



Code of Practice on Smart Services

Bill Pay and Prepay Customers

Smart meters are the next generation of electricity meters and are currently being installed in homes and businesses throughout Ireland.

This Code of Practice outlines the policies of Electric Ireland with respect to the Smart Products and Services we offer. This Code applies to all our customers, both residential and business, who have a smart meter installed at their premises.

Smart meters may bring benefits to customers including:

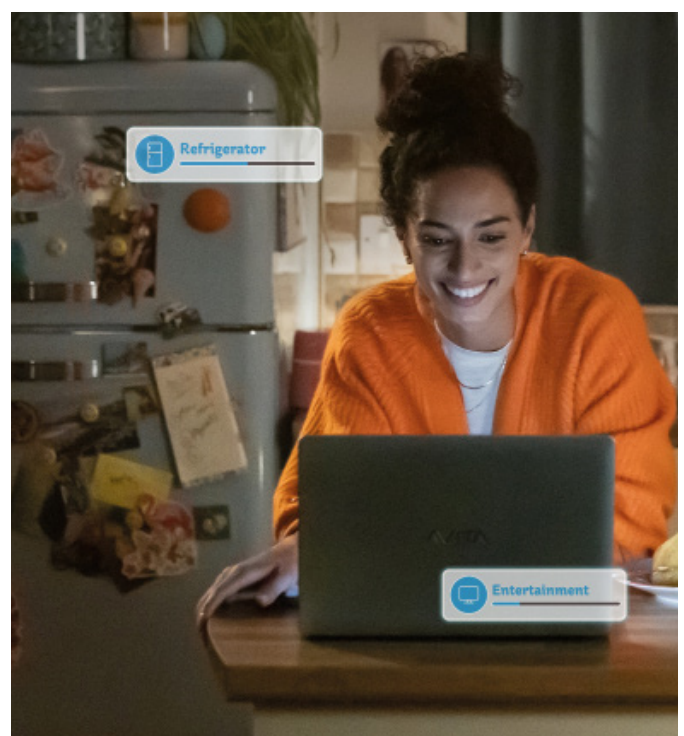
- ▶ More accurate billing, as the meter can be read remotely. This reduces the need to estimate bills.
- ▶ The option to receive a detailed breakdown of your electricity usage. This helps you make more informed choices about how and when you use electricity.
- ▶ The introduction of new smart products and services such as:
 - A time-of-use tariff offers different price structures at different times of the day. This encourages you to switch your usage to cheaper times.
 - A new smart bill for bill pay customers, or a statement for prepay customers, which will provide information to help you make more informed choices regarding your electricity usage.
 - The ability to view and access a detailed breakdown of your usage via a standardised file, made available for download through your Electric Ireland online account at [electricireland.ie](https://www.electricireland.ie) or business customers call **1800 372 787**.

Data

Your new smart meter will collect and store three types of data:

- ▶ 24-hour reading (i.e. a single meter read every 24 hours).
- ▶ Day, night, and peak readings, associated with the Standard Smart Tariff.
- ▶ Consumption data recorded in 30-minute intervals.

The level and frequency of the data which can be retrieved from your meter will be dependent on the telecommunications signal strength in your area and the signal strength of your meter. This will determine if your meter can be read remotely and the frequency at which it can be read. As your supplier, Electric Ireland will be able to advise you of the signal strength of your meter. As our customer, you will then have a choice over the type and frequency of data retrieved from your meter.



- ▶ If your meter supports it, you can choose for Electric Ireland to receive your meter data daily in half hourly intervals. This will be recorded as consumption data rather than meter readings.
- ▶ If your meter is configured as 24-hour you can decide to make no change. Your meter will continue to be read on a bi-monthly basis with your readings being collected remotely.
- ▶ You can request that Electric Ireland receive the day, night, and peak readings, associated with your Standard Smart Tariff. We will receive your readings on a bi-monthly basis and they will be collected remotely.

If you are selecting a smart price plan for the first time, your meter will be reconfigured so that your supplier will receive a minimum of three meter reads (day/night/peak). This change cannot be reversed. The frequency of these reads will depend on the smart price plan that you have selected and/or any consent you may have given. Once this price plan is active and you have signed up to sharing half hourly data, Electric Ireland will no longer receive meter reads. Electric Ireland will only receive half-hourly consumption data from ESB Networks. This will be reflected on your bill or statement. You can move between smart plans with half-hourly reads and day/night/peak readings. If you would like to move plans, please contact us.

The availability of some smart services and products, such as the standardised file, will be dependent on the level of data being received from your meter. If you share your half-hourly data with Electric Ireland, a greater range of products will be available for you to choose from. This will give you more insights into your daily electricity usage.

Note: Electric Ireland cannot have access to your half-hourly data unless your price plan requires it, or you give us your consent.

