



Supply of Electricity and/or Gas General Terms and Conditions for the Supply of Electricity and/or Gas by SSE Airtricity Limited to Domestic Premises in the Republic of Ireland

1. Definitions and Interpretation

1.1 In these Terms and Conditions, unless the context requires otherwise: "Address" means the address(es) at which Supply Point(s) is/are located;

"Agreement" means the agreement for the supply of electricity and/or gas between You and Us including the application signed by You or agreed by You over the telephone or on-line, these Terms and Conditions and any list of current Charges;

"Arrears" means an overdue payment that has not been paid by You;

"Credit Criteria" means the thresholds set by Us from time to time;

"Charges" means the amount(s) payable by You for (a) the supply of Energy by Us; (b) any costs associated with the supply of Energy by Us to You; and (c) any Pass Through Charges;

"Deemed Contract" A Deemed Contract is a legally enforceable agreement considered to have been made between SSE Airtricity and the owner or occupier of this premises. A Deemed Contract is considered to have come into existence because the owner or occupier (after receiving notice from SSE Airtricity and where the premises continue to be supplied with gas and/or electricity by SSE Airtricity) did not inform SSE Airtricity that he or she continued to use the electricity or gas supplied to the premises concerned after the previous contract for supply to the premises concerned had expired, or was not cancelled when a previous owner or occupier vacated the premises or the new owner or occupier did not enter into a new contract of supply.

"Dual Fuel Customer" means a customer who has entered into an agreement with Us for the supply of both electricity and gas at its Address;

"Electricity and/or Gas Supply Licence" means the supply licence issued to Us by the Commission for the Regulation of Utilities (CRU);

"Electricity Distributor" means the licensed operator of the electricity distribution network system through which electricity is supplied to You;

"Energy" means gas and/or electricity as applicable;

"Equipment" means meters, pipes, conduits, electrical and/or gas plant, electric and/or gas lines and all other apparatus between the electricity distribution network or the Gas Distribution System (as appropriate) and the Address (up to and including the meter) to deliver, measure and control Energy at the Supply Point(s);

"Equipment Charges" means the charges or costs that We are required to pay to the Electricity Distributor or Gas Transporter's Agent or incur ourselves for work carried out on the Equipment including, but are not limited to, (a) charges or costs for damage to the Equipment (including the meters) where the damage is Your fault; (b) charges or costs for carrying out meter accuracy tests as requested by You and the results show that there is no fault with the meter; (c) charges or costs for warrants of entry that may have been applied for to access an Address; (d) charges or costs for attending the Address for the purpose of inspecting or changing a meter; or (e) any charges or costs associated with changing a meter;

"Gas Distribution System" means the Gas Transporter's Agent's gas distribution system to the Supply Point(s);

"Gas Emergency Response Service" means the emergency response service designated by the Regulator and operated for the purposes of receiving and responding to reports of actual or suspected gas emergencies including suspected leaks or explosions;

"Gas Network Emergency" means Gaslink

Independent System Operator Limited of Gasworks Road, Cork, County Cork appointed by the Regulator as the licensed operator of the Gas Distribution System (and its successors and assigns);

"Gas Transporter" means Gaslink Limited of 6 Lapps Quay, Cork, which has been appointed as the Regulator as the licensed operator of the Gas Distribution System through which gas is transported to you;

"Gas Transporter's Agent" means the networks business of Gas Networks Ireland, Gasworks Road, Cork, County Cork acting as agent for and on behalf of the Gas Transporter (and its successors and assigns);

"GCA" means the Gas Transporter's Terms and Conditions under which a connection to the Gas Transporter's gas distribution system is provided and is updated and approved by the Regulator from time to time. Please see www.gasnetworks.ie for GNI's Terms and Conditions for Gas Users at Non Daily Metered (NDM) Offtake Points;

"Meter Tampering" means any unauthorised use of the meter and/or other equipment installed at the supply address or other property in connection with the supply of electricity and/or gas to the Supply Point and/or other tampering with the supply of electricity and/or to the supply address.

