

Code of Practice on Billing for Domestic and Non-Domestic Customers

PREPAYPOWER LIMITED

Code of Practice

Prepay
Power

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Company Registered in Ireland Number: 467144

Code of Practice on Billing for Domestic and Non-Domestic Customers.

Our Commitment to you

We at PrepayPower are committed to providing you with gas and electricity prepayment services to the highest standards. One of the main characteristics of a prepayment service is that you will not be receiving a regular bill from us. Instead, we provide you with annual statements for your gas and electricity service on the anniversary of your sign up with us. Our commitments to you in relation to our billing practice, our energy statements, how accounts are closed and final balances reconciled and notification and payment of once off charges are contained within this document, our **Code of Practice on Billing**

1 General

Consumption on your annual statement, or in the exceptional case of invoicing, will be calculated based on readings taken from your ESBN/GNI meters which are provided to us by the respective Dis-tribution System Operator/s (DSO). They will either be actual reads or estimate reads denoted by the letter A (Actual) or E (Estimate) on your statement or Invoice. In the case of you providing us with a read this will be denoted with a C (customer) besides the reading.

2 Billing Options

2.1 Annual Statement

- We provide you with a separate annual statement per energy type. That means you will receive an annual statement for electricity and a separate annual statement for gas if you avail of that service.
- The annual statement is issued on the anniversary of your sign up with us for each energy type. That is, if you sign up with us on different dates, you will receive your annual statement on different dates a year later.
- We are a paperless supply company. This means that our default method for sending our annual statements to you is via email. Unless a paper format annual statement is explicitly requested, we will issue annual statements via email. This is indicated in our terms and conditions of supply and also highlighted during our sign up call.
- A charge will apply for ad hoc, out of cycle statements as per our Schedule of Service Charges. The charge is called Statement charge.
- It is your responsibility to provide us with an active email address at time of sign-up and inform us of any change in email, phone number or postal address.
- If we do not have a valid email address on account, we will post you a paper statement annually to the premises we are supplying energy to.

- Please contact us at the contact details at the end of this **Code of Practice** to provide us with any change or correction to your contact details.
- If you wish to switch from our default paperless statement distribution method to hard copy paper format please contact us at the details at the end of this **Code of Practice** whereby we will update your preferences on the system. This switch will be at no charge to you.

2.2 Arrears Repayment Statements

- If you are repaying arrears on your account via recoup, we will send you a notification three times a year detailing how much you have paid to date against those arrears and how much remains to be paid. This is separate to your Annual Statement.

3 PAYG Bills and Statements

3.1 Topping up

- If we are your supplier for electricity and or gas, it means that you are availing of a prepayment service and using a PAYG meter which is installed at your house. You will be required to top up your PAYG meter in order to receive electricity and or gas supply to your house. If you do not keep your account topped up, the PAYG meter will self-disconnect and cut off your electricity or gas.
- You have a choice of payment methods depending on the service and product that you are using. Electricity can be topped up using our mobile app, on our website or in any PayZone and Paypoint store. Your gas meter can be topped up in any PayZone store or Post Office. Please see the **Code of Practice on Pay As You Go Metering** for more information relating to Topping up your meter.

3.2 Debt management Payment options

- PrepayPower only provides PAYG energy service to our customers and does not provide bill pay services. We believe that this service allows you to manage and budget your energy use and allows you to be in financial control of your energy bills. In normal circumstances you should not build up any debt on your account.
- The main form of debt management that we facilitate is our Recoup arrangement. Recoup is our repayment arrangement facility that we engage when debt exists on your account and allows you to pay a percentage of your debt at each top up. See the **Code of Practice on Disconnection** for further information relating to recoup and circumstances when it is applied. The payment method for recoup is the same as covered under section 3.1. Topping up.
- In conjunction with recoup, we sometimes require partial payment or full settlement of account (in the case of disconnection/reconnection). We accept payment through credit/debit Card, Cheque, Postal Order, Bank Draft or EFT for down payments/settlements.

