

SSE Airtricity
Codes of Practice



Welcome

SSE Airtricity entered the Irish business energy electricity supply market in 1998 and the Northern Irish market in 2010 and we have increased our market share year-on-year ever since.

We believe that we are playing a pivotal role in delivering competitive energy supply to consumers.

We're committed to always providing the energy businesses need, working to give our customers a service that we're proud of and that meets their needs, and to making promises that we can deliver on.

These Codes of Practice¹ have been approved by the Commission for Regulation of Utilities (CRU) and outline our commitments to our business energy customers.

¹ The attached codes of practice do not apply to LDM or LEU customers. Guidelines for customers in these consumption categories are determined on an individual contract basis.



Contents

Marketing & advertising	4
Billing & disconnections	8
Customer sign-up	18
Complaint handling	20
Smart services	23
Useful Contact Information	27





Marketing & advertising

At SSE Airtricity we're committed to ensuring that if we market or advertise to you, we will do so in a transparent and fair manner.

Any information that we provide to you about our own products and rates, and those of our competitors, will always be accurate and fair.

We want all customers to have full confidence and trust in the responsible marketing of SSE Airtricity's energy supply and related services.

We'll be fair and transparent when marketing and advertising our products and services. We will take all reasonable steps to ensure our marketing material is easy to understand, accurate, specifies clearly the product being marketed and the period it covers.

We'll ensure that our employees, representatives and agents do not misrepresent SSE Airtricity or portray other suppliers in a negative or inaccurate way. We'll also ensure that our employees, representatives and agents will not exploit a customer's inexperience, vulnerability or apply undue pressure when marketing to a customer.

You may also be marketed and advertised to by Third Party Intermediaries ("TPIs") who are independent energy brokers, and are unrelated to SSE Airtricity

SSE Airtricity will:

- Give you accurate, fair, transparent and appropriate representations of our products, services and all related charges, including any or all standing charges.
- Where we make comparisons, this will be on a like for like basis, with the data source and date clearly presented.
- Provide you with a method to 'opt out' of future marketing activities and add you to our 'no contact' database if requested.
- Make you aware of all offer terms and conditions and the offer duration when advertising special promotions or offers.
- Display our general terms and conditions on our website.
- Present all of our tariffs in a clear and transparent manner that conforms to Commission for Regulation of Utilities (CRU) guidance.
- Where our fixed rate tariffs contain components, which are or may be subject to change, this will be highlighted clearly in any sales literature and you will be made aware that these components are subject to change.
- Where we advertise discounts, these will be set out fairly, clearly and transparently in plain English.



- Present all of our tariffs in a clear and transparent manner that conforms to Commission for Regulation of Utilities (CRU) guidance.
- Where our fixed rate tariffs contain components, which are or may be subject to change, this will be highlighted clearly in any sales literature and you will be made aware that these components are subject to change.
- Where we advertise discounts, these will be set out fairly, clearly and transparently in plain English.

If you have any queries in relation to SSE Airtricity's Code of Practice on marketing and advertising, you can contact our dedicated Customer Service Team on 0818 81 21 44, by email to businessenergy@sseairtricity.com or via webchat at sseairtricity.com/business. Our team is available Monday to Friday between 9am and 5.30pm.



Billing & disconnections

SSE Airtricity's Code of Practice on Billing and Disconnection sets out our processes in relation to billing, communication of billing information, payment of account, deposits, refund of deposit, credit owed to customers and disconnection.

We'll send you a bill every two months unless alternative arrangements have been agreed with you. If you are Interval Quarter Hourly customer, we'll bill you every month.

Your bills will show whether we are billing you for gas or electricity and if they are based on an actual read, an estimate or a read you sent us. On your bill you will see one of the following: (A) = Actual Meter Read, (E) = Estimated Meter Read and (C) = Customer Meter Read.

In order to improve the accuracy of your bills it is important to ensure that the designated meter operator for Gas and Electricity can gain access to your meter, or that you provide meter readings frequently.

If your bills have been underestimated because we have not received a meter reading, this can result in a higher bill at a later date for energy not previously charged. The easiest way to avoid bill shock is to provide regular meter readings.

To assist with this we'll, free of charge, remind you by SMS or email alert to submit meter readings for your account. You can opt out of receiving these alerts on your Business Online account or by contacting our dedicated Customer Service Team by web chat at sseairtricity.com/business, by calling us on 0818 81 21 44 or by email at businessenergy@sseairtricity.com.

If you have an Interval Meter or a Low Voltage Max Demand (LVMD) meter, there is no need to provide your own readings as they are provided to us by the network operator.

