



SSE Airtricity Code of Practice

Your Guide

Welcome

SSE Airtricity entered the Irish Domestic Electricity supply market in 2008 and the Domestic Gas supply market in 2010. 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 people need, to working to give our customers a service that we are proud of and that meets their needs, and to making commitments that we can deliver on.

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



Contents

Marketing, advertising & sign up	4
Vulnerable customers	8
Pay as you go meters	12
Billing	18
Disconnections	24
Complaint handling	30
Smart meters	33
Smart Electricity Pay As You Go meters	37
Useful contact information	45





Marketing, advertising & sign up

We'll ensure your switch to SSE Airtricity is conducted in a transparent and fair manner. We want to give all our customers full confidence and trust in the responsible marketing of SSE Airtricity's energy supply and home energy services.

Customer sign up

We're committed to ensuring that your switch to SSE Airtricity is conducted in a transparent and fair manner. We're committed to protecting customers against unwanted, unfair or misleading marketing and advertising methods. This includes making sure you understand what you need to do in terms of any allowance you receive.

At the beginning of your sign up we'll provide you with a quality assurance checklist. Once you have signed up there is a 14 day cooling off period, which begins when you receive your post-sign up communications. There is no penalty for cancelling your switch during the cooling off period. We will give you a cancellation form in case you change your mind. We'll provide a full post-sign up confirmation with the details of the product you've signed up to and a copy of your contract and terms and conditions.

Our field representatives will always carry identification showing their full name, photograph, SSE Airtricity business address and contact number. They'll inform you of the nature of their visit, ask if you wish to progress further, leave if requested and let you know how to be removed from our contact list.

All our field and telesales representatives receive regular training to make sure they always work to the highest possible standards. We're committed to ensuring all our employees and representatives do not exploit a person's inexperience or vulnerability or apply undue pressure when marketing to a customer.

Unless agreed with you in advance, we'll never call to your home on Christmas Eve, or on any public or bank holiday, or outside 9am to 9pm on weekdays and 9am to 7pm on Saturdays.

Telephone marketing & sign up

Our team will always identify themselves, advise that they are calling on behalf of SSE Airtricity and let you know the purpose of the call. They will provide a contact number if requested. If at any time during a phone conversation you don't wish to continue please let us know and we'll terminate the call. We'll never call you for marketing purposes on Christmas Eve, on any public or bank holiday, on Sundays or outside 9am to 9pm on weekdays and 9am to 7pm on Saturdays.

SSE Airtricity sales guarantee

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 won't mislead a customer
- We'll always ask you to complete a quality assurance check when you sign up
- When you sign up with a field representative at the door, at an event, through our call centre or online, we'll send you an email/letter confirming the details of the product you selected and of how you can cancel if you wish to
- If you are misled during our sales process and pay more for your energy with us we will compensate you

Marketing, advertising & sign up online & offline - undertakings

We will:

- Provide our name, address, contact numbers and email address.
- Take all reasonable steps to ensure our marketing material is appropriate for the customers we are marketing to, accurate, easy to understand, provided in plain and accessible language, outlines clearly the product being marketed and the period it covers.
- Give you complete, accurate, fair and transparent representations of both our own and our competitors' products, services and all related charges, including standing charges.

- Make comparisons 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 (phone, email, door to door and SMS), and add you to our 'no contact' database if requested. We'll send written confirmation that your details have been removed from our marketing database if requested, free of charge.
- Make you aware of all offer terms and conditions and the offer duration when advertising special promotions or offers.
- Display a list of all publically available tariffs for household customers on our website that are easily identifiable and accessible from a prominent position on our page and display terms and conditions on our website when offering promotional or introductory incentives or discounts.
- Present all of our tariffs in a clear and transparent manner that conforms to current Commission for Regulation of Utilities CRU Energy Supplier obligations.
- Establish if you are eligible to register as a Vulnerable Customer and the steps required. We're committed to ensuring all our employees and representatives, do not exploit a person's inexperience or vulnerability or apply undue pressure when marketing or advertising to a customer.



Vulnerable customers

We will provide help for our most vulnerable customers.

