



PREPAY
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Smart control of your energy

**Code of Practice on
Pay as You Go (PAYG) Metering**

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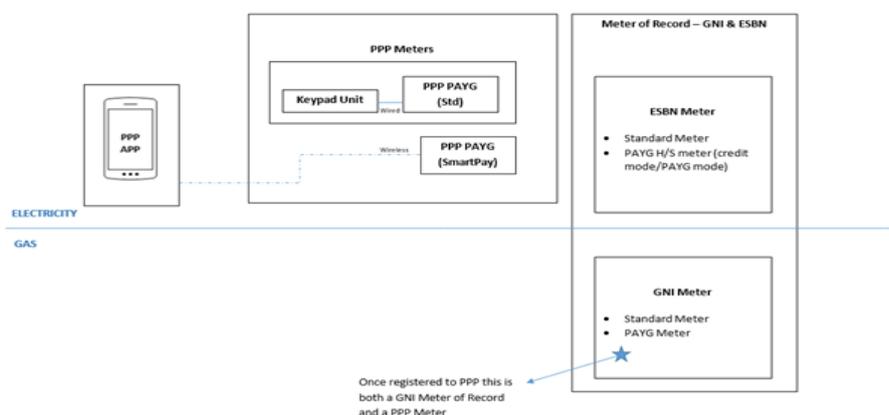
Our Commitment to you

We at PrePayPower are committed to providing you with an excellent gas and electricity prepayment service. Our service is suitable for domestic and small business customers. If you are one of our customers, you will be availing of a Prepayment service and would have agreed to have a Pay As You Go (PAYG) meter installed in your home. Our Prepayment service is designed to give you maximum control over your energy budget. We leverage technology through our online and mobile APP to make topping up and staying in control of your energy budget as easy and reliable as possible.

This **Code of Practice on Pay As You Go (PAYG) Metering** provides you with information about how our Prepayment solution will work, how you (PAYG) meter/s will work, how you can operate your meters and any other related and relevant information to our PAYG specific services. The code applies to all our Pay As You Go meters.

1 What is a PAYG Meter?

- A Pay as You Go Meter (PAYG) or budget controller can be defined as an energy meter that is installed at your premises and requires regular top ups in advance of you using electricity or gas. You therefore pay before consuming energy. Equally if you do not have enough credit in your meter, your energy supply will be suspended or self-disconnect and you will be without electricity or gas until you top up your meter with credit. **It is very important that you understand that if you do not keep your meter topped up you energy supply will be cut off. You can restore supply at any time by topping up.**
- We facilitate different top up methods depending on the energy type and the meter you are using. For some of our products, you can top up online, via our APP or directly on the meter by buying top up tokens at vendors such as Payzone, Paypoint, PostPoint or Anpost.
- To help you understand more about our Prepayment service, the meters we provide and how they operate in conjunction with ESNB and GNI, please see the diagram below.



- **Electricity** - The PPP Electricity Meters belong to PrePayPower and not ESBN or you, the customer. The PPP PAYG Meter operates on your side of the ESBN Meter of Record. If the PAYG meter is damaged, you may be liable for replacement charges as set out in our Schedule of Service Charges which can be found on our website. The ESBN Meter of Record is the property of ESBN. You will always have an ESBN and PPP PAYG meter installed when availing of our Prepayment service for electricity.
- **Gas** - GNI own the PAYG meter, not PrePayPower or the customer. PrePayPower supply gas to you via the GNI Meter. GNI provide both credit and PAYG meters. If you are supplied by us you will need to have a GNI Gas PAYG meter installed if there is not one installed at your premises already.

2 Prepayment Energy Costs

2.1 How is your Prepayment Energy cost calculated?

Your cost of electricity and gas is calculated based on a few different charges. The key component of your charge/top up requirement is your consumption of energy units. The consumption figure used to calculate how much you must top up your electricity PPP PAYG meter is based on the consumption recorded on the ESBN Meter of Record and not our PPP PAYG meter.