We'll bill you for your energy usage at the agreed price.

If there is a price change, we'll indicate this on your bill.

Your bill will also show the period to which the bill relates, the date of issue, the date your payment is due and any outstanding balances.

Every effort will be made to bill you on time, but in exceptional circumstances – for example, if your bill is unexpectedly delayed by more than 30 days - we'll attempt to contact you when we become aware of it to let you know the reason for the delay.

Payments will be allocated against the oldest balance on your account regardless of single fuel or dual fuel.

We'll provide you with the option to view your bills electronically, through your Business Online account.

Payment Options

We offer customers a variety of ways to pay their bills. Options available include Direct Debit, debit/credit card, standing order, bank draft, Payzone, Post Office and cheque. You can also pay online at sseairtricity.com

If you pay by Direct Debit, we will notify you 14 days in advance if there is any change in the amount to be debited unless otherwise agreed with you.

Pro-rating

If there was a tariff change during your billing period, you will see your consumption split between usage before and after the tariff change date. We calculate this by dividing your consumption by the number of days used in that billing period and finding the average usage per day. This figure is used to calculate the charges prior to, and after the date of the tariff change on your bill.

If you've any questions in relation to your bills you can contact our Customer Service Team by web chat at sseairtricity.com/business, by calling the us on 0818 81 21 44 or by email businessenergy@sseairtricity.com.

Dynamic Tariff

When you're on a dynamic price contract, we'll make sure you can clearly see how your bill is calculated. You'll be able to view a detailed breakdown of your usage and the charges for every pricing period. This is including standing charges, base rates and dynamic rates (half-hourly). We'll also explain, how we work out your bill. And whenever you need them, you can download these calculations on demand. For more information on dynamic tariffs please visit sseairtricity.com/ie/business/help-centre/dynamic-tariffs

Moving Premises

When moving premises contact our Business Moves team by web chat at sseairtricity.com/business, by calling us on 0818 81 21 44 or by email at businessenergy@sseairtricity.com.

It's the responsibility of the account holder to provide us with a correct meter reading on their day of departure. If the account holder is a tenant and does not provide a meter reading it's the responsibility of the landlord to provide a closing read.

If you're moving over the weekend you can call us on the following Monday. Please don't forget to tell us though as you'll be responsible for all charges at your old address until we've been notified that you've left.

Changing Supplier

If you change suppliers, we will close your account and send you your final bill (from the date that you change supplier) within 6 weeks, provided your account has been paid in full.

If your account was closed on an estimated reading, we may need some extra information from you before we can arrange a refund. This is so we can confirm that the estimated reading was in line with your usage patterns. This is to avoid the need to repay any undue refund given.

Refunds

If your balance shows a minus figure on your final bill you may be due a refund. Please contact our Customer Service Team on 0818 81 21 44 to discuss how you would like this refunded. (If your account includes multiple properties, credit balances may be transferred to offset debt against your overall outstanding balance).

Security Deposit

We may request a security deposit on any new or existing energy supply accounts, if your business does not meet our credit checking criteria. This credit check includes, but is not limited to;

- Company Registration Office (CRO) information
- Previous Credit Information
- Industry type
- Energy Usage
- Your Payment Method*

*Please note that as standard, payment by non-Direct Debit requires a security deposit to be paid. Exceptions may apply and this will be reviewed on a case by case basis.

Existing customers may be asked for a Replace with security deposit, or an increase in the current security deposit amount, during the term of supply or upon renewal. The value of which will be assessed and decided, based on the criteria mentioned above, as well as payment history throughout the supply period. This deposit will be held until the account is closed, and will be offset against the final invoice. To claim the security deposit refund you'll need to contact our Customer Service Team on 0818 81 21 44.



We reserve the right to make any amendments to the credit check requirements based on the customer's credit history/information. Any requested security deposit must be paid within 14 days, failure to do so may result in cancellation of your contract and your energy supply withdrawn.

Disconnections

We're committed to engaging and working with customers who are having difficulty paying bills. We consider disconnection of supply a last resort and only after we've exhausted all other payment recovery avenues.

If you're worried about bills or money you owe us, please talk to us. Together we can come to an arrangement that allows you manage your bills.

In the event where agreement cannot be reached, we'll request a disconnection. If you are a dual fuel customer you'll have the option of selecting which utility we disconnect first.