"Meter Tampering Charges" means any costs associated with Meter Tampering by you or any other person, however caused, including (without limitation) the costs of repairing or replacing the tampered meter and the costs of all electricity and/or gas obtained from us without charge as a result of the Meter Tampering; and/or all internal and external costs associated with theft, loss, damage or other interference to equipment (whether by you or any other person, however caused) including (without limitation) (a) the costs of a new Meter or other relevant equipment; and (b) the costs of installation and/or connection of a new meter or equipment; and/or (c) the costs of repair to damaged meters and/or Equipment.

"National Gas Emergency Manager" means the person designated by the Regulator to manage a gas network emergency;

"Network Operator" means the licensed network operator which is appointed to provide, install, maintain and administer the entire electricity or gas infrastructure, transmission and distribution system in Republic of Ireland;

"Our" means belonging to SSE Airtricity Limited;

"Pass Through Charges" means any applicable third party costs or charges relating to the supply and distribution of Energy to the Supply Point(s) including, but not limited to, transportation and distribution use of system charges by the Electricity Distributor or Gas Transporter (as applicable) that are reflected in our tariff;

"Prices" means the current prices for the supply of Energy and any standing charge(s) as may be amended by Us from time to time;

"Regulator" means the Commission for the Regulation of Utilities (CRU) (or any other competent successor body or authority);

"SCA" means the Electricity Distributor's standard connection agreement titled "Conditions for Connection to the Distribution System". Please see www.esb.ie for ESB Networks General Conditions for Connection to the distribution system for customers with a connection greater than 100 kVA and for ESB Networks General Conditions for Connection to the distribution system for customers with a connection less than 100kVA; as updated and approved by the Regulator from time to time; "Supplier of Last Resort" means the supplier

appointed by the Commission for the Regulation of Utilities (CRU).

"Start Date" means, in respect of each Supply Point at the Address, the date(s) that we tell you that the supply of Energy will start or as soon as possible thereafter;

"Supply Point" means the point(s) at which the flow of electricity or gas supplied by Us is metered;

"We" and "us" means SSE Airtricity Limited and/or our permitted successors and assignees; and

"Our(s)" means belonging to SSE Airtricity Limited and/or our permitted successors and assignees;

"You" means the customer with whom We have entered into this Agreement;

"Yours" means belonging to You.

1.2 The headings in these Terms and Conditions are for Your guidance only and shall not affect the interpretation or construction of these Terms and Conditions.

1.3 These General Terms and Conditions are in addition to the prevailing tariff and may be subject to specific product terms and conditions.

1.4 We shall not be required to keep or preserve the original documentation pertaining to or arising out of any agreement (including the Agreement) but may keep copies by using any electronic method of storing information and a legible copy or a recorded electronic audio file (as appropriate) of any such information so preserved shall be considered a true record thereof.

2. Supply & Term

2.1 We will sell and supply Energy to You to the Supply Point(s) at the Address and provide (or procure that a third party provides any services associated with such supply from the Start Date until the Agreement is terminated by You or Us if:

- We are authorized to do so pursuant to our Electricity and/or Gas Supply Licence; and
- We accept You as a customer; and
- the transfer of the supply of Energy to Us is successfully completed.

2.2 These are our Terms and Conditions for domestic customers in the Republic of Ireland. As Our customer You will be deemed to have accepted these Terms and Conditions and will be bound by them from the date You become a customer of Ours.

2.3 In consideration of being connected to the relevant distribution system, it is a condition precedent to the sale and supply of Energy from us that You accept and agree to be bound by the terms and conditions of a SCA and/or a GCA (as appropriate). The SCA and GCA are legal agreements which set out the rights and duties of the parties in relation to the connection at which the Electricity Distributor or Gas Transporter (as appropriate) delivers Energy or from which it accepts Energy. Please note that Your SCA and/or GCA may be amended from time to time by the Electricity Distributor and/or Gas Transporter (such amendments being approved by the Regulator).

2.4 The Electricity Distributor may deem that a SCA in the name of a previous occupant of the Address shall apply to You. In that case, You do not need to enter into a new SCA but You must keep to the conditions of the existing SCA. A SCA is entered into between You and the Electricity Distributor. If You require a copy of the SCA or have any questions about it, please contact Your Electricity Distributor or visit its website.