Your electricity charges are broken down as follows:

$$\begin{array}{l}
 \boxed{\text{Set Daily Charges [Standing Charge + Prepayment Charge + Government PSO Levy]}} + \boxed{\text{Variable Charges [Unit Rate for consumed electricity]}} = \boxed{\text{Cost of Electricity}}
 \end{array}$$

Your gas charges are broken down as follows:

$$\begin{array}{l}
 \boxed{\text{Set Daily Charges [Standing Charge]}} + \boxed{\text{Variable Charges [Unit Rate for consumed gas + carbon tax per unit gas consumed]}} = \boxed{\text{Cost of Gas}}
 \end{array}$$

The following provides definitions of all charges used in the above calculation:

- **Standing charge** = Your Standing Charge covers the costs of getting electricity to your home including the wiring network and a share of the supply costs in servicing your account. They are charged by all suppliers and they vary by supplier. Maintaining up to date meter readings helps us reduce such costs. The Standing Charge will vary depending on whether you have a 24hr/ NightSaver meter or if you have a Rural or Urban tariff

- **Standard unit rate** = Standard unit rates are the price you pay for the electricity you consume. Units are calculated in kilowatts per hour or kwh. On average your consumption makes up the majority of your annual electricity costs. The amount of the standard unit rate depends on the type of rate that is applicable to you. The Standard unit rate will vary between Energy Providers.
- **Government Public Service Levy (PSO)** = The Public Service Obligation (PSO) levy is a mandatory charge that is the same amount regardless of the electricity provider you choose. It covers the generation of indigenous fuels (e.g. Peat) and renewable energy. It is mandated by Government and approved by the European Commission. The levy is used to contribute to the additional costs incurred by the ESB and other electricity generators which are not recovered by the standing charges. The PSO is reviewed and amended annually. Changes to this levy will lead to changes in costs of energy to customers.
- **Prepayment Service Charge** = This is a daily prepayment service charge which covers the costs of providing and maintaining the a Pay-As-You-Go service.

2.2 Where can you access the current tariffs?

- Our website contains our schedule of charges and current tariff information which details the specific amounts behind each of the above charges.
- Schedule of charges – <https://www.prepaypower.ie/termsandconditions>
- Tariff Information - <https://www.prepaypower.ie/our-services/pricing/rates>
- You can also see certain tariff information on your PPP PAYG meter/s. The information displayed and way of accessing it, differs depending on the PAYG meter you are using.
 - On a Classic Pay Meter; press 3 to see the unit rate and press 7 to see the standing charge applicable.
 - On your SmartPay Meter; press 6 once to see the Tariff, Press 6 three times for day rate and four times for night rate. Press 6 two times to see the standing charge applicable.
 - On your Gas Meter; scroll through the screens using A until you reach screen 17 for the standing charge rate.

2.3 Tariff Changes

- Changes to our Tariff/s will be published on our website and by national newspaper advertisement 30 days prior to the price change taking effect.
- If you have a ClassicPay Meter, you will receive a longer vend code than usual (instead of the usual 20 digit vend code) when you next top up after the price/tariff change. The 60-digit vend code updates your meter in line with the necessary price change. Once this code is entered, subsequent vend codes will revert to 20 digits. Please contact us at the details at the end of this code of practice if you have any issues in relation to vending after a tariff change and receipt of the 60 digit code.
- SmartPay PAYG meter/s automatically update following a price change with no action required by the customer.
- Gas PAYG meters update automatically once the customer has topped up following a price change.