Reasons for disconnection of supply

- We have no current contract in place with the company / consumer for a particular premise following 14 days' notice in writing from us.
- We're requested on behalf of the customer, to withdraw the supply from a particular premise.
- Power may be disconnected for safety reasons.
- The contracted consumer/company at an SSE Airtricity supplied premise fails to pay bills relating to the supply of electricity/gas within the agreed credit terms stated in SSE Airtricity's supply contract and in the absence of a mutually agreeable payment arrangement.

Notice of disconnection of supply for no contract

Where a previous occupier has closed their account for a property and they have moved out, we need to know when a new occupier moves in. If you have recently moved in you must contact us on 0818 81 21 44 as you are now responsible for paying the energy bill. Failure to do this may result in disconnection of supply.

- We'll advise you in writing that a contract is required. This postcard will also give 14 days' notice of disconnection.
- To give you every opportunity to avoid disconnection, we'll attempt to phone you during the new occupancy period, if details are available to us.
- It is the responsibility of the owner/occupier to register the account.
- If after this point we still do not have a contract in place, we'll request the disconnection of supply for the premises.

Notice of disconnection of supply for non-payment

We consider the disconnection of supply due to unpaid bills a last resort. Our first preference is to work with you on a suitable payment arrangement that will allow you to address the issue. In doing this we will take your ability to pay into consideration and find the best solution for you.

The following reminder notice types may be given to customers in arrears prior to disconnection and are based on days overdue past our standard credit terms of 14 days:

- Reminder letters
- Collection calls
- Disconnection call
- Disconnection notice

A disconnection notice will be sent to you in writing at least 5 working days before a request to the meter operator has been made to disconnect the energy supply.

Where we've been made aware that your business has gone into liquidation or receivership this notice period will be reduced to 2 working days.

We're committed to entering into mutually acceptable payment arrangements at any stage during this cycle, taking your ability to pay and current consumption into consideration at all times.

We won't disconnect where:

- You've entered into a mutually acceptable payment arrangement and you are adhering to the conditions of that arrangement.
- You've a genuine, open complaint with SSE Airtricity or the CRU, which directly relates to a debit on your account. Please note all other charges not related to the complaint must be paid in full.
- A customer is disputing a bill the above only applies to the disputed bill and not to any previous or subsequent bills, which must be paid as normal.
- You fail to pay a bill based on a regular estimate, unless it is fair and reasonable in the circumstances (e.g. access to read a meter is refused). As an example, it is considered reasonable for SSE Airtricity to request disconnection of a premise where there has been long term no access and the customer has been informed of this. However, where a customer receives an estimated bill and this appears not to match the customer's normal consumption pattern, the customer may dispute this and should not be disconnected.



We aim to work with our customers to ensure that disconnection periods are as short as possible. Reconnection for no contract and non-payment will proceed in the following ways:

Reconnection for no contract

We'll initiate reconnection once the contract has been signed and any associated disconnection and reconnection fees are paid in full, as well as any security deposit, if applicable.

Reconnection for non payment

We'll initiate reconnection as soon as an agreeable percentage of the arrears is paid, along with any associated disconnection and reconnection costs, any applicable security deposit, and a payment plan is agreed for the remaining balance. Please note that in the case of historical payment problems or high credit risk companies, the full balance plus any associated fees must be paid up front.

For queries in relation to disconnections or reconnections please call our dedicated Credit Management Team on: 0818 88 23 32.



Customer sign up

We're committed to ensuring that your switch to SSE Airtricity is conducted in a transparent and fair manner. This includes not providing you with any misleading information.

Sign up in person

SSE Airtricity field representatives will always be able to confirm their representative status by producing an identity card that shows their full name, photograph, SSE Airtricity business address and contact number.

Representatives will inform you of the nature of their visit, and will leave if requested.

Unless agreed with you in advance, representatives will never call to you outside of normal business hours.

If requested by you, you'll be added to SSE Airtricity's 'no-contact' database.

Note; certain sign ups may be introduced to us via Third Party Intermediaries ("TPIs") who are independent energy brokers, and are unrelated to SSE Airtricity.

If your sign up to SSE Airtricity has been facilitated by a third party and you're unhappy with how the process was managed, you may need to contact them directly to discuss the representatives' conduct.

Telephone sign up

Our team will always identify themselves, let you know they are calling on behalf of SSE Airtricity and state the purpose for the call. We'll never call you for marketing purposes outside of normal business hours unless you request that we do. If you do not wish to proceed with the call at any stage, we'll cease the call. If requested, we'll add your contact number to our "no contact" list. Note; certain telephone sign up sales may be introduced to us via Third Party Intermediaries ("TPIs") who are independent energy brokers, over whom SSE Airtricity has no control, and who are responsible for their own compliance with the relevant legislative and regulatory obligations.