- A **vulnerable customer** is defined in legislation as a household customer who is
 - a. critically dependent on electrically powered equipment, which includes but is not limited to life protecting devices, assistive technologies to support independent living and medical equipment, or
 - b. particularly vulnerable to disconnection during winter months (1 November to the 31 March) for reasons of advanced age or physical, sensory, intellectual or mental health.
- At SSE Airtricity we're aware that some of our customers may have special requirements where the continuity of their energy supply is important. If you depend on any electrical medical equipment then please complete a Vulnerable Customer Registration form - this can be requested on sign up, or at any stage by contacting our Customer Service Team* on 0818 81 22 20. We'll follow up by letter, if we don't receive a returned form after you have confirmed 'Vulnerable Customer' at the premises.

- The disconnection process for vulnerable customers may vary to that for non-vulnerable customers. Vulnerable customers on the Priority Services Register will not be disconnected at any time for reasons of non-payment of bills. Vulnerable customers on the Special Services Register shall not be disconnected during the winter months for reasons of non-payment of bills. Please refer to our Code of Practice on Disconnections for full details of this process.
- We aim to provide the best service possible to all of our customers and in particular those customers who require special services, for example the elderly. We offer a range of services for customers who have a **visual** or **hearing** impairment. To avail of these services, customers must register their details with us.

Special services include:

- **Braille communications** - we can provide Braille communications to people who are Braille readers.
- **Large print communications** – for people with visual impairment
- **Online communications** – for people with hearing impairment, including live [chat](#) and social media.
- **Redirecting communications** – for people who request it, we can send communications to a friend or relative.

The tariff you have chosen will not be impacted by registering for any of these. For example if you choose electronic billing and require large font or braille bills you will still receive your electronic billing discount.

*We are open Monday to Friday from 8am to 6:30pm.

Communications received in the above formats include but are not limited to:

- Household Customer Terms & Conditions
- Customer Charter
- Customer Codes of Practice
- Household tariff information
- Your energy bill and energy statement
- Personalised household customer communications (as approved by the CRU)
- Any letter to a customer informing them of a change in services or tariff
- Any insert to customers that has been required by the CRU

To nominate a 'contact person' for your account please let us know the name of the person you would like to nominate by phone or in writing and we'll add them to your account. We maintain and regularly update the Priority and Special Services registers, details of customers who register with these requirements will be forwarded to the network operators ESB Networks & Gas Networks Ireland. ESB Networks will include your details in the Industry Register and Gas Networks Ireland will include your details in the Priority Customers' List on the Gas Point Industry Register. This enables both ESB Networks and Gas Networks Ireland to identify those customers who are particularly vulnerable to a supply interruption. We'll bring the Code of Practice to your attention via written or electronic communication at least once a year and on sign up.



Pay as you go meters

We'll carry out checks to determine the suitability of pay as you go meters for vulnerable customers.

We'll not impose penalty fees on pay as you go customers who cancel their contract of supply where the pay as you go meter is no longer suitable for use due to their vulnerability.



Pay as you go meters

We'll ensure our customers understand our pay as you go meter charges.



Example of electricity Pay As You Go meter



Example of gas Pay As You Go meter

Pay as you go meters are an easy way to pay for your gas and electricity.

- The meter is pay as you go - no direct debit or security deposit.
- It allows you to pay for your energy supply before you use it.
- It can help you to manage arrears.

When we install a pay as you go meter we'll provide you with details of our gas or electricity charges. We'll also let you know upfront of any additional charges in connection with pay as you go meter(s) when you sign up.

Customers will receive an annual statement; customers with an outstanding balance will receive a statement three times a year. If you build up a credit and wish to have this refunded at any point please call customer service on 0818 81 22 20.

Criteria to qualify for a pay as you go meter are currently as follows:

- 24-hour meter – with no Priority Services/life support facility on the premise.
- The account holder will be made aware of our Code of Practice on Vulnerable Customers.
- The pay as you go meter can only be used for the recovery of costs for the supply of natural gas or electricity and cannot be used for the recovery of debt for any other additional services or products.
- The customer must show financial difficulty in paying their account.
- If you don't meet these criteria, (for example, you're a Priority Services customer), there are payment arrangement options available to you. For details of these options, contact our Customer Service Team on 0818 81 22 20.