3 PAYG Bills and Statements

- 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.
- Please see our **Code of Practice on Billing** which details our policy relating to provision of annual statements for gas and electricity. It also provides details in relation to debt repayment statements and final bills.
- In summary you can expect to receive
 - An annual statement for electricity and or gas provided on the anniversary of sign up showing how much energy you have used and how much you have Topped-Up by since your last statement.
 - A final bill if you leave us showing any amount owing to us or any credit due to you.
 - 3 x statements per year if you are repaying debt via our recoup payment arrangement. The statements will identify how much energy you have used (your consumption), how much you have Topped-Up by since your last statement, the amount of once-off charge/ debt outstanding and the amount of the debt/once of charge repaid.
 - As we are a paperless billing organisation, the default statement notification method is via email and you will be notified of such at sign up. If you explicitly request a paper annual statement we will provide this to you at no extra charge. It is your responsibility to provide us with an active email address at time of sign up to avoid issues in relation to not receiving statements. If we do not have an email address against your account, we will post you a paper statement annually to the premises which 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 email and other contact details.

4 How to Operate your PAYG Meter/s

4.1 Guidance information on how to use your Meter

Welcome Pack

Electricity

We provide you with a Welcome Pack when we install your electricity PAYG meter. The Welcome Pack contains information on how your PAYG meter works. The Welcome Pack contains information on:

- How your PAYG (SmartPay or ClassicPay) electricity meter works
- How to Top up your meter (via our app and through meter Top-Ups)
- How to access emergency IOU (the minimum amount of which is set at €5 by CRU who may amend it from time to time)
- Where and how to find information on your meter (tariff info, how much energy you have used etc)
- The times when your PAYG meter will not disconnect you

Gas

When you sign up with us for your gas supply, we provide you with a Welcome Pack. The Welcome Pack contains information on:

- How your PAYG gas meter works,
- How to Top-Up your gas meter.
- Where to buy your Top-Up
- How to activate your gas Top-Up card
- Where and how to find information on your meter
- Emergency credit information
- Gas Safety Information
- How to replace your gas card if lost/damaged

If you need another Welcome Pack for gas or electricity, please contact us at the contact details at the end of this Code of Practice. We will be happy to email or post you a copy.

Website

- Our website <https://www.prepaypower.ie/> has user guides and FAQ which you can reference in relation to operating your PAYG meter/s. It also provides links to lists of nearby locations where you will be able to buy your Top-Ups.

Call Centre

- If you have not been able to find the information you require in relation to operating your meter by reviewing our website or the welcome pack, please feel free to contact our support centre on 0818919487

4.2 Topping Up

- Please see our **Code of Practise on Billing** which highlights all the methods of paying and topping up dependant on your energy service and meter type.
- As an example, top ups for your Gas Meter can be purchased at Payzone, PostPoint and AnPost. Electricity tops can be performed online, via Top up card (Payzone, Paypoint) or via our app. Our Smartpay system allows you to select auto-topup as an option.
- We will provide you with your first Top-Up card when you avail of our Electricity and or Gas PAYG service. When our agents install your meter, they will leave a Top-Up card with you.

App/online Top Up

- At present, online and App top up is available for electricity PAYG only.
- You will be required to have an account registered with us, with debit/credit card details stored if you are to use our APP for top ups.
- Our Mobile App is available on iPhone or Android.
- To top up online, click on the following link <https://www.prepaypower.ie/topup> which is on our website. This will allow you to either top up as a once off payment or for you to log in and top up.
- Our SmartPay service allows you to set up an auto Top-up facility which will top you up once your credit has reached a certain threshold.

Local Shop

- You can purchase Top-Up credit in 1000's of PayZone and PayPoint stores across Ireland.
- We provide a list of authorised vendors on our website <http://www.prepaypower.ie/support/topping-up/topup-stores>
- Please ensure when deciding to switch to us that that you have reasonable access to any of our vending locations, online or phone based top up service before having our PAYG Meter/s installed.
- It is important that you only buy your Top-Ups from approved vending facilities such as approved Payzone, Paypoint, PostPoint terminals. If you purchase a Top-Up from an unapproved vendor it will not work on your PAYG meter. All outstanding liability due to purchase from an unauthorised reseller will be recovered by us.
- All Top-Ups bought using your Top-Up card will only work with your home's PAYG meter. If you use a Top-Up bought with someone else's Top-Up Card, it will not work in your PAYG meter.

