

# Electric Ireland Home Electric+ 24hour Price Plan

## Half Hourly Data and Monthly Billing or Prepay Option Price Schedule

Valid as of 1<sup>st</sup> November 2024 until further notice

Home Electric+ Price Plan (bill pay and prepay customers)		
	Cent Excl. VAT	Cent Incl. VAT
24-Hr Price per unit (kWh)	31.22	34.03
PSO Levy per month	€3.23	€3.52

Effective Rates* (Bill pay customers)			
Non-Direct Debit Pay on Time 4%	Non-Direct Debit Pay on Time and Online Billing 4.5%	Direct Debit 5%	Direct Debit and Online Billing 5.5%
Cent Incl. VAT	Cent Incl. VAT	Cent Incl. VAT	Cent Incl. VAT
32.67	32.50	32.33	32.16

Annual Standing Charges	Excl. VAT	Incl. VAT
Urban	€230.06	€250.77
Rural	€288.97	€314.98

### \*Effective Rates

We quote the unit rate inclusive of your savings for information purposes only. The unit rate displayed on your bill will be the standard unit rate before savings. You will see your savings total as a separate line item on the bill.

When you sign up to this price plan, your meter will be reconfigured so that Electric Ireland will receive half hourly electricity consumption data from ESB Networks. This will be reflected on your bill or statement.

If you move to a price plan which does not require half hourly reads, your meter will be reconfigured to deliver three register reads (day/night/peak) at a frequency consistent with your then current price plan and/or any consent you may have given.

If you are selecting a smart price plan for the first time, the full range of Smart Services may not be available until up to 12 months after the date at which full half hourly consent was given.

If the signal from your meter is not sufficient to support the transfer of half-hourly data, we will contact you to discuss other suitable products.

### Product Terms and Conditions

This product requires the collection of half-hourly consumption data by Electric Ireland.

- For new customers, you must remain an Electric Ireland customer for a minimum of 12 months from date of sign up. You can move between smart meter products, during this period, subject to a review of your account.
- If you are an existing customer moving from a standard plan to a smart meter plan, existing terms and conditions will apply.
- This product is only available for customers who have already had a smart electricity meter installed in their home by ESB Networks and have selected a smart electricity price plan.
- We will only collect data for the purposes of billing you and providing you with insights based on your data.
- You will receive insights based on your half-hourly meter reads. You may receive insights via email and can opt out of these emails at any time by following the opt out instructions at the bottom of each communication. If you choose to opt out, we will continue to prepare these insights and the most recent insights will be available in your online account.
- All the data that is collected from you will be handled in line with our Privacy Policy. For more information, please see [www.electricireland.ie/privacy](http://www.electricireland.ie/privacy)
- If you no longer wish to allow Electric Ireland to receive your half hourly data, you must switch to a different price plan.
- If you cease to take electricity and/or gas from Electric Ireland before the end of your fixed term, we will apply a €50 (incl. VAT) exit fee to your electricity and/or gas account.
- After the end of your fixed term, the exit fee clause will cease to apply to your contract. Your savings will continue for as long as you remain a customer of Electric Ireland and continue with Savings conditions.

- If you are moving from another product, this change may only become valid in the next billing cycle.
- Bill pay customers with this price plan may elect to be billed monthly. You may revert to bi-monthly billing at any time.
- Electricity standard unit rates and standing charges may be subject to change. This will not affect your price plan savings percentage.
- These price plan Terms and Conditions are in addition to the Electric Ireland General, Terms and Conditions for Residential Customers.
- Electric Ireland reserves the right to vary and/or cancel this offer at any time for valid commercial, technical, operational and/or regulatory reasons.

### Direct Debit Savings (not applicable to prepay)

- A 5% saving (variable after 12 months) is applied to the Electricity price plan standard unit rate.
- To avail of the Direct Debit Savings, payment by direct debit is mandatory.
- If you discontinue paying by direct debit for any reason, Electric Ireland has the right to remove the Direct Debit Savings.

### Non-Direct Debit Pay on Time Savings (not applicable to prepay)

- A 4% saving (variable after 12 months) is applied to your electricity price plan standard unit rate.
- Only available for customers who do not pay by prepay or direct debit and are not already availing of the Direct Debit Savings.
- Your electricity account must be kept up to date and all bills must be paid within credit terms.
- If you do not keep your electricity account up to date and pay within credit terms, Electric Ireland reserves the right to remove the Pay on Time Savings.

