

A man in a red sweater is looking at his smartphone. He is standing next to a light blue car. A blue charging cable is plugged into the car's charging port. The background shows a sunset or sunrise over a body of water.

***e-on***  
Drive

# ***Charge Point***

## **User Guide**

# How to get started



## 1. Plug in

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



## 2. Ways you can charge

- ☒ RFID tag  
(Don't double-tap the tag as this will stop the car from charging.)
- ☒ E.ON Drive App
- ☒ One time payment at: [www.eonevpay.co.uk](http://www.eonevpay.co.uk)  
The light will turn blue when charging starts.

**Randomised delay means your charging session might take up to 10 minutes to start.**



## 3. End charging session and unplug

To stop the charge, tap the RFID tag or swipe 'stop charge' in the E.ON Drive app. You need to stop the charge using the same method you started the charge with.

# Charging safely

- ☒ Do not attempt to remove the cover where the charging cable is slotted, or attempt to use the charger 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 faulty or damaged, then please call our Customer Service helpline on **0333 202 4417**.

# We're happy to help

Contact our E.ON Drive Team



**0333 202 4417**

We're here 24 hours,  
7 days a week.



**Please use the following information to charge correctly.**

1. Charger ID.  
Find this on the charger.
2. Enter your payment details
3. Start charger
4. Stop charging



# 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](https://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" cable connector to plug their vehicle into our charge points. Some chargers may have a charging lead 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](https://eondrive.co.uk/map)

For workplace charging where access is restricted, they will need to request access. Please *call us on 0333 202 4417*

## How do drivers charge at 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](https://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.

## What is randomised delay?

Randomised delay means your charging session might take up to 10 minutes to start and could overrun by up to 10 minutes after your scheduled time. Keep in mind that the delay could be anywhere from a few seconds up to 10 minutes and is different each time.

## How do drivers pay to charge their vehicle?

There are 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 online:

Enter the website and unique location code shown on the charge point on their device. They'll be prompted for their payment details. Please remember there is an auto top up when your balance reduces.

### 3. One-time payment:

Visit [www.eonevpay.co.uk](https://www.eonevpay.co.uk).

## 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 tap over the designated area on 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.

## 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.

## Problem solving

### If I have a problem, my charge point won't work or is broken, who do I contact?

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**. One of our team will be happy to help you.





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