

Frequently asked questions

How do drivers pay to charge their vehicle?

There are currently three payment options for drivers to choose from:

- 1. Top up via the E.ON Drive app** - Each time they charge their vehicle the cost of the charge will be deducted from their top-up balance
- 2. Pay as you go via the E.ON Drive app** - Enter the payment card details in the app each time they charge their vehicle
- 3. Pay as you go online** - Enter the website and unique location code shown on the charge point on their device. They'll be prompted for their payment details

How do drivers stop their charging session?

If they're using the E.ON Drive app or pay as you go online, they'll be able to stop the charge on their device. This will release the charge cable and allow them to disconnect their vehicle.

If they're using an RFID card, then they can wave this over the charge point to stop the charge and release their cable.

Can charge points be reserved through the app?

No, this feature is not currently available, but we'll let our drivers know when it is.

My charge point won't work

If the driver is a registered customer, they will need to check that they have enough funds in their account to charge. If this has not resolved the issue, please call us on **0333 202 4417**.

I have a problem, who do I contact?

Please call us on **0333 202 4417**. One of our team will be happy to help you.

My charge point is broken, who do I contact?

Please call us on **0333 202 4417**. One of our team will be happy to help you.

Will you maintain my charge points?

Yes, our charge points are fully managed. We'll regularly visit your site in order to ensure your charge points are reaching their optimum performance. We'll be in touch to arrange these visits prior to visiting your site.

We're happy to help

E.ON Drive Team
0333 202 4417

We're here 8.30am to 4.30pm,
Monday to Friday
eondriveuk@eonenergy.com

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Charge point user guide

e.on
Drive



How to get started



1. Plug in

Connect the charging cable to the charging socket and the car.

2. Select payment method to start charging

The light will turn blue when charging starts.

E.ON RFID card or tag



The RFID card or tag should be held against the reader to start.

Once charging has finished, the RFID card or tag should be held against the reader again.

E.ON Drive app



The E.ON Drive App can be downloaded from any App Store or Google Play.

All charging stations can be found on the map.

Debit or credit card



Visit eonevpay.co.uk and enter the charge point number connected, to pay with a debit or credit card.

3. Unplug

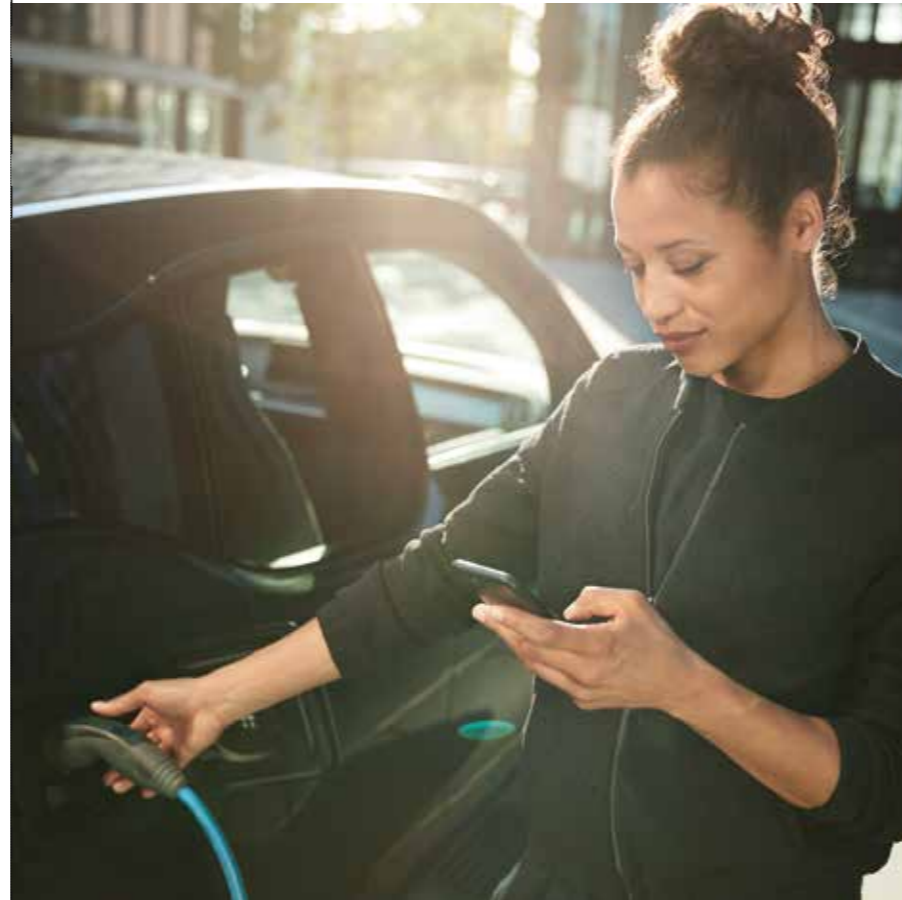
The cable should be disconnected from the car first, and then the charging socket.

Any questions?

For help please call us on **0333 202 4417**.

Charging safely

- Always ensure that you follow your vehicle manufacturer's charging instructions
- Do not remove the charge point cover or attempt to access the socket without using the mobile app, payment URL or RFID card/tag
- To avoid the risk of electric shock, do not use the charge point if either the cable or the charge point appear damaged in any way
- If the charge point appears to be damaged, then please call our Customer Service helpline on **0333 202 4417** - local call rates will apply



Frequently asked questions

What types of charge points are available in the E.ON Drive network?

Most E.ON Drive charge points are capable of delivering 22 kilowatt (kW). All charger information, including connection types, is included on the E.ON Drive app or on our online map at eondrive.co.uk/map

What type of connectors can I use and is one already supplied on the charge points?

Drivers will need a cable with a "type 2" connector to plug their vehicle into our charge points. Our charge points do not have these cables attached.

If a driver doesn't have a cable, we recommend they contact the vehicle manufacturer or dealer to find a suitable cable for their vehicle.

How quickly can I charge my vehicle?

Vehicle charging times are determined by a combination of the speed of the charge point, the speed of the charging unit on the car and how much energy is left in the battery. This is unique to the vehicle, so drivers will need to refer to their vehicle handbook to see how long it should take for their vehicle to charge.

How can drivers find my E.ON Drive charge point?

Drivers can find a map of our charge points on the E.ON Drive app, which they can download via the Google Play Store for Android or the Apple App Store for IOS. Alternatively, they can use our online map at eondrive.co.uk/map

How do drivers charge at my E.ON Drive charge points?

Each charge point has step by step instructions showing how to plug in and charge a vehicle. Drivers will also need a valid debit/credit card or E.ON Drive account in order to charge. They can register for an account at eondrive.co.uk/register

How do drivers know how much it costs to charge their vehicle?

On the E.ON Drive app the cost for that charge point is shown in pence per kilowatt hour (kWh) next to the location.

If a driver chooses to pay as you go via the web, they'll see the cost per kWh before they enter their payment details. They'll get a confirmation of the total cost of charge once their charge is complete.