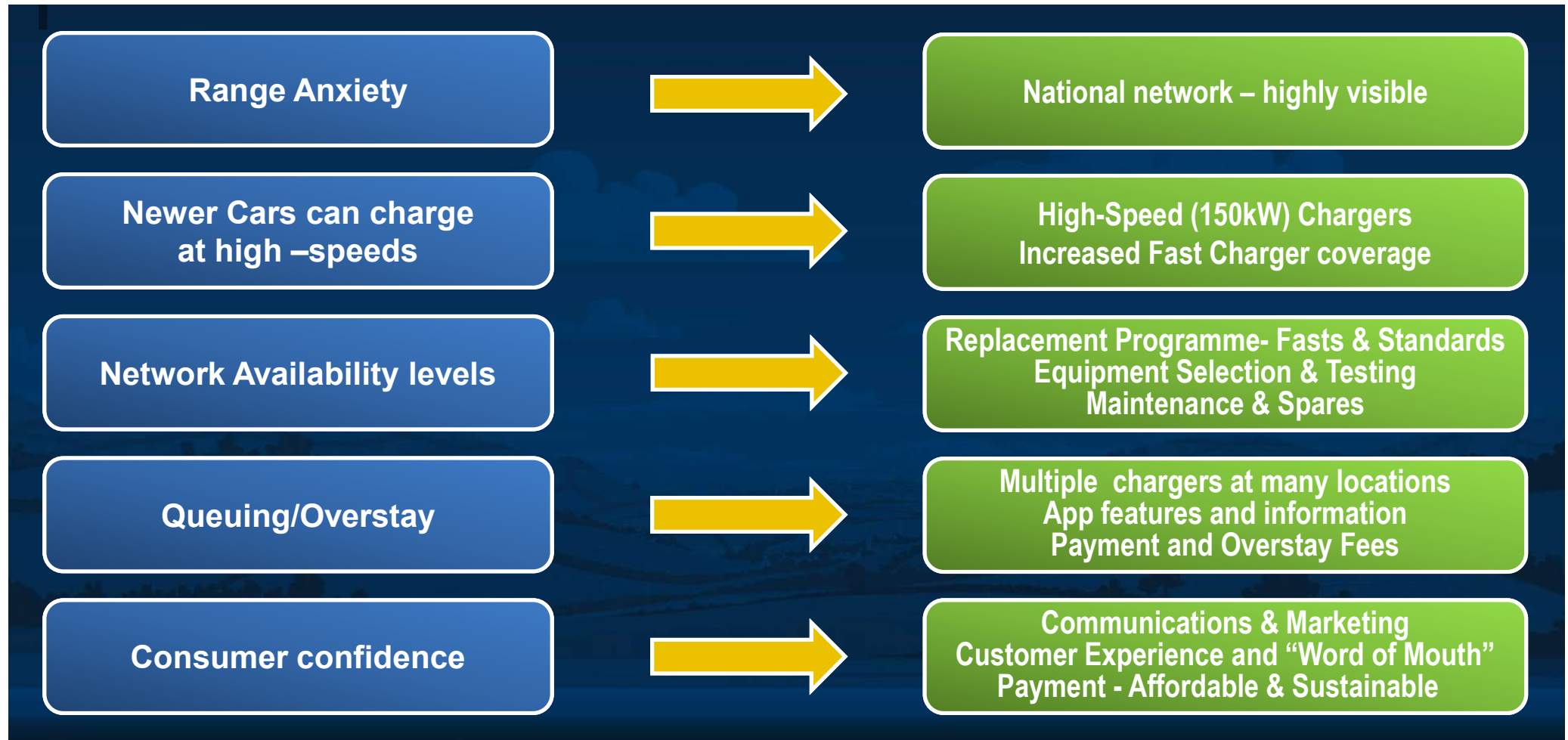
October 15<sup>th</sup> 2020

# On the Road to Cleaner Transport

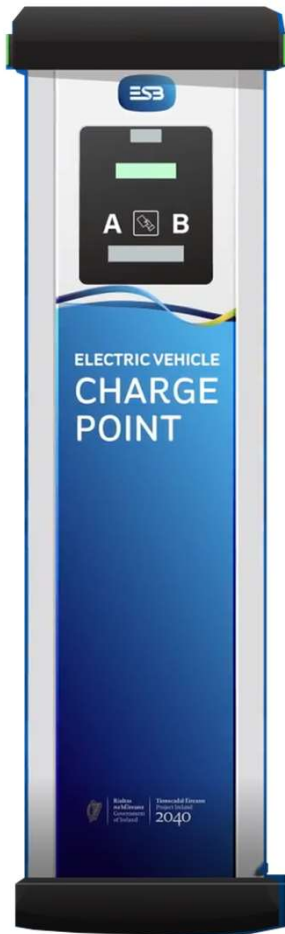
- Meeting EV Customer Needs
- The progress we've made
  - Renewing the National EV Charger Network
  - Network Availability
  - Focus on Fast Charging
  - Hubs
  - Pay-to-Use
  - Customer engagement
- The Road ahead..



