



**Meeting Report  
3rd December, 2018  
ESB ecars**

Six members of the IEVOA committee attended a consultation meeting with ESB ecars.

ecars began the meeting. The first substantive issue for discussion was the charging network infrastructure. ecars is aiming to provide a “*world class service*”, and to deliver such a service has undertaken to upgrade / replace the existing fast charging network to multistandard units, and eliminate old / legacy issues in the process.

In addition to the aforementioned works to the existing fast charging network, dozens of multiple fast charging unit hubs will be brought online. These hubs will cater to a varying numbers of vehicles and support higher, ultra fast, charging rates, with work on these expected to begin in Q2 2019.

Moving on to the subject of payment mechanisms. ecars do not intend to introduce fees for fast charging until they deliver, and can demonstrate their ability to deliver, a “*world class service*” to customers. Payments will be handled primarily via an app - registration will not be required, and pay as you go use available. Payments for charging at standard chargers will be supported in a similar manner in 2020.

The next topic discussed was customer service. ecars noted that there has been an increase in the number of queries from new electric vehicle drivers. The committee noted that the IEVOA currently provides an educational role, such as sending charging etiquette guides to new members, and will seek ways to expand, or re-iterate, upon such educational activities. With regard to the up-time and maintenance of charge units, it was repeated that ecars are aiming to make upgrades / replacements to the charging network to provide a superior level of support and reduced maintenance times as compared with the current level.

The final topic for discussion was fees for fast charging. In short: Fees will be based on energy consumption, i.e. per kWh. No specific monetary amounts were provided. The committee reiterated its opposition to fees excessive in nature, and presented the key findings of a survey of IEVOA members on fast charging fees which was conducted in the week prior to the meeting. ecars were eager to note members' attitudes towards various matters surrounding fees for fast charging - detailed findings will be later shared. ecars are continuing to conduct their own research on pricing, with pricing to be announced at a later date.

Meeting adjourned at 13:00.