Pay as you go lifestyle meter

The pay as you go lifestyle meter is SSE Airtricity's property. You will be billed based on consumption recorded on the credit meter. We'll let you know on your pay as you go statement if there is any outstanding balance left from your credit meter or a difference in usage between your credit and PAYG meter. If this happens please contact our Customer Service Team on 0818 81 22 20. The account holder will be made aware of our [Code of Practice on Vulnerable Customers](#).



Topping up

When a pay as you go meter is requested you will be issued with a pay as you go card for topping up – please keep this safe.

If you don't have a pay as you go card or have lost yours, please contact our Customer Service Team on 0818 81 22 20. We'll issue you with a replacement electricity card free of charge. Gas cards are available from any shop where you can top up, charges may apply depending on the shop.

You can top up your electricity online through sseairtricity.com or gas and electricity at any Payzone or An Post outlet. You can view approved Payzone outlets at: payzone.ie/paywithpayzone. Please be aware that using an unauthorized vending facility may cause difficulties with your supply.

When you buy an electricity top-up you will be given a power code (usually a 20-digit number) to enter into your meter.

If you lose your power code before keying it into the meter, you can ring our Customer Service Team on 0818 81 22 20 and we'll re-issue the power code to you, free of charge. The energy supply will cut off if there is no credit on the meter.

Alternatively, you can return to your Payzone or An Post agent who will re-issue you with your last receipt free of charge.

Electricity Friendly credit

Weekdays – If your credit runs out after 4pm, Monday to Thursday, your meter will use friendly credit and the supply will stay on until 9am the following day.

Weekends – If your credit runs out after 4pm on a Friday, your meter will use friendly credit and the supply will stay on until 9am the following Monday.

Holidays – For holidays: 1 January, 17 March, Christmas Eve, Christmas Day, St. Stephen's Day and 31 December – friendly credit will leave the supply on until 9am the following day.

Remember the next time you top up, the amount of friendly credit used will be deducted in full from your top up payment.

Emergency credit

If you run out of electricity credit outside of the hours listed in friendly credit you will start to use the emergency credit. Emergency credit is set at €20 and gives you time to purchase credit from one of our authorised outlets. When the emergency credit has run out the supply to your premise will disconnect.

If you run out of credit on your gas pay as you go meter, the meter will offer you €20 emergency credit that you can accept by pressing button A.

Important information on standing charges:

If you're away from your home for a period of time, standing charges and other charges will continue to be deducted from your meter credit. Please ensure you have enough credit on your meter at all times.

Paying back used emergency credit

For Electricity- the next time you top up your electricity meter, the amount of emergency credit used will be deducted in full from your top up payment.

For Gas- the next time you top up your gas meter, up to 45% of the emergency credit used will be deducted from each top up thereafter until it has been cleared. You can check how much unpaid emergency credit is owed on your gas meter by pressing button A twice.

Useful Information

Moving house or changing supplier?

Don't top up more than you need to when you're making arrangements to move house/supplier. If you contact us prior to your move and advise us that there is unused credit on the meter we can refund the balance to you. If you experience difficulty or have any questions please contact our Customer Service Team on 0818 81 22 20.

What happens when the electricity price changes?

Power codes usually have 20-digits. However when you buy a top-up after a change in electricity prices you will be given a special 40 or 60-digit power code. This will credit your meter with your top-up amount while updating it with the new price details.

What if I have previous arrears on my account?

If you have any arrears, a percentage of each top-up you buy goes towards reducing the arrears until they are cleared (maximum 10%). We'll take into consideration your financial needs when applying the recovery rate. We'll send you a statement of your arrears at least 3 times a year until this is cleared. In addition, your statements, will show the amount of energy you have used and the amount of credit you have bought. We'll send you a letter or email once your arrears have been cleared. You can call our customer service team on 0818 81 22 20 to see up to date information on your balance and how long it will take to clear or log into My SSE Airtricity .

Are you registered as a Vulnerable Customer?