If your sign up to SSE Airtricity has been facilitated by a third party and you're unhappy with how the process was managed, you may need to contact them directly to discuss the representatives' conduct.

Marketing by email

Where we contact you by electronic mail for marketing purposes, we will inform you that the contact is relating to SSE Airtricity, provide our address, an email address and contact number and an easy method of unsubscribing from receiving future marketing email.

Marketing by SMS

Where we contact you by SMS for marketing purposes, we'll let you know the SMS is from SSE Airtricity. We will provide you with an easy method of unsubscribing and will remove your mobile number from our marketing database, if requested.

Written follow up

After you have agreed to join SSE Airtricity through one of our sales channels (online, by phone, in person or by introduction from a TPI) we'll send you a written confirmation by post or email confirming details of the agreement, product selection, key terms and conditions applicable, your chosen billing method and frequency, your chosen payment method and payment terms, and outline what will happen next.

For more information on our Code of Practice on sign up you can contact our dedicated Sales Team on 0818 88 28 03.



Complaint handling

At SSE Airtricity we're committed to offering the very best in customer service. However, we recognise sometimes things do go wrong. If this happens we'll always deal with you openly and fairly to put things right. Our Codes of Practice set down what our customers can expect from us. We aim to reach an appropriate resolution to your complaint within three working days, for all stages of the complaint. We will endeavour to get back to you promptly and check-in regularly if complaints require interaction with a third party such as Network Operators for example.

We're here to help

The best place to find out about our service is to read the Frequently Asked Questions on our website as this provides answers to the most common queries.

If you're unhappy with any aspect of our service, please get in touch. Just contact our Customer Service Team in any of the following ways:



Phone: **0818 81 21 44**



Email: **businessenergy@sseairtricity.com**



Post: **SSE Airtricity Customer Service, SSE Airtricity, Red Oak South, South County Business Park, Leopardstown, Dublin 18.**

Our service promise

Our advisers are here to help and will generally be able to solve your query there and then. If not, we will tell you what we need to do and arrange a time to call you back with a proposed solution which will contain a full explanation of the issue that occurred. If we were at fault, we'll apologise.

We aim to reach an appropriate resolution of your complaint within three working days. However, some issues are more complex and may take longer to resolve, in all cases we will keep you updated along the way.

If you're not satisfied with the way your issue has been handled by our Customer Service Team, you can ask to speak to our Customer Service Supervisor.

If we've still not resolved your issue or you're unhappy with the outcome, you may request your issue be escalated to the Customer Service Manager.

We aim to provide you with a final answer within two months. There are circumstances where delays can happen: if we're unable to speak to you, information is not supplied to us or technical procedures would be required that would extend the time required to reach a decision.

If your complaint has still not been resolved to your satisfaction, we'll provide you with a final response in writing and refer you to the CRU for an independent review of your complaint.

When to contact the Energy Regulator

If you've tried all the steps listed previously and you are not happy with our proposed resolution to your complaint you can refer your complaint to the CRU.

The CRU plays a role in relation to dealing with unresolved issues with respect to energy suppliers. You can contact the CRU in writing, via email or by phone:



Post: **Customer Care Team, Commission for Regulation of Utilities, The Exchange, Belgard Square North, Tallaght, Dublin 24, D24 XW0.**



Phone: **1800 404 404**



Email: **customer care@cru.ie**



Website: **www.cru.ie**

Any decision made by the CRU will be implemented by us within 14 days.



Smart services

Smart meters are the next generation of digital electricity meters. Smart meters can provide detailed information about your electricity usage, giving you more control. You'll also be able to avail of the new generation of Smart Services.

Our Code of Practice on Smart Services outlines our commitments to our customers with smart meters and explains the functionality and benefits of smart meters in a way that is clear and easy to understand.

Time-of-Use (ToU) Tariffs explained

As smart meters can record a customer's usage at 30-minute intervals, they enable SSE Airtricity to offer Time-of-Use (ToU) tariffs. A ToU tariff has different unit rates for electricity used at different times of the day. They're designed to encourage customers to move their electricity usage to off-peak times when demand on the electricity network is lower. You can benefit from lower unit prices at these off-peak times.

Time-of-Use tariff example	
Day	8am to 11pm (excluding 'Peak' 5pm to 7pm)
Night	11pm to 8am
Peak	5pm to 7pm

Time-of-Use tariffs have been designed to help customers move their electricity usage away from peak times and avail of cheaper electricity prices during the Day and Night time bands. Using more of your electricity at these cheaper times can help lead to a meaningful reduction in your energy bill.

