IEVOA & ESB ecars Meeting – 23/08/2019

IEVOA	ESB ecars
Simon Acton	**Niall Hogan**
Frank Barr	**Antoinette Reid**
Roger Lamb	**Conor O'Brien**
Joe McCarthy	
Thomas McGuire	

1. **Plans and timing for the introduction of pricing for the use of fast chargers**

Overview of the results of the ESB Customer Survey

- ~1,800 responses.
- 80% would like Pay As You Go fees and 20% would like a subscription based plan.
- 33% less likely to use the infrastructure after pricing, the remaining respondents would use it the same amount or more.
- 72% prefer energy based (kWh) billing, 28% prefer time-based billing.
- 90% would like an overstay fee.

ESB proposal to help meet the views of EV drivers

- The fees will be based on Energy used rather than on how much time you spend at a fast charger
- There will not be a connection charge.
- An over-stay fee will be implemented at fast charge points.
- Customers will have the option of Pay As You Go (PAYG) or pay a small monthly subscription fee and benefit from a reduced energy unit rate.
- It is intended that if you just use the fast charge point network, there will be worthwhile savings compared to a diesel or petrol vehicle. If you charge at home those savings will be even greater.
- The specific price level of the fees will be announced in the next few months.
- Fees are anticipated to go into effect three weeks after pricing has been announced, and users will be encouraged to register in advance.

2. **Network upgrade plans - new sites, fast charging hubs, Climate Action Fund**

- 17 fast chargers were replaced in early 2019 to increase reliability and access for different vehicle types across the fast charger network.
- ESB is working on a €20m infrastructure project which is supported by the Irish Government's Climate Action Fund, the project will:
    - begin to replace any AC chargers that have become unreliable in the coming months;
    - build eight and four vehicle charging hubs around the country;
    - add a 150kW charger with two points to over 30 existing fast charger sites - adding redundancy and high-power capability;
    - upgrade over 50 existing AC 22kW chargers to DC chargers.
- ESB is currently working on procuring and testing equipment, site identification, commercial agreements with site hosts and electrical grid connections at sites.
- The first batch of site locations will be announced in the next month or two. Many of the hub sites will require planning permission.
- We will be releasing the locations in batches as we work through the four-year project.

- We expect to see the first fast chargers installed at the end of this year with the first hub going live in early 2020.

3. Working together to avoid issues with the network

Significant damage is being caused to chargers, particularly connector heads.

It may be newer less experienced drivers who are unaware of how to unlock the cables from their vehicles and people failing to replace the connectors carefully back in the cradle.
Over the last while 10 Fast AC, 6 CCS and 5 CHAdeMO cables have been replaced. Including the site visit to replace the cables this cost has amounted to more than €20,000. This high level of replacement also affects availability to customers once normal level of spare parts is exhausted.

Another issue that is arising is the amount of people who are ringing the customer call centre in order to initiate and finish a charging transaction because they either have not ordered a charge point access card or have not brought it with them. The customer call centre is receiving up to 400 calls a week to initiate/stop a transaction.

Agreed that ESB and IEVOA would work together to educate and inform drivers on how to disconnect and replace the connectors in the cradle. Also, to ask car manufacturers to ensure that their dealerships inform customers of the charging process and how to disconnect from the charger.

4. Experiences from IEVOA's recent Lucan-Cork-Dublin EV Challenge

IEVOA outlined the issues experienced with the fast AC charger network on their recent challenge and also presented a list of chargers that were identified by their members as not working.

ESB agreed to review the list and work to address any outstanding issues, however many issues were awaiting parts from the manufacturer before they could be addressed. ESB also noted that much of the Standard 22kW AC chargers that were listed would be replaced later this year once new chargers were delivered.

5. Arrangements (if any) that ESB has with commercial operators using the charging network, e.g. GoCar, UFO Drive, etc.

ESB stated that there are no commercial agreements in place with any commercial operators to use the network. Any commercial operators have the same free access to the network as anybody else.