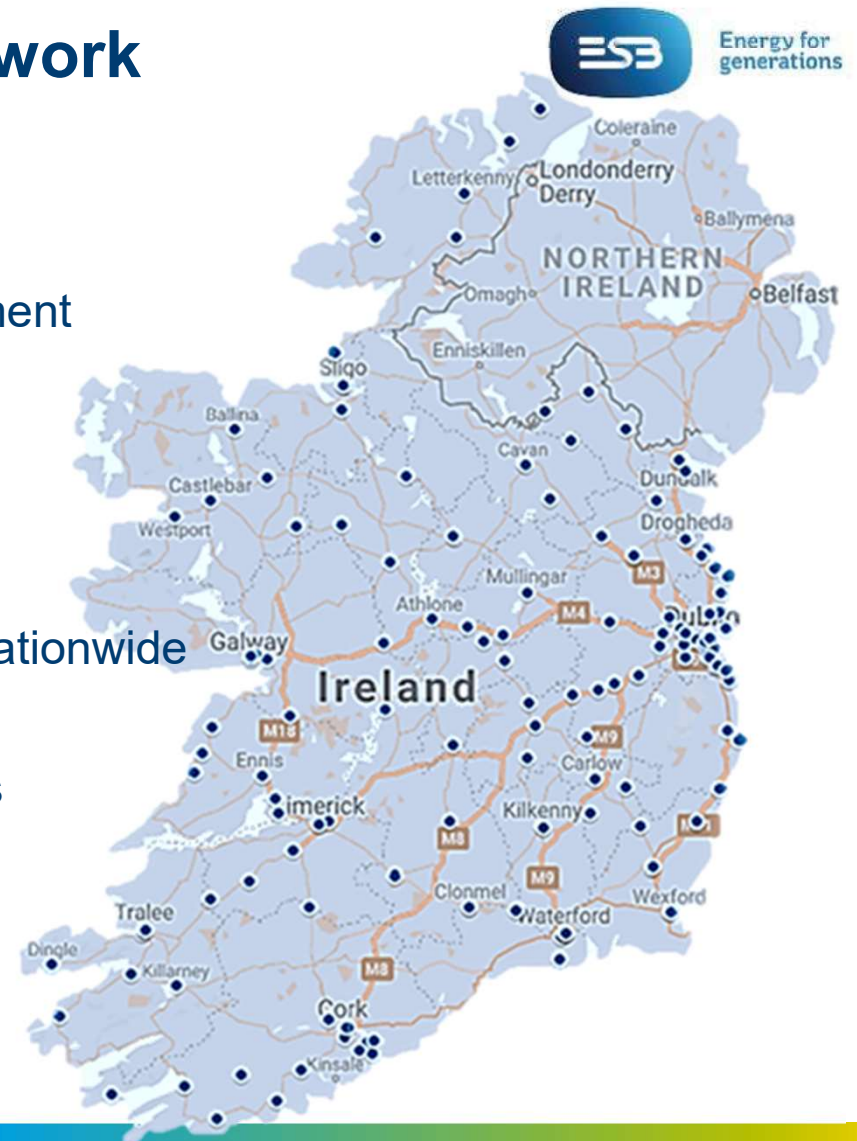
# ESB Customer Solutions - meeting EV Customer needs



# Renewing the National EV Charger Network



- National network - highly visible
- **159 chargers replaced** since CAF Agreement signed
- New chargers in **every county** in Ireland
- **Tesco Partnership** adding **52 Chargers** nationwide
- Programme adapted for COVID restrictions





# Improving Network Availability

## Replacement Programme prioritised

- Fast Chargers early/mid 2019
- Standard Chargers late 2019/2020

## New Equipment Supply Chains

- Rigorous design selection criteria,
- Improved testing, maintenance, access to spares