Lost/Damaged Top-Up Card

- **Electricity:** If you have lost or damaged your Top-Up card, you can request a new one from us. Request a new card online at <https://www.prepaypower.ie/support/topping-up>. If we issue you a replacement Top-Up card via post, you will be charged the fee in line with our schedule of charges - <https://www.prepaypower.ie/termsandconditions>. If you require a card posted to you, please contact us at the details at the end of this **Code of Practice** to request a new Top-Up card and we will issue it to you by post.
We will charge you for all replacement Top-Up cards
- **Gas:** We cannot provide you with a replacement Top-Up Card. You will have to buy replacement cards from Payzone or PostPoint or An Post outlets. You will be charged the relevant fee for purchasing a new card

4.3 Friendly Credit

- Your PAYG electricity meter will not cut you off at certain times – even when it runs out of credit. Please note, once the periods detailed below pass and you have not topped up, your PAYG meter will self-disconnect until you top up.

For **Classic Pay Electricity Meters** the following apply:

- After 4pm (5pm during Day-Light Savings Time in the summer).
- Before 9am in the morning (10am during Day-Light Savings Time in the summer).
- Saturdays and Sundays.
- 25th to 27th of December, 31st December and 1st of January.

For **SmartPay Electricity Meters** the following apply

- 23 hours a day Monday to Friday (including bank holidays) you will not be self-disconnected due to negative balance. If however you are in negative balance between 2pm and 3pm, your meter will self-disconnect.
- Saturday & Sunday
- 25th to 27th of December, 31st December and 1st of January.

4.4 Emergency Credit

- If the credit on your meter drops to a low level you will be offered €5 emergency credit (electricity) or €10 emergency credit (gas – available from 01/12/2018). This is a small IOU (I Owe You) which can be borrowed while you organise a top up.
- Emergency credit will be set on the PAYG meter at no less than €5 credit
- The welcome pack for each energy type outlines how the emergency credit can be accessed on your meter.
- Please remember that any emergency credit that you use, will be deducted from future Top-Up.
- For your gas meter, you can see how much unpaid emergency credit is owed by pressing button **A** twice.

4.5 Problems or Emergencies relating to your gas and or electricity meters.

- Please contact us at the contact details at the end of this **Code of Practice** if you become aware of any issue with either your gas or electricity PAYG meter.
- We will work through the issue with you on the phone and determine whether a call-out is required. You may specifically request a call-out, even if we determine that a call out is not necessary.
- Call out fees will not apply where the issue with our PAYG meter is due to a problem with our equipment.
- Call out fees will apply where there is no issue with our equipment. Our call-out fees are listed in our Schedule of Service Charges.
- For Emergency's with your gas or electricity meter please contact:
 - GNI's 24 hr emergency line for your gas meter at- 1850 20 50 50
 - ESNB's 24hr emergency line for your ESNB Meter of Record - 1850 372 999
 - PPP for your SmartPay or ClassicPay Electricity Meter – 1890 989 570

5 Policy on Refunding Credit

- Please see our **Code of Practice on Billing** which covers our policy on refunds for electricity and gas PAYG.
- If you choose to leave us and move to a New Supplier and you have credit outstanding after any/all fees have been cleared, we will arrange a refund to you within 2 months of receiving your final statement from us. Your final statement will provide details of how much is owed to you and an explanation of how you can avail of the refund. The standard methods of paying a refund to you is via cheque or debit card transfer.
- The process for refunds on your electricity and gas accounts differ slightly depending on your energy type.
 - **Change of Supplier Electricity** - Your 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.
 - **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 pay Gas Supplier, you will need to contact us at the details at the end of this COP in order to discuss the refund process.
- 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.
- 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.