### Online Billing (or Ebill Savings) (not applicable to prepay)

- A 0.5% online billing unit rate reduction is applied to the standard unit rate of the Electricity price plan.
- We will register you for Online Billing.
- You will receive notification by email to confirm online registration.
- Email notification will be sent when your bill is ready to view online.
- If you de-register for online billing, Electric Ireland has the right to remove the online billing savings.

## Switching Bonus

- If you receive a Switching Bonus, you must remain a customer for a minimum of 12 months.
- Switching Bonus is an energy credit and can only be used to offset charges on your Electric Ireland account. NO CASH ALTERNATIVES OR REFUNDS will be offered.
- If you receive a Switching Bonus and cease to take electricity from Electric Ireland before the end of your Electricity price plan term, Electric Ireland reserves the right to cancel the Switching Bonus and debit your account with an amount up to the value of the Switching Bonus.
- Only one application of credit per person in a twelve month period. Entries on behalf of another person will not be accepted. Applications in the joint names of two or more persons qualify for one allocation of Switching Bonus offer.
- The Switching Bonus value is inclusive of VAT.
- These Switching Bonus Terms and Conditions are in addition to the Electric Ireland Customer Offer Terms and Conditions for Residential Customers.

## For Prepay Customers;

- If you select prepay as a payment method the following additional terms and conditions apply.
- Prepay as a payment method will be used to purchase electricity in advance, similar to pay as you go mobile phone arrangements.
- Prepay is available as a payment method for this product.
- The direct debit and pay on time discounts are not available to customers on prepay.
- Prepay is only available where your smart meter has a connectivity level of 4. If it drops below 4, we are unable to provide a prepay service and will contact you to discuss other suitable products and payment methods, e.g. bill pay.
- You can move between prepay and bill pay as a payment method on this product, subject to Electric Ireland's review of your customer account. It can take up to two working days to change your payment method.

## Your Entitlements

- Prepay customers who register for an online account will not receive bills online, however the 0.5% discount will apply to the standard unit rate of the Electricity price plan.
- You will receive a minimum of 1 statement of account per year. If you have any outstanding balance on your account, you can receive a maximum of 3 statements of account per year.

- You will receive a prepay card. This card contains your unique prepay customer account number which will allow you to make payments at any Payzone (current payment provider) outlet, which will be applied to your individual prepay account. It is your responsibility to keep your prepay card clean, safe and free from damage.
- Top up payments can be made by Electric Ireland Online Account, Electric Ireland Customer Service or an authorised payment channel, currently Payzone retail outlets. You will be notified of any changes to this.
- You may receive a prepay welcome credit which is an energy credit and can only be used to offset charges on your Electric Ireland account. NO CASH ALTERNATIVES OR REFUNDS will be offered.
- Only one application of prepay welcome credit per customer account in a twelve month period. Entries on behalf of another person will not be accepted. Applications in the joint names of two or more persons qualify for one allocation of Welcome Credit offer. Welcome Credit value is inclusive of VAT.

## Your Responsibilities

- It is your responsibility to make sure you top up adequately to maintain supply to your property.
- If you are not satisfied you can do so, then our prepayment service may not be suited to your needs.
- If you or a household member becomes medically vulnerable during your time on prepay, you must contact us on 1800 372 372 as prepay may not be suitable for you, especially if you depend on medical equipment that requires a constant supply of electricity.
- While we do supply emergency credit, you should always keep your account in credit. For example, if you are away from home for a number of days, the daily standing charge will be taken from your account balance along with any usage. If your credit runs out then your appliances, such as a freezer, will switch off. In this case we will not accept any liability.
- If your balance falls below zero or you run out of emergency credit for two consecutive days, ESB Networks can remotely disconnect and reconnect your electricity supply. If you top up your account by the necessary amount to reconnect your electricity supply, reconnection is automatic without notice and normally occurs within one hour and 15 minutes. In the case of unforeseen circumstances, this may take up to two hours. It is your responsibility to ensure your premises are safe for reconnection at any time.
- You must supply a valid Irish or UK mobile phone number that is available to receive balance notifications and other notifications about your prepay account. These include but are not limited to regular balance message, disconnection warning, disconnection notifications, reconnection notifications, low balance alerts.