Time-of-Use Tariffs

Transition to Time-of-Use

Electric Ireland will have at least one Time-of-Use (ToU) price plan available for our customers and will recommend the use of the most appropriate ToU price plan when requested by our customer.

A ToU price plan offers different price structures across different times of the day. This encourages customers to switch their usage to times when electricity is cheaper and more efficient to use.

For details on our residential ToU price plans please visit [electricireland.ie](https://www.electricireland.ie). For details on our business ToU price plans, please call 1800 372 787 or email business@electricireland.ie

Standard Smart Tariff

Electric Ireland offers, at a minimum, a Standard Smart Tariff (SST) to our customers. The SST is a ToU product. It offers meaningful price differences between three different time bands and is reflective of the costs of supplying electricity to you during these times. Each time band has a related unit rate applied, and these unit rates apply to every day over the course of a year.

The SST aims to promote the efficient use of your electricity. It encourages and rewards usage outside of peak hours, which are generally more expensive. ToU products may be suitable for customers who can use less electricity during peak hours.

Note: If you can't change your electricity usage to avoid these more expensive times, these products might not be the right option for you.

The three-time bands associated with the Standard Smart Tariff are:

Day: 8am to 11pm (excluding peak)

Night: 11pm to 8am (single night rate)

Peak: 5pm – 7pm

If you wish to avail of the SST, or receive further details, please visit electricireland.ie or contact us.

Time-of-Use Primer

Once your smart meter is installed, Electric Ireland will send you a ToU primer, which is information about ToU. This can be in the form of a paragraph in an email or letter that includes:

- How ToU price plans work and the wider benefits they may bring.
- Links to further information about how ToU price plans are designed, unit rates and contact information for further detail on ToU price plans.

This information will be communicated to you clearly and concisely.

Time-of-Use Reminder

If, after 12 months of your Smart Meter being installed, you have chosen not to avail of a ToU product Electric Ireland will provide a reminder which will:

- ▶ Provide awareness of our ToU offerings.
- ▶ Promote understanding and the potential benefits of ToU tariffs.

You will continue to receive the reminder after each subsequent 12-month period if a ToU tariff is not applied to your account. Where we have sufficient information to do so we will try to advise you on the most suitable product based on your consumption pattern.

Provision of Information to Customers

Your Smart Electricity Bill will provide you with some key information to help you make informed choices regarding your electricity usage. These include:

- ▶ A comparison of your usage in the current billing period versus the same period in the previous year.
- ▶ Contact and reference details as to where additional information can be found, including:
 - Independent consumer advice centres.
 - Energy agencies or similar institutions.
 - Advice on energy-efficiency measures.
 - Benchmark profiles for your energy consumption.
 - Technical specifications for energy-using appliances.
- ▶ Hints and tips on how you can shift or reduce your energy usage.

Note: The Smart Electricity Bill is only applicable to bill pay customers. If you are paying by prepay, you will receive a prepay statement. See the 'Smart Services for Prepay Residential Customers' section for more details.



Standardised Consumption Data File

If you have given consent and request it, Electric Ireland will provide you with access to your half-hourly consumption data via a standardised file. This file is available to view and download through your Electric Ireland online account at electricireland.ie/myaccount or businessonline.electricireland.ie. To access this file, Electric Ireland must be receiving half-hourly consumption data from your meter.

This file will:

- ▶ Give you access to your consumption data 24 hours after it has been recorded on your meter.
- ▶ Help you to analyse your usage to make more informed decisions regarding your energy usage.
- ▶ Allow you to share your consumption data with an alternative supplier or third party.
- ▶ Provide you with access to your historical consumption data for at least 24 months or from the start of your Smart Supply Contract, whichever is shorter.
- ▶ When available, include details on the export data being recorded on your meter.

The information included in this file will be:

- Your MPRN number.
- Your consumption data broken down into each 48 half-hourly period, for each day selected.
- Online Electricity Breakdown

The security of your data is of vital importance to Electric Ireland so this file can only be accessed by you through your online account.

