

How to use the City of Edinburgh Council's Electric Vehicle Charging Points

We want Edinburgh to become a net-zero city by 2030. Transport is one of the biggest contributors to greenhouse gas emissions in our city. So, to help people move around our city cleaner and greener, we're putting in more electric charging points.

We've three types of charging points which we'll show you how to use:

- 7kW standard
- 22kW fast
- 50kW rapids.

7kW standard chargers are ideal for charging vehicles when they can be left for longer periods of time. You would use a 22kW fast charger when your vehicle needs a substantial charge for a few hours and 50kW rapids when a vehicle needs a substantial charge quickly.

Creating an account

But first, we suggest you create an account with ChargePlace Scotland at chargeplacescotland.org. It's easy and free to create an account. Once you've got your account you can order a smart card and download the ChargePlace Scotland app.

If you don't want to create an account you can use webpay which we will look at a little later.

How to use our 7 standard and 22 fast chargers

Let's get started on how to use our 7 standard and 22 fast kW chargers. So, you'll need your own cable. First plug it into your vehicle before you plug it into the charging unit otherwise it might stick when you've finished charging. If it does, we'll look at how to unlock the cable later.

To start charging you can use your ChargePlace Scotland card, the app or web pay and follow the onscreen instructions. Next plug in your charging cable into the unit and once the unit has recognised you have connected your cable, it will lock it into place and will start charging. The lights will change to show charging status.

To stop charging place your card to the card reader or press stop on the app or webpage. Wait until the unit indicates it's ready and then disconnect your cable. If the cable sticks, it might be because you've disconnected it in the wrong order. There are a couple of ways to unlock it. Try locking and unlocking your car and check if your car has a release catch or button.

How to use our 50 kW rapid chargers

So, how to use our 50kW rapid chargers. For most of our 50kW rapids, you'll need a ChargePlace Scotland Account. However, you can use our new 50kW rapids as a guest with a credit or debit card.

To start charging hold your ChargePlace Scotland RFID card to reader until the unit beeps or shows the card acceptance screen.

If you're using the app or webpay - chargeplacescotland.org use the charge point ID to find the unit and follow the on-screen instructions. If you are using one of our new 50kW rapid chargers you can select 'Member' on the screen to use a ChargePlace Scotland RFID card, or 'Guest' to use a contactless bank card payment.

Which cable to use

Rapids will have 3 cables, so which one should you use? From left to right the connections are:

- CCS – this is the one most people will use and fits most cars.
- CHAdeMo – this is a 50kW DC charger and will only fit a car with the correct socket type
- type 2 AC – you shouldn't use this socket as it will charge your vehicle more slowly, especially in the fairly short period of time that you're allowed in the rapid charging bays.

We've time limits on using our rapid bays to allow as many people as possible to use them. Once you have selected the right cable, then connect it to your car. Once the unit has run its safety checks, the light status will change and charging will automatically start and the connector will lock into the vehicle. When you are ready to end your session place your ChargePlace Scotland RFID card on the card reader or use the mobile app or webpay and follow the on-screen instructions. Wait until the unit indicates it is ready to disconnect the cable and then disconnect. Please do not pull out the cable before the unit is ready.

Maximum stay periods and penalties

Charging points are owned by different organisations and so costs and maximum stay periods will vary. You should check the owner's website and stickers on the chargers for costs and maximum stay periods. ChargePlace Scotland's website.

We want as many people as possible to use our chargers, so we have a maximum stay and no return period. You can check these on stickers on the chargers and on our web pages www.edinburgh.gov.uk/evcharging. If you do stay longer, you'll receive a fine.

Faulty chargers

If you come across a charger which isn't working or is damaged, please let ChargePlace Scotland know on 0141 648 0750 quoting the unique number on the unit. You can also report faulty charging points to ChargePlace Scotland using their online form.