4 Security Deposit

- We may request a security deposit when signing you up or at any point during the course of your contract with us, if following a credit check, we identify a credit risk. Our policy in relation to security deposits can be found on our website here : www.prepaypower.ie/docs/default-source/Terms-Conditions/security-deposits.pdf. The policy details the circumstances when a security deposit may be requested, how much we may require for a security deposit and our process for refunding the security deposit.
- As per our security deposit policy, we will hold your security deposit for an initial 12 month period, after which your account will be re-evaluated and the credit risk re-assessed. At this point if you have met your credit terms within the previous twelve months we will refund your deposit in full. Depending on the extent of credit terms being met, we may partially refund the deposit or if the credit risk remains unchanged, with credit terms not having been met, we may retain the deposit for a further 12 month period.
- As we are a PAYG service provider, we will credit the security deposit in full or part to you via cheque in the 13th month following initial security deposit payment. We will offset the deposit value against any outstanding debt at that time and issue a cheque for the balance.
- Where we identify that you have not fulfilled your credit terms we shall inform you of the steps needed to improve your credit worthiness. We will walk you through what needs to occur in order for security to no longer be required by us from you. Where appropriate we will also make you aware of any social arrangements available in relation to deposits that you may be able to avail of.

5 Duel Fuel Customers

- We offer our customers the option of a Gas and Electricity PAYG service. We currently manage these services separately and you will subsequently receive separate annual statements for each service.
- Topping up your gas and electricity meters is managed separately. You are unable to top up on gas and allocate the credit to your electricity meter/account and vice versa. Equally if you don't top up one energy supply (electricity for example), it will self-disconnect regardless of whether the other energy supply (gas for example) is in credit.
- We manage your electricity and gas accounts separately for debt. That means we will not aggregate your debt across both accounts and allocate through debt management. You must deal with each account separately when clearing debt.

6 Once off Charges

- Once-off charges may occur when, for example, ESB Networks or GNI charges us for work done at your property with their meter, or when we charge you for issuing a replacement Top-Up Card.
- Where once-off charges are related to ESB Networks charges, GNI charges or energy charges, upon request we will send you an invoice explaining the charge, listing the ESB Networks / GNI charges by name, or providing meter readings.
- If your account is to be charged a one off fee you will have the option of paying for the fee immediately as a one off payment using a debit or credit card. If you are unable to avail of this option we will implement a recoup arrangement (see disconnection code of practice and section 3.2. above) where we place the full or partial amount outstanding against your account and recoup 25% of all future top ups until the amount outstanding is repaid.
- As covered under section 2.2 above, we will send you a statement three times a year detailing your progress paying off the once-off charge.
- You may call us at the contact details at the end of this **Code of Practice** to receive up-to-date information regarding any outstanding balance.
- All once off charges can be found in the Schedule of Charges which is on our website at <https://www.prepaypower.ie/docs/default-source/Terms-Conditions/schedule-of-service-charges-01102015.pdf>

7 Closing Your Account

7.1 General Rules

- We understand that there are times when you need to close your account with us. This may be due to a house move and/or when you decide to move to a new supplier. You are obliged to inform us when you wish to close your account with us.
- You are required to give us 30 days' notice in writing or email. If you fail to give 30 days' notice to the contact details at the end of this **Code of Practice**, termination fees will apply as per our Schedule of Service Charges.
- If you close your account within the Initial Period (outside the cooling off period of 14 days) you will be liable for a Termination Fee as well as repayment of any sign-up credit received.
- We will remove our meter free of charge. However, if express removal is required (within 28 days) there will be an express meter removal charge
- There is no meter replacement charge if the meter is returned to us or if customer agrees to leave the meter installed in an inactive state.