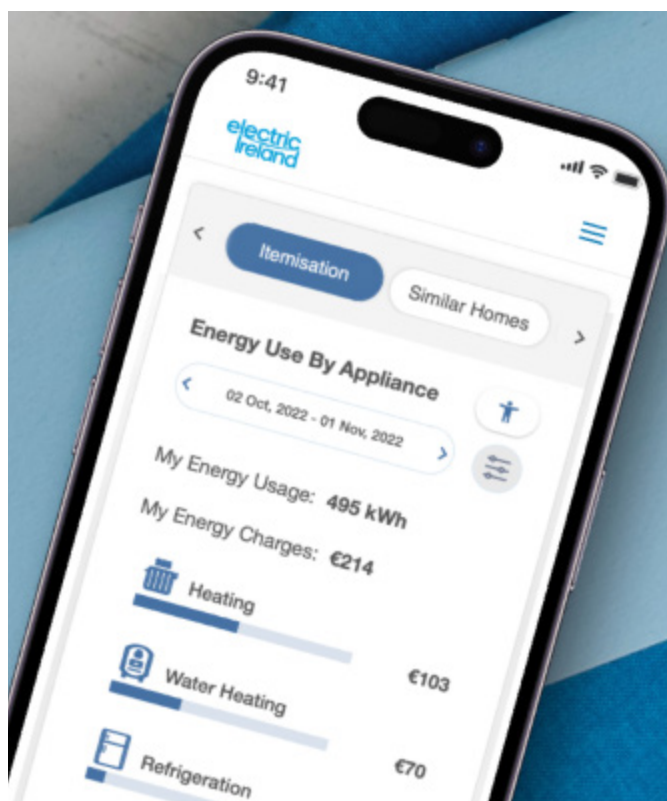
Online Electricity Breakdown

Electric Ireland will provide a breakdown of your electricity usage which will be available through your online account. This helps you make decisions on how to use your energy more efficiently and economically.

Electric Ireland will continually refresh and update this breakdown for you. If you have given consent and we receive consumption data from your meter, it will update daily to reflect the previous day's usage. If readings are received bi-monthly, updates will follow that schedule.

Note: You will not incur an additional charge for this service. It can take up to 12 months to receive all your electricity insights.

Note for Bill Pay Customers: As smart meters can be disconnected and reconnected remotely, please refer to our code of practice on Billing and Disconnection.



Smart Services for Prepay Residential Customers

Electric Ireland offers prepay as a payment option for residential customers with a smart meter. Prepay is an easy method of purchasing electricity in advance like prepay mobile phone payment arrangements.

You can choose to pay by prepay (subject to network connectivity level), quickly and without disruption to your electricity supply. Prepay allows you to take control of your energy requirements or to assist you in paying off any accumulated arrears.

Some of the advantages of Smart Meter Prepay;

- ▶ Move between bill pay or prepay (on selected price plans).
- ▶ Receive regular balance notifications and other notifications about your prepay account. You must provide a valid Irish or United Kingdom (UK) mobile phone number that is available to receive these notifications.
- ▶ Emergency credit facilities are available. Currently, emergency credit will be available if your balance falls below €3 credit (this is subject to change).
- ▶ Smart meter electricity insights will be displayed in your online account. A full range of insights will be available to you after 12 months.
- ▶ Top-ups can be made in your Electric Ireland online account; Electric Ireland contact centre and from Nationwide Payzone (current payment provider) retail outlets.

- ▶ No security deposit is required to receive electricity supply if you are paying by prepay.
- ▶ Pay off arrears easily, with 10%* of every top going towards outstanding balance.

*subject to change

Prepay Suitability

Prepay may not be suitable for all customers.

If you or a household member becomes medically vulnerable during your time on prepay, you must contact us. Prepay will not be suitable for medically vulnerable customers, especially if you depend on medical equipment. For more information visit electricireland.ie/vulnerable or call us on 1800 372 372.

Prepay will not be suitable for customers who do not have a valid Irish or UK mobile number that is available to receive notifications about their prepay account.

If your smart meter does not have a connectivity level of four, we will be unable to provide a smart meter prepay service. If your connectivity level drops below four whilst on a prepay plan, we will contact you to discuss other suitable products and payment methods, for example, bill pay.

How Prepayment Works

Prepay Top Up Cards

Electricity Card

You will be provided with two prepay electricity cards with your account number printed on them. This prepay electricity card is used to purchase top ups and ensures that your purchase is allocated to your account.

It is important to use the provided prepay electricity card and/or account number for your designated customer account. Please ensure you **only use an authorised payment channel**, currently Payzone retail outlets when purchasing top ups. Otherwise, payments made may not be credited to your account properly. You will be notified of any changes to the authorised payment channels.

If you lose your prepay electricity card, please call us on 1800 372 372 to arrange a replacement at no extra cost.



Top ups

Top ups can be purchased using your prepay card from an authorised payment channel, currently any Payzone retail outlet. You can also top up online using your Debit or Credit card at electricireland.ie/myaccount and by calling us on 1800 372 372.

Once top ups are purchased, credit will be applied directly to your Electric Ireland prepay account.

Note: The minimum top up amount is €10 and the maximum top up amount is €300.