There are circumstances where Pay as you go meters may not be suitable for your household. This may apply if you or a member of your household has now or at any time in the future a vulnerability, such as but not limited to, hearing, mobility, vision impairments or is dependent on electricity for medical reasons. The CRU has put in place measures to protect vulnerable customers against disconnections during certain periods of the year. However, customers with pay as you go meters are not protected under these measures. Supply will self-disconnect regardless of the time of year if there is no credit on the meter. If you would like to register a vulnerability or discuss the suitability of your pay as you go meter, please call our customer service team on 0818 81 22 20.

What if I want to remove my Pay as you go meter?

If a Pay as you go meter no longer suits your needs, you can switch your meter to a credit mode. To do this, please call our customer service team on 0818 81 22 20. We'll work with you to find the solution that best suits your needs.



Billing

We will bill you regularly & accurately.

SSE Airtricity will send you a bill every two months unless alternative arrangements have been agreed with you. If you're a pay as you go customer you'll receive an annual statement. Customers with an outstanding balance will also receive a statement three times a year.

We'll send a paper or electronic bill, depending which you chose on sign up. You can switch billing methods at any time by contacting our customer service team on 0818 81 22 20. It is free to change billing methods but your rate will change depending on the billing method you choose.

Your bills will show whether we're billing you for gas or electricity and if the bills 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.

On your bill

(A) = Actual Meter Read,

(E) = Estimated Meter Read

(C) = Customer Meter Read.

We'll bill you for your energy usage at the appropriate price. Your energy will be charged at separate unit rates or if there is a price change during your billing period, at pre and post unit/charge rates. We'll let you know in advance of any price change and publish the new prices clearly on our website. Your bill will also show the period the bill relates to, the date of issue, the date your payment is due and any outstanding balances. Your bill will show if there is any credit on the account and advise how you can avail of a refund. If your credit is on a final bill and we've active direct debit details, we'll refund this no later than 2 months after we issue the final bill, unless advised otherwise. If we don't have active direct debit details, we'll write to you to advise of your refund options.

Every effort will be made to bill you on time., if your bill is unexpectedly delayed by more than 30 days - we'll attempt to contact you to let you know the reason for the delay as soon as we can.

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

SSE Airtricity budget plan

SSE Airtricity budget plan is a free service which allows you to spread your energy costs for the year across 12 monthly payments.

SSE Airtricity budget plan gives you:

- More control - Know each month what you need to pay
- More visibility - Monthly Bills let you keep better track of your energy usage
- No hassle - All payments will be made automatically by direct debit
- Less worry - No more guesswork and no large winter payments

SSE Airtricity budget plan is available to customers who:

- Pay by direct debit
- Receive their bills by email, and

Have one MPRN and GPRN per account

Deposit policy

We ask non-direct debit customers to pay a security deposit. This is because you're billed for energy you've already used.

All customers not paying by direct debit are required to pay a security deposit of €300. This will be refunded in full if you switch to direct debit. Security deposits will be refunded after 12 months of good payment history.

If the deposit is not returned after 12 months this is due to the payment history. To improve this, you'll need to pay all bills on time. The deposit will then be returned after 12 months of good payment.

Problems paying your bills

- If you're having difficulty paying the outstanding balance on your account, please contact our Customer Service Team on 0818 81 22 20 as soon as possible so we can arrange a suitable payment plan. You may find it helpful to talk to Money, Advice and Budgeting Service (MABS) about your personal finances. You can call their helpline on 0818 07 2000 or email helpline@mabs.ie.
- Any part payments will be allocated against the overall balance on the account.
- Deposits will be refunded after 12 months of bills being paid on time.

We may be able to offer you a pay as you go meter which lets you pay off your existing balance at a rate which we'll agree with you. You may be entitled to government benefits – we'll refer you to people who can give you further information on this.

We offer a variety of payment options to meet your needs:

- Debit card
- Credit card
- Post Office
- Online via sseairtricity.com or Billpay.ie
- Standing Order
- Cheque
- Payzone

Moving house or closing account

If you're moving house or closing your account, we'll send you your final bill within 6 weeks from the date that you close your account. Call us on 0818 81 22 20 or email movinghouse@sse.com on your last day with your final meter reading to ensure your bill is as accurate as possible.

