

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



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# Marketing & advertising

## Welcome

SSE Airtricity entered the Irish Business Electricity supply market in 1998 and the Business Gas supply market in 2010 and we have established ourselves as a key participant in the non-domestic market

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

We are committed to always providing the energy businesses need in a reliable and sustainable way, working to give our customers a service that we are proud of and that meets their needs, and to ensure we deliver on our promises.

These Codes of Practice<sup>1</sup> have been approved this should read: “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.

## Marketing & Advertising

At SSE Airtricity we are committed to ensuring that your switch to us is conducted in a transparent and fair manner.

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

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

We will adopt a fair and transparent approach to the marketing and advertising of 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 will ensure that our employees or representatives and agents do not misrepresent SSE Airtricity or portray other suppliers in a negative or inaccurate way. Or 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 both our own and our competitors' 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 standard terms and conditions on our website.
- Present all of our tariffs in a clear and transparent manner that conforms to 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 Business Energy Code of Practice on marketing and advertising, you can contact our dedicated Business Energy Team on 1850 81 21 44\* by email to [businessenergy@sseairtricity.com](mailto:businessenergy@sseairtricity.com) or via webchat at [sseairtricity.com/business](https://sseairtricity.com/business) (Our team is available Monday to Friday between 9am and 5.30pm)

\* calls will be charged at Lo Call rates from any landline in the Republic of Ireland, calls made from mobile phones will cost more



## 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, deposit, refund of deposit, credit owed to customers and disconnection.

We will send you a bill every two months unless alternative arrangements have been agreed with you. If you are Interval Quarterly Hour or Half Hourly customer, We will 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 (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 customers provide meter readings frequently.



To assist with this we will, 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 business energy team by web chat at [sseairtricity.com/business](http://sseairtricity.com/business), by calling us on 1850 81 21 44\* or by email at [BusinessEnergy@sseairtricity.com](mailto:BusinessEnergy@sseairtricity.com).

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

If there is a price change, we will 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 will attempt to contact you to let you know the reason for the delay when we become aware of this.

Payments will be allocated against the oldest balance on your account regardless of single fuel or dual fuel unless otherwise instructed by you.

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

## Payment Options:

We like to offer customers a variety of ways to pay their bills. Options available include direct debit, debit/credit card, standing order, bank draft, Payzone, Paypoint, Post Office and cheque. Customers can also pay online at [sseairtricity.com](http://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 have any enquiries in relation to any element of your bills please contact our dedicated Business Energy Customer Service Team on 1850 81 21 44\*, by email at [businessenergy@sseairtricity.com](mailto:businessenergy@sseairtricity.com) or via webchat at [sseairtricity.com/business](https://www.sseairtricity.com/business) our team is available Monday to Friday between 9:00am and 5:30pm.

## Closing Accounts:

### Moving Premises

When moving premises call us on 1850 81 21 44\* or email [businessenergy@sseairtricity.com](mailto:businessenergy@sseairtricity.com) on your last day to ensure your final meter reading and bill are as accurate as possible.

It is 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 is 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 send you your final bill from the date that you change supplier and will close your account within 6 weeks, provided your account has been paid in full.

## 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 1850 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

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

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

Existing customers may be asked for a 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. SSE Airtricity reserves 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 cancelation of your contract and your energy supply withdrawn.

## Disconnections

SSE Airtricity is 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 are 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. We are committed to helping you if you are experiencing genuine difficulties in paying your energy bills and, where appropriate, will offer an arrangement to pay an agreed amount by instalments.

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

### Reasons for disconnection of supply

- We have no current contract in place with the company/ consumer for a particular premises following 14 day's notice in writing from us.
- We are 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 1850 81 21 44\* as you are now responsible for paying the energy bill. Failure to do this may result in disconnection of supply.

- We will 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 will 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 will 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 and
- 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 have been made aware that your business has gone into liquidation or receivership this notice period will be reduced to 2 working days.

We are 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 will not disconnect where:**

- You have entered into a mutually acceptable payment arrangement and you are adhering to the conditions of that arrangement.
- You have a genuine, open complaint with SSE Airtricity or the CRU, which directly relates to a debit on your account (all other charges must be paid in full).
- In the event that 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.
- Failure to pay a bill that is not relating to gas or electricity for example payment for energy related services.



- 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 will 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 will initiate reconnection as soon as an agreeable percentage of the arrears is paid, along with any associated disconnection and reconnection costs, and a payment plan is agreed for the remaining balance (note in the case of historical payment problems or high risk companies, the full balance plus any associated fees must be paid up front) as well as any security deposit, if applicable.

For queries in relation to disconnection or reconnections please call our dedicated Business Energy Credit Management team on:  
1850 88 23 32\*

\* calls will be charged at Lo Call rates from any landline in the Republic of Ireland, calls made from mobile phones will cost more.



# 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

Our 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.

We will inform you of the nature of our visit, and will leave if requested.

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

If requested, we will add you to our '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.

## 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 will never call you for marketing purposes outside of normal business hours.

If you do not wish to proceed with the call at any stage, we will cease the call. If requested, we will 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.



## 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 will:  
Let you know the SMS is from SSE Airtricity.

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 will 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 happens next.

For more information on our codes of practice on sign up you can contact our dedicated Business Energy team on 1850 40 40 80\*

\* calls will be charged at Lo Call rates from any landline in the Republic of Ireland, calls made from mobile phones will cost more.



# Complaint handling

At SSE Airtricity we're committed to offering the very best in customer service. Our Codes of Practice set down what our customers can expect from us. We aim to get it right first time, every time. However, we recognise sometimes things do go wrong. If this happens we'll always deal with you openly and fairly to put things right.

## 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:



phoning **1850 81 21 44\***



by email: **[businessenergy@sseairtricity.com](mailto:businessenergy@sseairtricity.com)**



via post to 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 will apologise.

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

However, 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, who will be happy to help you.

Should your issue remain unresolved your complaint will be referred to our Operations 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 will 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 have 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:



Customer Care Team, Commission for Regulation of Utilities,  
P.O. Box 11934. Dublin 24



**Phone: 1890 404 404**



**Fax: 01 400 0850**



**Email: [customercare@cru.ie](mailto:customercare@cru.ie)**



**Web: [www.cru.ie/home/customer-care/](http://www.cru.ie/home/customer-care/)**

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



# Useful contact information

If you have 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:

## By phone:

 **1850 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.

## By email:

 **businessenergy@sseairtricity.com**

## By webchat:

 **sseairtricity.com/business**

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

## By post:

Business Customer Service,  
SSE Airtricity,  
Red Oak South,  
South County Business Park,  
Leopardstown,  
Dublin 18

 **sseairtricity.com**

# Submit a meter reading

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



Log on to My SSE Airtricity at [www.sseairtricity.com](http://www.sseairtricity.com)



**Electricity:** call ESB Networks on **1850 337 777\*** (LoCall) with your MPRN number.

**Gas:** call Gas Networks Ireland on **1850 427 732\*** (LoCall) with your GPRN.

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 1850 37 29 99\***  
**Gas Networks Ireland on 1850 20 50 50\***

**CRU: 1890 404 404**  
**Email: [customercare@cru.ie](mailto:customercare@cru.ie)**

\* calls will be charged at Lo Call rates from any landline in the Republic of Ireland, calls made from mobile phones will cost more.