6 Policy on Debt Management

- PrePayPower only provides a PAYG energy service to our customers. 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. For this reason, it is only in exceptional circumstances that arrears may accrue on your account.
- Please see our **Code of Practice on Disconnection** and **Code of Practice on Billing** which highlights the details of our policy on debt management.
- In summary, 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.
- Where you have outstanding debt a maximum of 25% can be attributed to outstanding debt. We will always take account of your circumstances and ability to pay and will discuss the payment arrangements manageability with you.
- You will receive a statement 3 times a year if you are paying off debt. This statement will include details of your consumption, how much debt has been repaid and how much is still outstanding. You can contact us at any point at the details below to get an up to date real time status of this information.
- You will be notified by our Revenue Protection Team once your debt has been repaid.
- We do not install our PAYG meters for the purposes of recovering debt from our existing customers.
- Your Gas and or Electricity PAYG meter can only be used for the recovery of costs for the supply of natural gas or electricity respectively and cannot be used for the recovery of debt for any other additional services or products that we may offer.

Electricity

- Our PAYG electricity Meter/s are designed to match the energy recordings of the ESB Networks meter that was already installed in your home. ESB Networks meter readings are required to ensure that your PAYG meter match correctly. It is important to let ESB Network technicians read your ESB Networks meter when they call.
- Please see our **Code of Practice on Disconnection** which outlines how our debt management process will work where we have a difference in consumption recorded on the ESNB meter of record vs our PPP PAYG meter.
- The ESB Networks meter reading is the reading which is used by all suppliers to buy power from the network, and it is also the reading you will be responsible for if your account closes with us.
- If we identify a discrepancy between the consumption on the ESNB Meter of Record and our PPP PAYG meter, this may lead to a balance accruing on your PPP account. You will enter our credit management process which contains a combination of letters and texts to notify you of the issue. We will work with you to establish the cause of the difference. This may involve obtaining meter reads and or sending our or ESNB technicians to your site to inspect the meters.
- We will forward any ESB Networks meter reading that you provide us to ESB Networks so that their records are up to date. We encourage customers to regularly submit readings, particularly if your meter is hard to access by ESB Network meter readers. Customer readings can be provided by you by contacting us at the contact details at the end of this **Code of Practice**. Please provide your Top-Up Card number or Meter Point Registration Number when contacting us.

7 Policy on Vulnerable Customers

- Our **Code of Practice on Vulnerable Customers**, lays out all details relevant to vulnerable customers availing of a PAYG gas and or electricity service such as what is offered by PrePayPower. Please reference this document for all information in relation to Vulnerable Customer policy in PrePayPower.
- The CRU has put in place a rule whereby registered Vulnerable Customers cannot be disconnected for non-payment of their account during winter months. Winter months are defined as extending from 1st of November to the 31st of March. This applies to both gas and electricity.
- It is important that all of our customers categorised as Vulnerable and held on our Priority and/ or Special Services Register, understand that this rule cannot apply to them whilst on our PAYG supply for either gas or electricity. If you do not keep your PAYG meter in credit it may self-disconnect and cut-you off at any time of the year.
- This rule does however apply for disconnection of the ESNB or GNI Meter of record as a result of Non Payment. Customers marked as vulnerable will not be disconnected at the ESNB/GNI meter of record as per the CRU ruling.
- Please see our **Code of Practice on Vulnerable Customers** which outlines information about the suitability of our PAYG Gas and Electricity service to Vulnerable Customers. In summary, we acknowledge that our service is not suitable for all customers, especially those who are critically dependant on gas or electrically powered equipment. We engage in an assessment process during our sign up call to ensure our service is suitable for you. If our service is or becomes unsuitable for you, we will do all that is possible to help you find alternative arrangements.

Get in Touch

If you have any queries regarding our **Code of Practice on Pay As You Go (PAYG) meters** 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