It is the responsibility of the account holder to provide us with a 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 the following Monday. If no actual reading is provided we'll estimate the final bill. Don't forget to tell us when you've moved out as you'll be responsible for all charges at your old address until we've been notified.



Changing supplier

If you change supplier, we'll issue your final bill within 6 weeks from the date that you switch. We'll close your account from the date the final bill is issued, provided the balance is cleared. We'll close your account using the same reads that your new provider will start billing you from and the same date that you switch to your new provider.



Disconnections

We'll help to set up a payment arrangement if you need it. We're committed to engaging and working with customers who are having difficulties paying bills. We consider disconnection of supply a last resort and only after all other avenues to recover payment have been exhausted.

If you're worried about bill payments, please contact us as soon as possible. Together we can come to an arrangement that allows you to effectively manage your bills. We'll work with you, any nominated 3rd party on your account, along with MABS (phone number 0818 07 2000) and recognised welfare agencies to resolve your financial difficulties if necessary.

If you're experiencing difficulties in paying your energy bills we'll assess your circumstances fairly and sympathetically. We're prepared to offer a suitable arrangement for you. We can arrange for you to pay an agreed amount by instalments or offer to install pay as you go meter(s). Any payment arrangement will be carefully considered.

In the event where an agreement cannot be reached a disconnection will then be requested. A dual fuel customer has the option of selecting which fuel to disconnect first.

Reasons for disconnection of supply

- We've no current contract in place with the householder/tenant for a particular premises following 14 days' notice in writing from us of this requirement.
- We're requested on behalf of the customer, to withdraw the supply from a particular premise.
- Power may be disconnected for safety reasons.
- Failure to pay bills relating to the energy supply at a particular premise.

Notice of disconnection of supply for no contract

Where a previous occupier has closed their account and they've moved out, we need to know when a new occupier moves in. If you've recently moved in you must contact our Customer Service team on **0818 81 22 20** as you're now responsible for paying the energy bill. Failure to do this may result in disconnection of supply.

- We'll advise you via letter that a contract is required, along with a deposit request. This letter will also give 14 days' notice of disconnection.
- For information on deposits and how they apply please see our Code of Practice on Billing.
- To give you every opportunity to avoid disconnection, we'll attempt to phone you during this period if details are available to us.

It's the responsibility of the owner/occupier to register the account.

Safety Warning

As the disconnection and reconnection of electricity may now be performed remotely, it's essential that you ensure your home, office or site is always treated as live.

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 spread the cost of bills throughout the year. We'll take into consideration your ability to pay and find the best solution for you. Where a payment arrangement has been agreed to avoid disconnection, details of the payment arrangement, will be sent to you in writing no later than one week after the plan has been agreed.

We'll make at least two attempts to contact you in writing and at least two attempts to contact you in other ways before we disconnect. 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:

- SMS text reminders
- Reminder letters
- Collection calls
- Disconnection call
- Disconnection notice

We're committed to entering into mutually acceptable payment arrangements at any stage during this cycle, taking your ability to pay, personal circumstances and current consumption into consideration at all times. We're also committed to working with recognised welfare agencies in relation to payment arrangements for customers in financial hardship. You can contact our team on 0818 81 22 20 at any stage during this cycle.



We will not disconnect where:

- You've entered into a mutually acceptable payment arrangement and you are adhering to the conditions of that arrangement, or have agreed to have a pay as you go meter installed.
- You've a genuine, open complaint with SSE Airtricity or the CRU, that 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.
- For failure to pay a bill which is not related to the supply of electricity/gas.

- For failure to pay a bill based on a regular estimate read unless it is fair and reasonable in the circumstances.
- Where a customer is a member of any category of customer that the CRU may specify from time to time.
- You've engaged with a recognised welfare agency and have asked us for a disconnection hold. In this instance we'll allow a reasonable period while the agency investigates your personal circumstances.
- A customer is critically dependent on electrically powered equipment, which shall include but is not limited to life protecting devices, assistive technologies to support independent living and medical equipment. For detail of how to register as a vulnerable customer please see our Code of Practice on Vulnerable Customers.
- During the winter months (1 November to 31 March) for vulnerable customer for reasons of advanced age or physical, sensory, intellectual or mental health. For detail of how to register as a vulnerable customer please see our Code of Practice on Vulnerable Customers. Visit <https://www.sseairtricity.com/ie/home/help-centre/customer-charter-and-codes-of-practice/>
- During the winter months (9 December – 17 January) for domestic customers for reasons of non-payment.