2.5 "SCA" means the Electricity Distributor's standard connection agreement titled "Conditions for Connection to the Distribution System". Please see www.esb.ie for ESB Networks General Conditions for Connection to the distribution system for customers with a

connection greater than 100 kVA and for ESB Networks General Conditions for Connection to the distribution system for customers with a connection less than 100kVA; as updated and approved by the Regulator from time to time;

2.6 Any gas meter supplied to You shall remain the property of the Gas Transporter's Agent and may be removed or disconnected by the Gas Transporter's Agent in the following circumstances:

- (a) under instruction of Your gas supplier;
- (b) for safety;
- (c) suspected interference reasons; or
- (d) there is no active gas supplier at the Address.

2.7 You agree that We may give Your information to the Gas Transporter and the Gas Transporter's Agent and/or the Electricity Distributor for the purposes of connecting You to, and operating, the Gas Distribution System and/or the Electricity Distribution Network and for the purposes of the GCA and/or the SCA.

2.8 You shall allow Your Electricity Distributor and/or Gas Transporter and/or the Gas Transporter's Agent or the Gas Emergency Response Service, access to the Address, at all reasonable times and at any time in an emergency, so they can inspect, install, operate, calibrate, replace, maintain, repair, renew, reset, remove and disconnect Equipment for any purpose under this Agreement (including taking readings).

2.9 You are responsible for making sure the Equipment is protected and kept in safe condition. Meter readers must have easy access to read your meter. The meter must also be in a safe, secure and weatherproof position. If it is not, or is not easy to access, you must agree a suitable position with the Meter Provider and make arrangements for the meter to be moved. You must let us or the Meter Provider know immediately if the Equipment is interfered with or damaged.

2.10 You agree to pay the Equipment charges.

3. Meter Readings and Equipment

3.1 The Electricity Distributor or the Gas Transporter's Agent (as applicable) is responsible for reading the meter at the Supply Point(s). Meter readings will normally be assumed to be correct. Where a meter reading is not available or We believe that the meter reading is inaccurate, We shall make a reasonable estimate and send You a bill or statement based on this reasonable estimate. If You or We discover that any meter reading was inaccurate, omitted or was not converted into Charges correctly, We shall either debit Your account in a subsequent bill or statement if You owe us money or We shall credit Your account in a subsequent bill or statement in respect of any money that We owe You.

3.2 If You dispute the accuracy of the meter at the Supply Point(s) at your Address, You can request the Electricity Distributor and/or the Gas Transporter's Agent (as applicable) to test the meter. You will be required to pay a standard charge for this test. If the relevant meter is found to be inaccurate then You will receive a refund of the standard charge for the test. We will also adjust the Charges accordingly. We shall either debit Your account in a subsequent bill or statement if You owe us money or We shall credit Your account in a subsequent bill or statement in respect of any money that We owe You.

3.3 In the event that a meter ceases to register or registers erroneously and evidence of this is available, then such meter shall be replaced by the Electricity Distributor or the Gas Transporter's Agent (as appropriate) and your average daily consumption shall subsequently be ascertained through a replacement meter for a reasonable period of time and We will then bill You in accordance with clause 5.

3.4 Except in the case of emergency under clauses

8 or 9, if We (or the Electricity Distributor and/or Gas Transporter's Agent) de-energise, re-energise, lock, unlock, disconnect or reconnect Your Energy supply or arrange for Your meter to be repositioned You may be responsible for the charges associated with this.

3.5 If You make an appointment with Us or through Us in connection with Your Energy meter(s) and cannot keep the appointment, You are required to give us as much advance notice of the cancellation as reasonably possible. You may be charged for the appointment if We incur any cost in respect of Your failure to keep the appointment.

3.6 If You request a visit to the Address to check the Equipment You may be charged for this. Pipework from the Equipment into Your Address and Your appliances connecting to it are Your responsibility. Neither We, the Gas Transporter, the Gas Transporter's Agent or the Electricity Distributor accepts any responsibility for maintaining the pipework or the appliances.

