

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



Range Anxiety



National network – highly visible

Newer Cars can charge
at high –speeds



High-Speed (150kW) Chargers
Increased Fast Charger coverage

Network Availability levels



Replacement Programme- Fast & Standards
Equipment Selection & Testing
Maintenance & Spares

Queuing/Overstay



Multiple chargers at many locations
App features and information
Payment and Overstay Fees

Consumer confidence

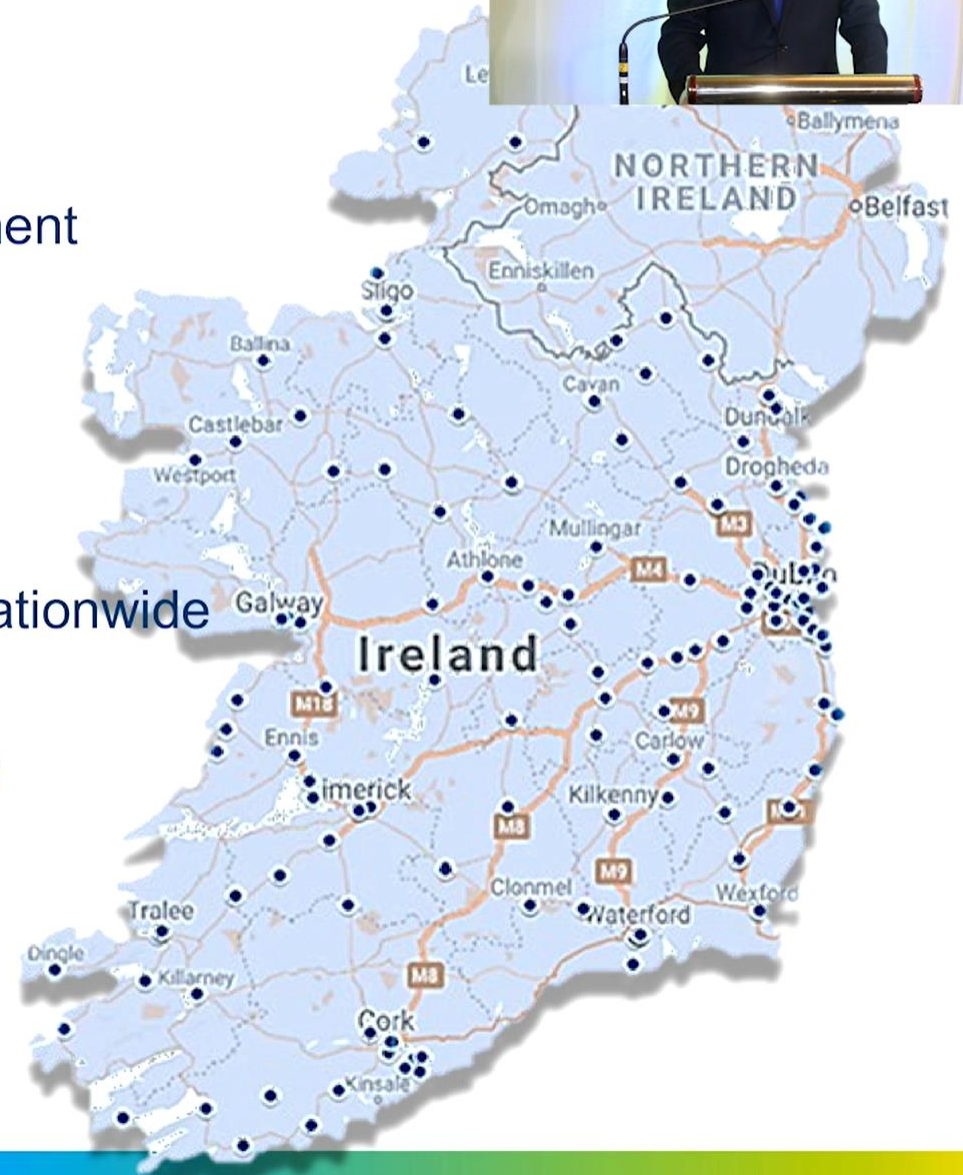


Communications & Marketing
Customer Experience and “Word of Mouth”
Payment - Affordable & Sustainable

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)



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)

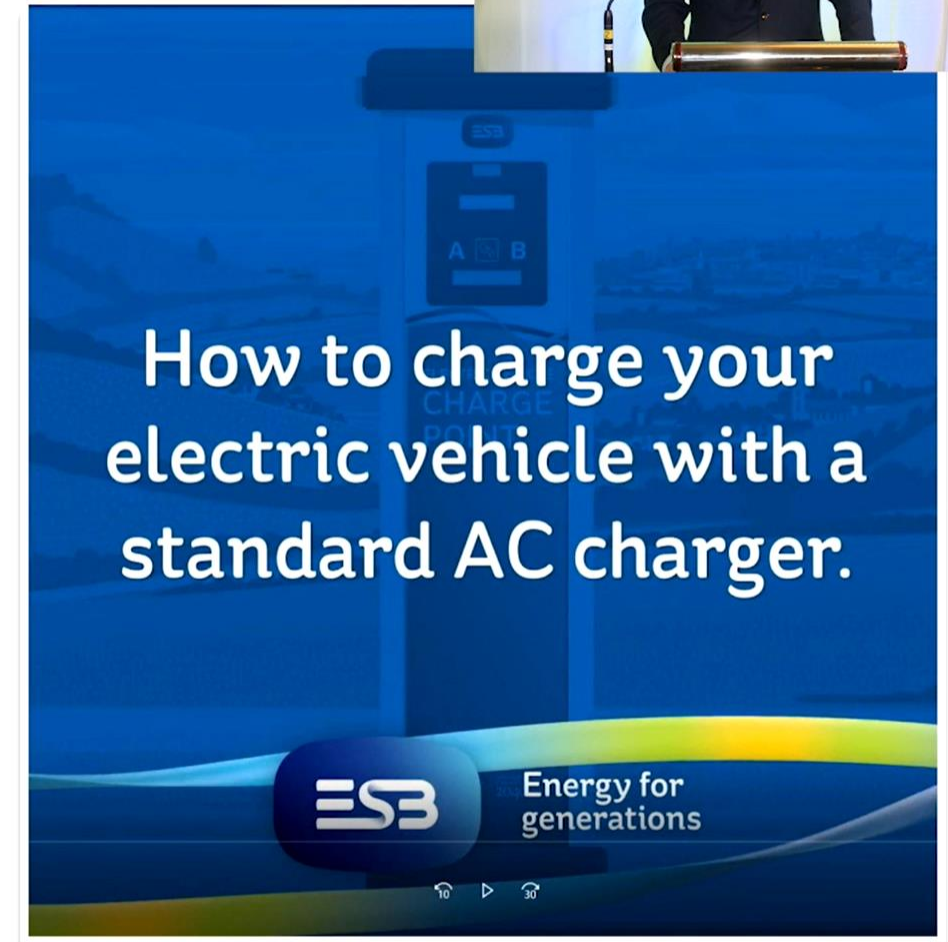
Challenges

- Scale of infrastructure and suitable sites



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



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How to charge your electric vehicle with a standard AC charger.



Energy for generations



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