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, or full payment in certain circumstances, along with any associated disconnection and reconnection costs, and a payment plan is agreed for the remaining balance as well as any security deposit, if applicable, as per your general terms and conditions. We'll send you details of any conditions associated with the security deposit as well as how it will be repaid. In some cases, a pay as you go meter may also form part of this agreement.



Complaint handling

We will resolve your complaint as quickly as possible.

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

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 22 20**



Webchat: **www.sseairtricity.com/ie/home/**



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



Email: **customerservice@sseairtricity.com**

Our service commitment

- Our advisers are here to help and should be able to resolve your query there and then. If not, we'll arrange a time to call you back with a proposed solution including a full explanation of the issue. If we're at fault, we'll apologise and do everything we can to rectify it.
- We aim to reach an appropriate resolution of your complaint within three days - if for any reason we don't respond to your complaint or contact you within 10 working days you will be entitled to compensation as set out in our Customer Charter.
- Some issues are more complex and may take longer to resolve. We'll always keep you updated along the way. If you are not satisfied with the way your issue has been handled by our Customer Service Team, you can ask to speak to one of our supervisors.
- If we have still not resolved your issue or you're unhappy with the outcome, you may raise your issue with the Escalations Manager, who will be happy to speak with you. If your issue remains unresolved your complaint will be referred to our Customer Service Manager.
- We aim to provide you with a final answer within two months. You may experience a delay if we're unable to reach you, if information is not available to us or if certain technical procedures are required.
- 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.
- The account holder, recognised agencies or any third parties who are confirmed as acting on behalf of the account holder can contact us if you are unhappy with the service.

When to contact the energy regulator

If you've already followed our complaints procedure and you're not happy with our proposed resolution to your complaint you can refer your complaint to the Commission for Regulation of Utilities (CRU).

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



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



Phone: **1800 404 404**



Email: **customercare@cru.ie**



Website: **www.cru.ie**

We'll implement any action requested by the CRU within 14 days. We'll also aim to make any CRU ordered payment to you within 14 days, or within one billing period where compensation is in the form of credit to your account.

If we fail to meet our Customer Charter commitments, we'll apply compensation within 14 days. Compensation will be added to your account or made payable via cheque at the point that the complaint is closed.



Smart meters

Smart meters are the next generation of digital electricity meters and are expected to be rolled out to all homes in Ireland by 2024. 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.

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 are designed to encourage customers to move their electricity usage to off-peak times when demand on the electricity network is lower. Customers can benefit from lower unit prices at these off-peak times.

Standard Smart Tariff explained

The Standard Smart Tariff is the simplest form of Time-of-Use tariff which will always be an option for Smart Services customers. The Standard Smart Tariff will have the below time bands.

The Standard Smart Tariff register set-up	
Day	8am to 11pm (excluding 'Peak' 5pm to 7pm)
Night	11pm to 8am
Peak	5pm to 7pm

The Standard Smart Tariff has 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 make, as explained in the table on the opposite page:

	Standard Smart Tariff	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

From May 2021, we'll contact our customers who have already had a smart meter installed to explain the benefits 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 My SSE Airtricity account. We will 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 will 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.

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.

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

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' section of sseairtricity.com.

Smart Electricity Pay As You Go meters

Smart Pay As You Go is a prepayment service available for customers who have an ESB Networks smart meter.

We'll ensure our customers understand our smart pay as you go meter charges.

Smart Pay As You Go meters are an easy way to pay for your electricity.

- No direct debit or security deposit.
- It allows you to pay for your energy supply before you use it.
- It can help you to manage arrears.
- The meter provides detailed information about your electricity usage, giving you more control.

When we activate a Smart Pay As You Go meter, we'll provide you with details of our electricity charges. We'll also let you know upfront of any additional charges in connection with Smart Pay As You Go meter(s) when you sign up.

We will provide you with instructions on how the Smart Pay As You Go meter operates.