Credit Balance, Low Credit Warnings and Notifications

Your credit balance will be made available in your online account, by weekly balance SMS notification or by calling us on 1800 372 372. Depending on your account status, you may receive other notifications regarding your prepay account. For instance, if your balance falls below €10 and/or €5, you will receive a low credit alert by SMS. You will also get notified by text if you are about to be disconnected. This text will advise you how much to top up by and by when to avoid being disconnected. You can opt out of receiving your weekly balance SMS by calling our customer service team.

Note: You must provide a valid Irish or UK mobile phone number that is available to receive SMS notifications.

Named Contact

A named contact can be added to your account, so this individual can receive important SMS notifications from Electric Ireland.

If you wish to add a named contact, please call us on 1800 372 372 and have your named contact present with you.

Emergency Credit and Credit-Friendly Hours

Emergency credit is available when your account balance falls below €3*. This enables your prepay balance to reach minus €20 before being disconnected. If you wish to activate emergency credit, go to your [online account](#) or call us.

Credit-friendly hours mean you will be charged for the electricity you have used, however, during these hours your electricity supply will not disconnect.

Electric Ireland's credit-friendly hours are;

- ▶ Monday to Thursday: 4pm until 9am the following day.
- ▶ Friday to Monday: From 4pm on Friday until 9am on Monday.
- ▶ All Bank Holidays.

Note: The amount of emergency credit and friendly credit you have used will be deducted from your next top up. Please ensure you top up by the required amount to avoid disconnection.

* The value of emergency credit and the balance that dictates when it can be activated is subject to change.

Disconnection and Reconnection

With a smart meter, your electricity supply can be remotely disconnected and reconnected. If you have been disconnected, you will need to top up by the required 'get reconnected' amount to restore power. Once sufficient payment is made, reconnection is automatic without notice and normally occurs within 1 hour and 15 minutes. In the case of unforeseen circumstances, this may take up to 2 hours. It is your responsibility to ensure your premises are safe for reconnection at any time.

Note: You will be disconnected if your balance falls below €0 or you run out of emergency credit for two consecutive days.

Price Plans

You can view Electric Ireland's current prices at electricireland.ie.

Electricity Price Changes

When a price change occurs, the new electricity rates will be automatically applied to your prepay account.

Statement of account and payment arrangements

Prepay Statements

Although prepay removes the requirement for paper billing, we will provide a minimum of one and a maximum of three statements of account to all customers.

Your prepay statement will provide you with some key information to help you make informed choices regarding your electricity usage. These include:

- ▶ A comparison of your usage in the current statement period versus the same period in the previous year.
- ▶ Contact and reference details as to where additional information can be found, including:
 - Independent consumer advice centres.
 - Energy agencies or similar institutions.
 - Advice on energy-efficiency measures.
 - Benchmark profiles for your energy consumption.

- Technical specifications for energy-using appliances.
- Hints and tips on how you can shift or reduce your energy usage.

Outstanding Balance

Where a customer is repaying an outstanding balance they will receive a statement of consumption, outstanding balance, outstanding balance repaid, and payments made three times per year.

If you're moving from bill pay and have an outstanding balance or you are on a prepay plan as part of a payment arrangement for collection of arrears, 10%* of each top up will be deducted until the arrears are cleared. We will inform you when all arrears have been cleared on your next statement.

*subject to change

Should you require up to date information on your outstanding balance, you can view it online at electricireland.ie/myaccount or call us on 1800 372 372.

Moving house

If you are moving house, you should inform your supplier that you are leaving, and call us on 1800 372 372. A new prepay card is required every time you move house.

Refunds

Electric Ireland will refund any credits due to you should you move house or if you decide to change supplier. Should your final account issue with a credit balance we can refund this balance to you if you contact us at 1800 372 372. We can refund this balance by electronic fund transfer (EFT) directly to your bank account. You will be informed by letter of any credit balance on your account within two months of the final bill issuing.





Our guarantee

If we fail to meet any of the commitments outlined in this Code, then customers will be entitled to compensation under the terms of our Residential Customer Charter and Non-household Customer Charter.

Copies of our Charter and other Codes can be obtained in the following ways:

Residential Customer Service: 1800 372 372 (8am-8pm Monday-Friday, 9am-5pm Saturday)*

Business Customer Service: 1800 372 787 (9am – 5:30pm Monday to Friday)*

Residential Email: service@electricireland.ie

Business Email: business@electricireland.ie

Online Account: electricireland.ie/myaccount

Residential Online: electricireland.ie/residential/about-us/customer-service-guarantees

Business Online: electricireland.ie/business/about-us/customer-service-guarantees

Web Chat: 9am – 5pm Monday to Friday

Social Media: 9am – 6pm Monday to Friday

* Freephone, excluding bank holidays

This Code has been approved by the Commission for Regulation of Utilities (CRU).
CRU's Energy Customer Care Team can be contacted by phone at 1800 404 404
or by visiting cru.ie/contact-us