4. Security Deposit

4.1 We may request a security deposit from You in advance of the provision of Your Energy supply if You do not meet our Credit Criteria.

4.2 We will also request a security deposit from you at any time during the provision of Energy if: (a) You no longer fulfil our Credit Criteria; or (b) You fail to pay or are late in paying any amount due to us (including, but not limited to, the security deposit requested by us).

4.3 The security deposit will be credited to You if You pay the Charges by direct debit or if You have paid Your bills in full by the due date each month for the previous 12 months

4.4 The security deposit shall be credited to You upon termination of Your Agreement with Us taking into account any unpaid Charges.

4.5 In addition to any rights We may have under this Agreement, any security deposit held by Us may be used to offset any Arrears You owe Us.

4.6 For further details in relation to security deposits, please see our Code of Practice on Billing which is available at www.sseairtricity.com/ie/codesofpractice.

5. Prices and Payments

5.1 If You are a Dual Fuel Customer and You change your electricity supply to another supplier but We continue to supply You with gas, We may charge You Our gas only price, which may be different from the dual fuel gas price, from the date that your electricity supply changes to that other electricity supplier

5.2 If You are a Dual Fuel Customer and You change your gas supply to another supplier but We continue to supply You with electricity, We may charge You Our electricity only price, which may be different from the dual fuel price, from the date that your gas supply moves to that other gas supplier.

5.3 We will send You a bill or statement every two (2) months (unless alternative arrangements have been agreed with You). This bill or statement will set out separately the Charges and will clearly identify the amount payable by You and the date upon which you must make the payment. You must pay the amount payable by You in full on or before the due date without deduction or set off. Part payment will not release You from Your obligations to pay.

5.4 If You have an account with us at other address or premises, We may transfer any credit or debt between your accounts in order to recover any money that You owe Us.

5.5 You will pay Us by one of the following payment methods agreed: Direct Debit, Visa/ Credit Card, Electronic Funds Transfer, Cheque or through An Post or Payzone. If You do not provide or withdraw a direct debit instruction or You fail to pay by one of the payment methods agreed by Us, We may change the frequency of Your bills or statements and alter the Prices and We may also require You to pay

a security deposit. If you pay by direct debit, we will send you a pre-notification message up to fourteen (14) days prior to the date that We will request payment from your bank. This pre-notification will notify you clearly of the amount(s) and date(s) of the payments to be made by You. You will receive this pre-notification in accordance with a format agreed with You (ie via text, email, post).

5.6 If You do not pay your bill on or in advance of the due date, We may charge You interest at the rate of three percent (3%) per annum above the current European Interbank Overnight Rate together with any reasonable costs incurred by us in relation to collecting any overdue payments from You. Such costs may include, but are not limited to, the cost of visiting You at your Address; where Your bank returns a cheque to us unpaid, or rejects a direct debit, because there is not sufficient money in Your bank account; or any third party costs that We incur in recovering or collecting the overdue payment from You.

5.7 If any of your direct debit payments are returned by your bank as being unpaid, You agree and acknowledge that We will be permitted to make representation to your bank for the amount of the unpaid direct debit(s) within 7 days of the notification of return by Your bank.

5.8 If You disagree with the Charges, You must pay any undisputed amount together with any further bills or statements issued by Us to You. Once the dispute is settled and if the Charges were correct, You must pay any amount that is still owed to Us and these will be included in Your next bill or statement. If the Charges were incorrect, We will take account of this in Your next bill or statement and adjust the Charges accordingly.

5.9 Some of our tariffs are calculated based on estimated consumption over a twelve (12) month (or shorter) period. If You pay an equal amount each month for Your Energy (by direct debit or by any other payment method agreed by Us), We may change the monthly amount payable by You and/or the number of months for which You pay following a review of Your actual Energy usage or change in the Charges. You will be liable for any costs associated with this recalculation of Your bills or statements.

5.10 If You pay us any amounts under this Agreement, We will apply the sum received from You against the Charges in the order that they became due. We will credit or debit Your account with any balance (if any) in Your next bill or statement. If You are a Dual Fuel Customer, We will apply the sum received from You against the overall account.