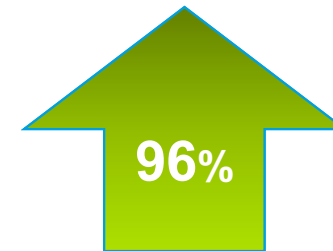
## Drivers benefiting from significant improvements in Network Availability

### ecarconnect App

- Realtime display of availability at connector level
- In App Fault-Reporting feature (as well as Contact Centre)



**Fast Charger  
Network  
Availability**



**Standard Charger  
Network  
Availability**



# Focus on Fasts

- Fast Charging for more car makes/models
- New compact Fasts replacing standard chargers
  - Open access with **Chademo**, **CCS** and **AC** connections
  - Initial focus gaps in national routes, regional towns
- New Fast Charging options for drivers already at  
Sligo | Cavan | Kells | Dundalk | Drogheda | Dublin Port,  
Tullamore | Kilkenny | Clonmel | Waterford
- New Fast charging options in **Galway, Mayo, Kerry** are next



# Hubs



## Four Hubs so far

- Open access with **Chademo**, **CCS** and **AC** connections
- Universal Access design
- **3 Cars** can charge simultaneously
- High Power Charger (**150kW**) & Fast Charger (**50kW**)

## Initial focus on new Motorway locations

- **M3** (Park Ri, Kells)
- **M6** (Galway Plaza)
- **M7/M8** (Portlaoise Plaza)
- **M9** (Kilcullen)

## Challenges

- Scale of infrastructure and suitable sites



# Pay-to-Use



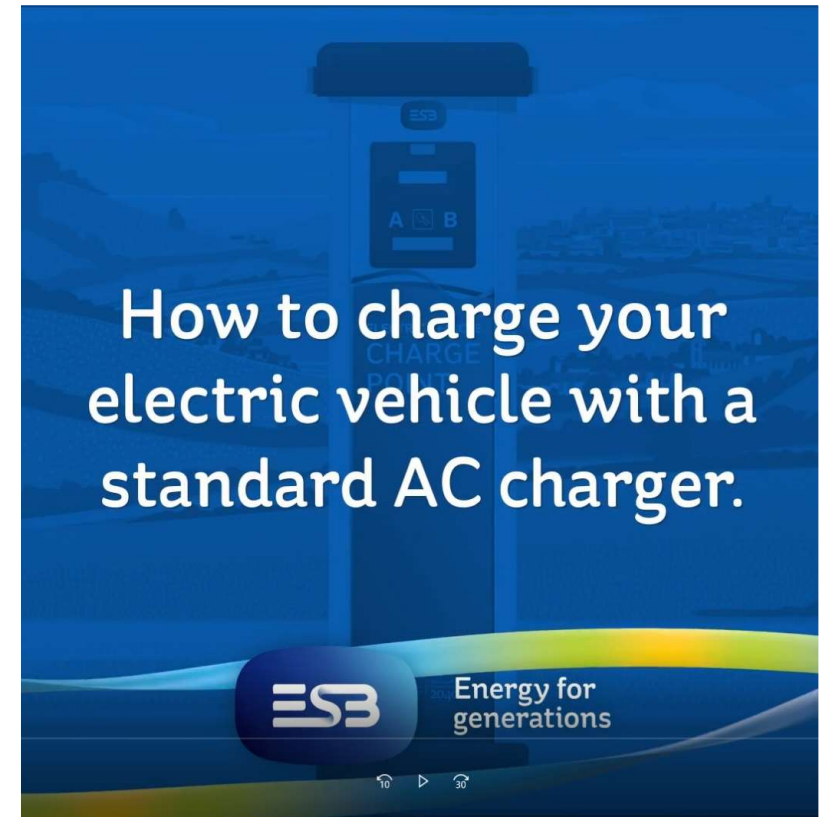
- Phased introduction - aligned to network improvements
- Supports ongoing investment in the network
- Competitively priced and reflects value to drivers
  - Significant fuel savings vs petrol/diesel
  - Better optimised usage/access after a decade of free-to-use
  - Fast Overstay fee introduced at drivers request
- Customer Support
  - Memberships, Price deferral, VAT benefits passed directly to customers



# Customer Service & Engagement



- Service speedbumps – it **has** improved but we recognise there's further to go
- Since last year more than **15,000** drivers have registered for our service
- We engage with our customers directly and through representative groups
  - Newsletters , Social & Mainstream Media channels, Customer Contact Centre, IEVOA
- We're continually looking to improve our customer care
  - Network Reach and Availability
  - Digital Supports including Apps, Website, Customer Videos & infographics
  - Feedback from drivers