You will receive a statement of your usage and top ups three times a year. If you build up a credit and wish to have this refunded at any point, please call our Customer Service Team on 0818 81 22 20.

To qualify for a Smart Pay As You Go meter you must:

- Have a current smart meter with high connectivity level.
- Have no priority services/life support facility on the premise.

It is not recommended that Vulnerable customers use PAYG services. The account holder will be made aware of our Code of Practice on Vulnerable Customers.

If you don't meet the criteria above, there are other options available to you. For details, please call our Customer Service Team on 0818 81 22 20.

Financial Difficulty

The Smart Pay As You Go meter can be used as a way to help you pay back an outstanding balance if you're struggling financially.

Please note we can only recover costs for the supply of electricity and cannot recover debt for any other additional services or products.

If you are in financial difficulty and your smart meter does not have a high connectivity level or you don't want to share your half hourly data from the smart meter, we can still offer you a pay as you go service free of charge. Please contact our Customer Service Team on 0818 81 22 20 for more information on this or to discuss alternative payment plans or arrangements.

If in the future, you choose to share your half hourly data or you have a higher connectivity level you can choose to activate your Smart Pay As You Go services.

Topping up

- The easiest way to top up is through our Smart Pay As You Go app.
- You can also top up your electricity online through our customer portal www.sseairtricityspayg.com
- Alternatively, if you prefer to top up in store, you will be issued with a Smart Pay As You Go card, please keep this safe. You can top up through approved Payzone outlets, which are listed at: payzone.ie/paywithpayzone, please allow 10 minutes for your credit to be updated in your wallet. Please be aware that using an unauthorized vending facility may cause difficulties with your supply.

If you don't have a Smart Pay As You Go card or have lost yours, please contact our Customer Service Team on 0818 81 22 20. We'll issue you with a replacement electricity card free of charge.

Midnight Balance & Regular balance messages

We'll calculate your balance at midnight each night. We'll do this using:

- a. your actual consumption data for the previous 24-hour period (00.00 – 23.59)
- b. any top ups made before midnight, and charges for the previous day (based on your tariff). This is known as the "Midnight Balance".

We will create and send a midnight balance each day and populate it in your Smart Pay As You Go wallet in the app and customer portal between 11am to 12pm each day.

We'll provide you with your Regular Balance Message via a pre agreed channel. There will be no charge for this message.

We can offer this as a push and pull message*, and you can choose to receive it daily instead of weekly if this is more convenient for you.

We'll also provide you with an estimation of how long your current credit will last, based on your previous usage patterns.

You can add up to one additional nominated contact to receive the Regular Balance Message. This will keep both of you updated on the credit balance to help ensure you always stay connected. We'll advise you how to update the contact settings.

* A push message is sent directly to the customer, for example through an SMS or email. A pull message requires the customer to actively log on to access relevant information.

Disconnection Warning Message

We will agree a contact channel that suits your needs to provide you with any "Disconnection Warning Message". This is known as a pre-agreed "Urgent Alert Channel".

The Disconnection Warning Message will be at least one push message and there will be no charge for this. We will provide you with a link within that message with ways of paying to keep you connected.

You can add up to one additional nominated contact to receive the Disconnection Warning Message. This will keep both of you updated on the credit balance to help ensure you always stay connected. We will advise you how to update the contact settings.

We'll will notify you if you are at risk of disconnection through your pre-agreed Urgent Alert Channel at least 21 hours before the disconnect request is sent.

The Disconnection Warning Message will include the "Stay Connected" top up amount and the time/date by which the Stay Connected top up would need to be made. If you do not top up

more than the Stay Connected top up amount your supply will be disconnected.

We'll only request disconnection if:

- a. You have had a Midnight Balance at or below zero.
- b. You have not topped up or have topped up less than the Stay Connected top up amount by the time the disconnect request is issued.

Friendly credit

We'll automatically apply "Friendly credit" during certain hours to keep your supply on.

Weekdays – If your credit runs out after 4pm, Monday to Thursday, your meter will use friendly credit and the supply will stay on until 9am the following day.

Weekends – If your credit runs out after 4pm on a Friday, your meter will use Friendly credit and the supply will stay on until 9am the following Monday.