30-minute Interval usage explained

Interval Smart Services means your electricity usage is recorded every 30 minutes. This will allow you to view your usage the next day and identify ways to save on your energy usage. This will improve your bill accuracy as bills will always be based on actual usage.

Non-Interval (Bi-monthly reads) explained

Non – Interval Smart Services means we'll receive your meter reads from ESB Networks six times a year or every 2 months. This is an increase from the current meter reading frequency, which aims to read meters up to four times a year. This will increase the accuracy of your bills but will not provide the same level of accuracy as Interval Smart Services.

You can choose whether you prefer 30-minute Interval usage or Non-Interval (Bi-monthly read).

If you wish, you can change this preference at any time by contacting our Customer Service Team. The range of Smart Services that you can avail of will be determined by the choice that you

	Day, Night, Peak	Enhanced Time-of-Use Tariffs	Remote Reading Once Every Two Months	30-minute Usage Daily	Detailed Energy Usage Information
30-minute Interval Usage	✓	✓	✗	✓	✓
Non-Interval (Bi-Monthly Reads)	✓	✗	✓	✗	✗

Keeping you informed

We'll contact our customers within 3 months of having a smart meter installed, if it has not yet been activated, to provide clear information about the advantages of Smart Services and Time-of-Use tariffs. Any customer who has a smart meter installed after May 2021, will receive a similar communication from us within 3 months of their installation.

Customers who haven't availed of Smart Services will be reminded of the benefits of Smart Services and of TOU tariffs on an annual basis. We'll make sure this information is clear and easy to understand.



Harmonised downloadable file

If you choose 30-minute Interval Smart Services, you will be able to access your detailed usage data via your Business Online account. We'll provide this data as a downloadable file. You'll be able to analyse or share your usage data with other suppliers or a third-party (e.g. energy broker/third party intermediary). This file will include your Meter Point Reference Number (MPRN) and Meter Serial Number and will show your usage for each half-hourly period by date (i.e. 48 periods per day). We'll provide a minimum of 24 months historical usage data in this file

where available. For customers with Microgeneration (e.g. solar) capability, your export data will be accessible through this file when it becomes available.

For information on how we manage your data you can refer to our privacy notice which is available at sseairtricity.com.

You'll be able to access this information by signing into your Business Online account through a range of devices including smartphone, desktop, laptop and tablet. You'll also be able to view your usage information on your SSE Airtricity bill.

At a glance information

If you choose 30-minute Interval Smart Services, you'll be able to access 'at a glance' information. This will show you your electricity usage patterns in an easy to understand format, as well as providing insights on your usage habits and general energy saving tips. This will help you make more informed choices including the possibility of moving your usage to different times of the day, when you can avail of lower unit prices.

Smart meters for a greener Ireland

Smart meters and services will help Ireland to become more energy efficient and environmentally friendly. Reducing energy consumption during peak hours will reduce Ireland's reliance on fossil fuels overall. By choosing and using a smart meter, you're contributing to a cleaner, greener Ireland for everyone.

If you want to find out more information about smart meters you can visit the 'Smart hub' section of sseairtricity.com.

Dynamic Tariff

If you're on a Dynamic Price contract, we'll give you easy access to your past consumption data and the matching dynamic price information. You can view up to 36 months of history, or everything from when your contract began, if that's shorter. For more information on dynamic tariffs please visit sseairtricity.com/ie/business/help-centre/dynamic-tariffs

Useful contact information

If you've any questions about your account, if you're moving or have difficulty paying your bills, you can contact us in any of the following ways:



Phone: **0818 81 21 44**

Our phone lines are open Monday to Friday from 9am to 5.30pm. These calls will be charged at local rates from any landline in the Republic of Ireland, calls made from mobile phones will cost more.



Email: **businessenergy@sseairtricity.com**



Webchat: **sseairtricity.com/ie/business**

(available Monday to Friday from 9am to 5.30pm)



Post: **Business Customer Service, SSE Airtricity,
Red Oak South, South County Business Park,
Leopardstown, Dublin 18. D18 W688**

Submit a meter reading

If you want to submit a gas or electricity meter reading:



Log on to Business Online at **sseairtricity.com**



Electricity: call ESB Networks on **1800 337 777** with your MPRN number.

Gas: call Gas Networks Ireland (GNI) on **1800 427 732** with your GPRN number.

These lines are automated and available 24 hours a day.

Emergencies

If you have any problems with your supply you should contact:



ESB Networks on **1800 37 29 99**

Gas Networks Ireland on **1800 20 50 50**

CRU: **1800 404 404**

Email: **customer@cru.ie**