- For account closure, we request that you provide a meter read from the ESNB Meter of Record and/or the GNI Meter of Record on the day when you wish your account to close. If you have given us 30 days' notice, this meter read should be taken as close to the end of the notice period as possible. When ESNB and or GNI verifies this meter read, this will be the read and date on which we stop charging you.
 - We will send you a final bill within 6 weeks of the account closing.
 - This will include any other relevant charges in closing the account as listed in our Schedule of Service Charges.
- If you notify us that you are closing your account with us, but are unable to provide a meter read, we will use an estimated meter read.
- If the account is closed using an estimated read and an actual meter read becomes available at a later stage, we will rebill your account and resettle any amount owed to you or owing by you within 6 weeks of receiving the adjusted meter read. If a credit refund is due to you, it will be processed according to detail in section below (section 8 refunds)
- We may close your account if you have not provided notice to us if:
 - ESNB/GNI informs us, with a closing meter read, that the premises is now proposed to be supplied by a new supplier; or
 - Someone else has informed us that they will take over your account solely in their name. We will then close your account using the rules as set out in this section.
 - We will accept an actual meter read from ESB Networks and/or GNI or the new customer as meeting the requirements for you to provide a meter read as described in above point.
- If you are a tenant of a property and you do inform us with full notice that you are vacating the property, we will stop charging you for supply to that property on your requested date at the end of the month notice period. We will also issue a deemed contract notice by post which will apply to the new tenant or anyone who is using supply at the premises regardless of whether they notify us of occupancy or not.
- If you are a new tenant to a property which has a PPP PAYG meter installed and do not contact us to transfer the account into your name but continue to use our service, please note that a deemed contract will apply. This will mean that you are responsible for any charges that apply/accrue.
- If you are tenant of a property and you do not inform us that you are vacating the property you will remain liable for any consumption and standing charges incurred on the property until such times as the account is closed or transferred to a new supplier or tenant or landlord. We will only commence closing the account after following our process to determine that the house is indeed unoccupied and is classified as vacant. This is covered under the **Code of Practice on Disconnection**. If we do contact you and you neither top-up the PPP PAYG meter/s to restore power, nor provide notice to close the account, we may at our discretion continue to disconnect your property and close the account. Termination fees as per our Schedule of Charges will apply, along with all appropriate ESNB and/or GNI fees and our fees to disconnect the property. Your account will be closed on disconnection of the property, at which time we will send you a final account closing bill as per section below.
- Whilst our PPP PAYG meter/s are in place, you will need to continue topping up until such times as the account is closed, or your gas/elect meter/s will self-disconnect.

- We highly recommend that you contact us at the contact details at the end of this **Code of Practice** to ensure your account is closed in the correct manner.
- Any outstanding credit refund owing to you or fees due by you, will be notified to you in a final bill.
- If you wish to close both your electricity and gas accounts or if you only wish to close one of your accounts, you must follow the same processes as described above.

Change to a New Supplier

- We will be informed by ESB Networks and/or GNI that you have agreed with a new supplier to switch your supply.

Electricity:

- We will attempt to contact you at least twice to ensure that your account has been closed to schedule a meter removal and to ensure that you can de-activate your electricity PAYG meter. We will release the deactivation code to you within 10 days of receiving the notification from your new supplier that you intend switching. See below section on De-activation of Electricity PPP Meter.
- It is essential that if you wish to transfer your electricity supply to a new supplier seamlessly, that you respond to contact in relation to the de-activation code as a matter of urgency.
- Once provided with a deactivation code to disable your electricity meter, you must apply it as soon as possible. If we issue a deactivation code and it is not applied to your meter, you will be unable to top up if you attempt any future top ups. This will mean that de-activation will not be effective and your electricity supply may be interrupted.

Gas:

- You are not required to receive a deactivation code for your gas meter.
- Your gas PAYG meter is the property of GNI and we therefore do not remove the meter.

Moving Property:

- Please contact us at the following details if you are moving property
 - If the property you are moving to has an existing PPP PAYG Meter –**phone: 1800 844 794**
 - If the property you are moving to does not have an existing PPP PAYG Meter –**phone: 1800 844 499**

- If you are moving property and wish to remain as a PrePayPower customer we will need to install a PPP gas and or electricity meter in your new property, unless there is a meter already installed there.
 - You will need to contact us with your new MPRN number and read value of the ESB Networks Meter at your new property and or your GPRN number
 - We will then arrange to install a PPP PAYG electricity meter and or a PPP Gas PAYG meter in your new property, unless there is a meter already installed there
 - You will be given new Top Up card/s with a new number that will only work in your new property
 - If we are unable to install our PPP PAYG meter/s in your new property you will have to take your electricity and or gas supply from a new supplier.
 - Your contract will start again from the day of first supply to your new property, and termination fees will apply if you cancel your contract before any initial period stated in your contract expires. You will be asked to reconfirm the new contract duration when you sign the new Installation Agreement at your new property. You will be asked to sign the Installation Agreement, even if there is already an existing PPP PAYG meter at your new property.