Holidays – For holidays: 1 January, 17 March, Christmas Eve, Christmas Day, St. Stephen's Day and 31 December – friendly credit will leave the supply on until 9am the following day.

We will not disconnect you during these Friendly credit periods.

Remember the next time you top up, the amount of friendly credit used will be deducted in full from your top up payment.

Emergency credit

If you run out of electricity credit outside of the hours listed in friendly credit you will start to use the “Emergency Credit”. Emergency credit is set at €20 and gives you time to purchase credit online or from a Payzone outlet. When the Emergency credit has run out the supply to your premise will disconnect.

Remember the next time you top up your electricity meter, the amount of emergency credit used will be deducted in full from your top up payment..

Reconnection

If you have been disconnected, we will reconnect you no longer than 1 hour and 15 minutes after you have topped up with, or more than, the Stay Connected amount. If there is a delay or an issue with reconnecting you, we will contact you to discuss further.

Important information on standing charges:

If you're away from your home for a period of time, standing charges and other charges will continue to be deducted from your meter credit.

Please ensure you have enough credit on your meter at all times.

Harmonised downloadable file (HDF)

In order to sign up to Smart Pay As You Go you'll need to choose 30-minute Interval Smart Services. Then you'll be able to access your detailed usage data via your Smart Pay As You Go app. 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 www.sseairtricity.com/privacy-notice.

Useful Information

Moving house or changing supplier?

Don't top up more than you need to when you're making arrangements to move house/supplier. If you contact us prior to your move and advise us that there is unused credit on the meter we will offset the credit towards any balance owed and then refund any credit owed to you. If you experience difficulty or have any questions please contact our Customer Service Team on 0818 81 22 20.

What if I have previous arrears on my account?

If you have any arrears, a percentage of each top-up you buy goes towards reducing the arrears until they are cleared (maximum 25% - subject to change).

We'll take into consideration your financial needs when applying the recovery rate. We'll send you a statement of your arrears at least 3 times a year until this is cleared. In addition, your statements, will show the amount of energy you have used and the amount of credit you have bought. We'll send you an email once your arrears have been cleared. To see up to date information on your balance and how long it will take to clear you can visit our app or customer portal. Alternatively, you can call our Customer Service Team on 0818 81 22 20.

Are you registered as a Vulnerable Customer?

It's not recommended that vulnerable customers use Pay As You Go services. This may apply if you or a member of your household has now or at any time in the future a vulnerability, such as but not limited to, hearing, mobility, vision impairments or is dependent on electricity for medical reasons. The CRU has put in place measures to protect vulnerable customers against disconnections during certain periods of the year. However, customers with Pay As You Go meters are not protected under these measures. Supply will self-disconnect regardless of the time of year if there is no credit on the meter. If you would like to register a vulnerability or discuss the suitability of your Pay As You Go meter, please call our Customer Service Team on 0818 81 22 20.

What if I want to deactivate my Smart Pay As You Go meter?

If a Smart Pay As You Go meter no longer suits your needs, you can switch your meter to a credit mode. To do this, please call our Customer Service Team on 0818 81 22 20. We'll work with you to find the solution that best suits your needs.

Useful contact information

If you require assistance with any energy efficiency matter or for more tips and advice, please contact us by:



Phone: **0818 81 22 20**

Our phone lines are open Monday to Friday
from 8am to 6.30pm



Email: **customerservice@sseairtricity.com**



Webchat: **[sseairtricity.com](https://www.sseairtricity.com)**

Digital Customer service Team

Our webchat service is available Monday to Friday 8am to 6.30pm
and Saturdays 10am-6pm



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

Emergencies:

If you have any problems with your electricity supply you should contact ESB Networks on 1800 372 999.

If you have any problems with your gas supply you should contact Gas Networks Ireland on 1800 20 50 50.



Submit a meter reading

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



Log on to My SSE Airtricity at
sseairtricity.com



Call SSE Airtricity on **0818 81 22 20**
with your MPRN or GPRN number.

Emergencies

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

ESB Networks on **1800 372 999**

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



**WORLD
LAND
TRUST™**

www.carbonbalancedpaper.com