5.11 If Your chosen pricing structure is incompatible with your existing meter, We are happy to arrange for Your meter to be reprogrammed and/or replaced and You may be charged for this.

5.12 We may vary the Prices and pass through any variation to the Pass Through Charges at any time provided that We have informed You of this thirty (30) days in advance either by the publication of an advertisement in any national daily newspaper or by sending a written notice of the change to You by post or by email. Any such advertisement or notice will state the date from which the change is to become effective. Up to date information on our Prices and Pass Through Charges may be found on our website www.sseairtricity.com or by contacting our Customer Service Department the details of which are set out below.

5.13 From time to time, We may, in our sole discretion, offer certain specified categories of customers (which may or may not include You) special tariffs for a certain period of time to be determined by Us.

5.14 We are not required to notify You of any special tariffs introduced by Us from time to

- time. We shall have no liability to You and will not be held accountable in the event that You do not avail of any such special tariff or You have chosen the incorrect tariff. If Your Energy consumption is in excess of what We deem (acting reasonably) to be appropriate for a domestic customer, We will notify You of this and We may change You to an alternative tariff that would be more appropriate for Your consumption.
- 5.15 We may notify you in writing, either email or post, no less than 30 days prior to and no more than 60 days in advance of the expiry of your fixed term contract.
- 5.16 We may where you have been on the same energy tariff for the past 3 years or more, issue a written notification, either electronic or post, on an annual basis to prompt you to review your contract.
- 5.17 If for any reason the meter does not register electricity and/or gas usage accurately, you agree to pay an amount that reasonably reflects the amount of electricity and/or gas you have used. If you dispute the accuracy of your meter and if it is tested at your request by the Meter Provider you will be required to pay a standard charge for the test. If the meter is found to be inaccurate then you'll receive a refund of this cost and we'll adjust the applicable Electricity and/or Gas Charges as appropriate. If you disagree with our estimate of your electricity and/or gas usage, you may wish to contact our Customer Service Department on 0818 812220.
- 5.18 If You experience any difficulty in paying the amounts due to Us under the Agreement, please contact Us immediately so that We can provide advice, and where appropriate, agree a payment plan, or other arrangement with You. You can contact Our Customer Service Department using the details set out in clause 21.
- 5.19 Provided that We have complied with our Code of Practice on Billing and Our Code of Practice on Disconnections, We may disconnect Your Energy supply and recover from You any costs reasonably incurred by Us in doing so. You will also be required to pay us the cost of disconnection and subsequent reconnection (if any) in the event that Our criteria are not met.
- 5.20 If You are a dual fuel customer, and are due for disconnection as set out in clause 5.17, You may choose to either disconnect Your electricity supply or Your gas supply first. If You do not make a choice, Your electricity supply will be disconnected first. In the event that You do not make an arrangement for payment following this disconnection, Your remaining electricity or gas supply will then be disconnected.
- 5.21 To obtain more information on all up to date tariffs and charges please visit sseairtricity.com
- 6. Pay As You Go Metering**
- 6.1 We may, with Your agreement, request the Electricity Distributor and/or the Gas Distributor's Agent to replace Your existing Energy meter with a Pay As You Go meter if You meet the eligibility criteria as specified by the Regulator from time to time.
- 6.2 If a Pay As You Go meter is installed at Your Address, it is Your responsibility to look after the meter and the key and/or plastic card (or other payment device) and ensure that the meter is kept clean, safe and free from damage.
- 6.3 We may charge You for replacement of the Pay As You Go meter where You have not fulfilled Your obligations set out at clause 6.2 above.
- 6.4 If a Pay As You Go meter is installed at Your address, You will not receive a bill from Us. We will, however, send a statement of account to You once a year in accordance with Our Pay As You Go Metering Code of Practice.
- 6.5 If You have agreed a payment schedule with Us to clear Arrears You owe Us. We will send You a statement of account in relation to the payment schedule three times a year. We will also inform You in writing when all the Arrears due to Us have been discharged.
- 6.6 If You build up too much credit or are moving house and require a refund of credit from Your Pay As You Go keypad meter, please contact Our Customer Service Department the details of which are set out in clause 21. In order to process the refund, You must contact us on the day You are moving out. Once the refund is processed all credit will be removed from the meter.
- 6.7 The Smart Pay As You Go Code of Practice differs from the Pay As You Go metering Code of Practice. For more information, please refer to the Smart Pay As You Go Code of Practice. Please note that Smart Pay As You Go is only available to customers who have ESB Networks smart meter in accordance with clause 23.5 of the Terms and Conditions.
- 6.8 Details of how to use and top up Your Pay As You Go meter are available on our website www.sseairtricity.com. Alternatively, You can contact Our Customer Service Department the details of which are set in clause 20.
- 6.9 In the event SSE Airtricity exit the market, any remaining credit on your pay as you go meter may be lost.