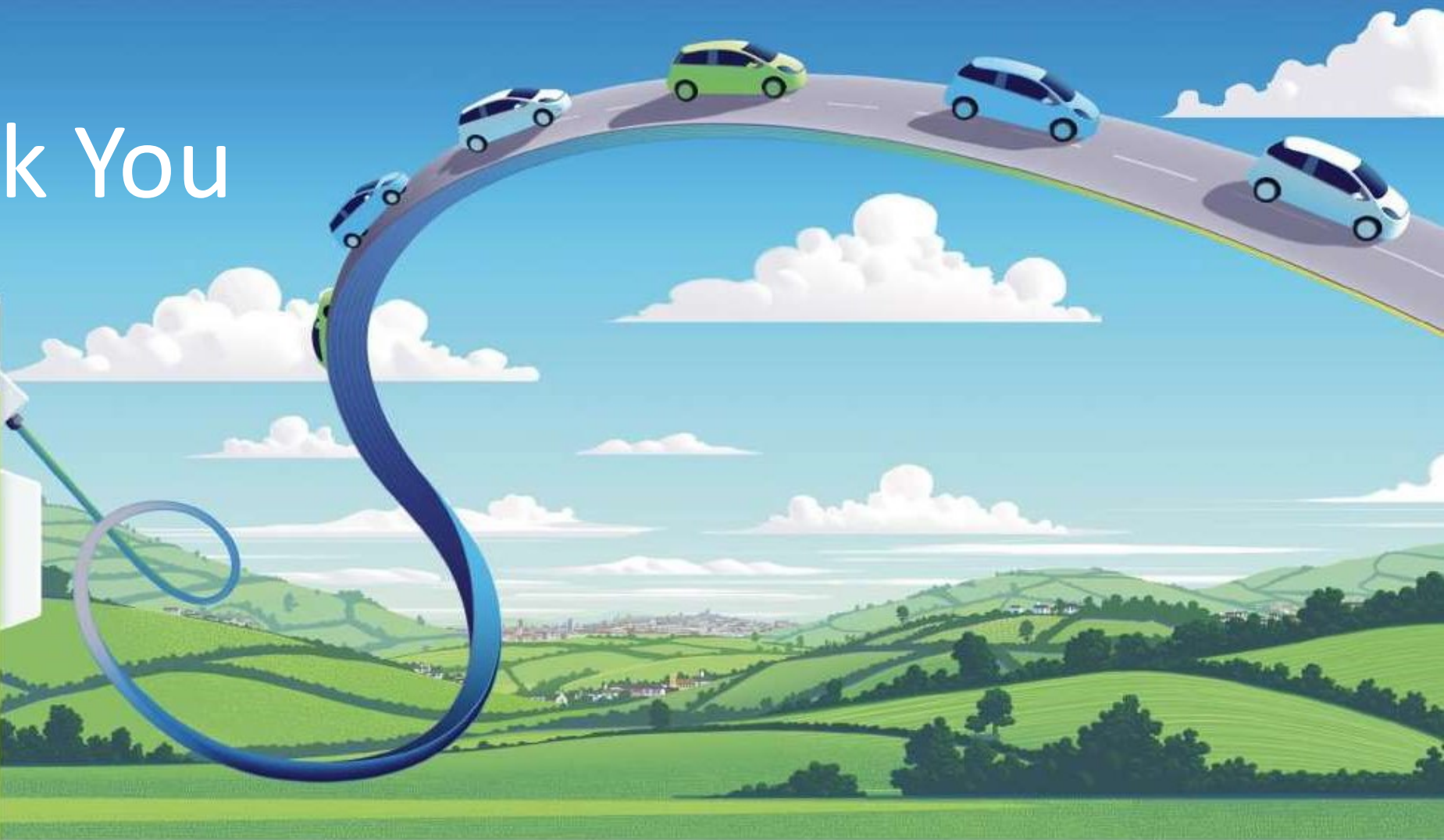


# The Road Ahead

- Some promising trends
  - Choice of EV models
  - Increasing interest from individual drivers
  - Increasing interest from Fleet operators , Corporates, Local Authorities
  - “Layers” of complementary charging options – home, destination, workplaces as well as public
- At a terrible social and economic cost - COVID indirectly forced emissions reductions
- Cleaner Air and Climate-friendly transport *are possible* without a Covid-like shock
- Together we all must keep moving along the road to cleaner transport



# Thank You



[www.esb.ie/ecars](http://www.esb.ie/ecars)