8 De-activation of Electricity PPP Meter

We would be sad to see you leave us, but if you do decide to move to a new Supplier and we are unable to offer you a deal that would encourage you stay, you will need to deactivate your meter.

- We will have received notification of your decision to leave us from ESBN. We will contact you within 5 working days of being notified by ESBN to arrange an appointment to remove our PAYG meter from your property.
- We will attempt to contact you twice to agree a time for removal and provide you with your deactivation code (a 60 digit code to be applied to your meter) which when applied will disable your PAYG meter.
- Until you have entered the deactivation code, your meter will require topping up in order for you to receive supply. It will self-disconnect without top up.
- Once we release a de-activation code from our system it must be applied to your electricity PAYG meter to put your meter into a mode that no longer requires top up credit. If you happen to misplace your deactivation code, did not receive it or forget to apply it, your meter will continue to require topping up to remain on supply. If you attempt to apply a top up after we have released the deactivation code, it will be rejected by your meter as it is expecting the deactivation code to be applied. This means that you run the risk of being without supply and being unable to top up if you do not apply the deactivation code once we release it.

- We are obliged by regulation to release the deactivation code within 10 days of you requesting to leave PrePayPower. It is critical that we make contact with you during this 10 day period to provide you with the deactivation code in person and ensure it is entered successfully. Otherwise, there is the risk that the meter will remain active and you will not be able to top up and become disconnected.
- Once the deactivation code has been applied, your meter will be in credit mode and you will be billed for this consumption by your new supplier.

9 Refunding balances to you on your PAYG meter

9.1 Refunds once your account is closed

- There are circumstances when you may be due a refund after closing your account with us (due to Change of Supplier or Change of Tenancy). A refund would only be due once all fees and/ or outstanding charges have been paid by you.
- The process for refunds on your electricity and gas accounts works the same when you are undergoing a Change of Tenancy. The process differs when you are closing your account due to a Change of Supplier.
 - o **Change of tenancy (gas and elec)** – the refund is provided to you at closure of account regardless of whether you are moving to a new property and availing of PPP service at the new property or not. This applies for gas and electricity
 - o **Change of Supplier Electricity** – We provide you with a refund when you are undergoing a change of supplier in the same way as we do for a change of tenancy in point above.
 - o **Change of Supplier Gas** – If you are owed a refund on your gas PAYG account and you are moving to a PAYG gas supplier and using a gas PAYG meter, the credit will be transferred to your new account with your new supplier. If you are moving from us to a bill pay Gas Supplier, you will need to contact us at the details below in order to discuss refund process.
- If you are calling to close your gas and or electricity account in a Change of Tenancy (CoT) scenario, we will ask you for the current balance on your meter. If you are in a positive balance you may be due a refund. If this is the case a refund request will be raised to our billing team who will assess your account and issue a refund within 10 working days.
- If you do not call us, and your account closes via a change of supplier, we will notify you when a refund is due by way of issuing you with a final statement no less than 6 weeks from closing your account with us. The statement will highlight the amount owed to you with an explanation of how you can avail of the refund.
- We will refund any credit due to you no later than 2 months from the date when the final energy bill or energy statement is issued. Provided we have had contact from you regarding that refund.
- Our refunds are processed by cheque or in some cases a payment to your debit card.

- If you have built up a large credit on your meter and wish to avail of a refund, please contact us at the details found at the end of this Code of Practice and we will discuss how you can receive the refund.

Get in Touch

If you have any queries regarding our **Code of Practice on Billing for Domestic and Non-Domestic Customers** please get in touch:

Phone us: 0818 919 487

Email us: COP@prepaypower.ie

Write to us: PrepayPower Limited, Code of Practice, Paramount Court, Corrig Road, Sandyford, Dublin 18, D18 R9C7

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