- 7. Change of Supplier and Debt Flagging**
- 7.1 You will not be charged for changing supplier.
- 7.2 If You are with another Energy supplier and You ask Us to take over the supply of Energy You: (a) allow us to ask for information about Your consumption history in relation to Your previous Energy supplier and (b) will give Us an Energy meter reading on the Start Date or alternatively allow Us to obtain an actual meter reading at the Address.
- 7.3 We reserve the right to perform a credit check on Your accounts with other Energy suppliers before accepting You as a customer. If We decide not to carry out the switch because of Arrears, We will tell You in writing.
- 7.4 If You are Our customer and you wish to change to another Energy supplier and You have Arrears greater than the level set by the Regulator, a debt flag will generate on Your account. This debt flag will inform the acquiring supplier that You have Arrears greater than the levels set by the Regulator. For details of the levels set by the Regulator, please see our website www.sseairtricity.com or contact Our Customer Service Department the details of which are set out in clause 21.
- 7.5 Switching to SSE Airtricity Electricity and/or Gas Supply is subject to a successful credit check. We may share the relevant information we have about you with relevant industry organisations based on agreed industry processes. In order to transfer your electricity and/or gas supply, we may need to share information with and obtain information from your current supplier to establish details of any outstanding debt or Meter Tampering at your premises. If you attempt to leave our supply of electricity and/or gas, you allow us to give information about your account with us and disclose all information to relevant parties which may include the electricity and/or gas suppliers, debt collection agencies and any other third-party agencies.
- 8. Electricity Emergencies and Safety**
- 8.1 In the event of any incident that either causes danger or requires urgent attention regarding the supply or distribution of electricity or affects or is likely to affect the maintenance, availability and quality of service of the electricity distribution network: (a) The Electricity Distributor will discontinue the supply of electricity to the Supply Point(s); and (b) You must refrain from using electricity immediately upon being told by Us or by the Electricity Distributor that You should do so or otherwise if the use of electricity becomes a health and safety risk or is likely to damage people or property.
- 8.2 If You suspect or are aware of any incident involving any of the matters described in clause 8.1 above or You have a concern that there may be an emergency involving electricity You must immediately call the emergency contact number on 1800 372 999, ESB Networks, Customer Relations, ESB Networks, Sarsfield Road, Wilton, Cork. You will also find this number printed on all electricity or dual fuel (gas and electricity) bills and/or statements.
- 8.3 We will, in so far as is practicable, take steps to inform You of any change in the details of the emergency contact number before such change becomes effective. In any event, the up-to-date information about this service will be displayed on our website www.sseairtricity.com or by contacting our Customer Service Department the details of which are set out below.
- 9. Gas Emergencies and Safety**
- 9.1 In the event of and for the duration of a gas network emergency or in the case of an escape, or suspected escape, of gas: (a) The National Gas Emergency Manager, the Emergency Response Service or the Gas Transporter's Agent will discontinue the supply of gas to the Supply Point(s); and (b) You must refrain from using gas immediately upon being told by Us or by the Gas Transporter's Agent or the National Gas Emergency Manager that You should do so or otherwise if the use of gas becomes a health and safety risk or is likely to damage people or property.
- 9.2 If You suspect or are aware of a gas leak You must immediately call the Gas Emergency Number 1800 20 50 50. You'll also find this number printed on all gas or dual fuel (gas and electricity) bills and/or statements.
- 9.3 We will, in so far as is practicable, take steps to inform You of any change in the details of the Emergency Response Service before such change becomes effective. In any event, the up-to-date information about this service will be displayed on our information about this service will be displayed on our website www.sseairtricity.com or by contacting our Customer Service Department the details of which are set out below.
- 10. Termination**
- 10.1 You may terminate this Agreement as follows: (a) On the date requested by You: (i) provided another supplier already started to supply Energy to the Supply Point(s) or the Supply Point(s) has/have been locked or deenergised by the Gas Transporter's Agent or the Electricity Distributor (as appropriate) and SSE Airtricity is a trading name of SSE Airtricity (ii) the supply of Energy to the Supply Point(s) has/have been discontinued; and (iii) We agree (where permitted) that no monies remain outstanding from You. (b) On the date You no longer own or occupy the Address provided You have given us at least seven (7) days' prior notice together with a meter reading (otherwise the supply of Energy at any Supply Point will terminate on the date that a confirmed meter reading is obtained at the Address); and (i) Energy is supplied to the Supply Point(s) at the Address by another registered supplier; (ii) a new account for the supply of Energy at any Supply Point(s) is opened by a new customer at the Address; or (iii) the Supply Point(s) has/have been locked or de-energised by the Gas Transporter's Agent or the Electricity Distributor (as appropriate) and the supply of Energy to the Supply Point(s) has/have been discontinued. If you wish to terminate this Agreement, you may contact our Customer Service Department the details

- of which are set out in clause 21.
- 10.2 If You do not comply with the notice requirements set out in clause 10.1 above or the Agreement has not otherwise been terminated in accordance with clause 10.1 You, remain liable for all amounts due under this Agreement until the date of termination as agreed by us (acting reasonably) or to the date upon which a new customer has moved into the premises.
- 10.3 We may terminate this Agreement, provided always that We have, where applicable, complied with Our Code of Practice on Billing), by written notice if:
- (a) You are in material breach of this Agreement including, but not limited to, Your failure to pay any Charges due under the Agreement; or
 - (b) We are unable to install a prepayment meter; or
 - (c) You have not paid a security deposit when requested by Us to do so; or
 - (d) We have good reason to suspect fraud or money laundering; or
 - (e) We have good reason to believe the information You have given us is false or misleading;
 - (f) You are the subject of insolvency or bankruptcy proceedings; or
 - (g) We are unable to provide You with a supply of Energy; or
 - (h) the continuation of the supply of Energy to the Address is no longer economically viable.
- 10.4 We may terminate this Agreement, provided always that We have, where applicable, complied with Our Code of Practice of Billing, for any reason with fourteen (14) days written notice.
- 10.5 If We end this Agreement pursuant to clause 10.3 (a), (b), (d), (e), (f) or (g) inclusive above, We may recover any reasonable charges incurred in discontinuing the supply.
- 10.6 This Agreement shall terminate without notice if the Regulator gives a direction to another Energy supplier to supply the Supply Points, and the Agreement will terminate on the date that the direction takes effect.
- 10.7 The Electricity Distributor and the Gas Transporter are responsible for the quality of the supply of Energy to You and its continuity. Accordingly, We shall not be liable for the quality and continuity of Your Energy supply which are outside Our reasonable control.
- 10.8 If either We or You fail to fulfil any obligations under this Agreement (other than payment obligations) because of an event or circumstance outside Our reasonable control, that failure will not be a breach of this Agreement for the duration of that event or circumstance.
- 10.9 The termination of this Agreement will not affect the rights and obligations of either party existing before such termination.
- 11. Transfer and Use of Information** (including Personal Information)
- 11.1 We will comply with our obligations under any applicable data protection legislation. Please also see our privacy notice which can be found on our website www.sseairtricity.com. This privacy notice shall form part of these terms and conditions.
- 11.2 Information You provide, we hold or which is publicly available e.g. Land Registry information, may be used by us, our employees and/or our agents, including companies within the Scottish and Southern Energy Group (which SSE Airtricity Limited is part of) to help: (a) identify You when You call; (b) detection and prevention of crime, fraud and loss; (c) administration of accounts, services and products; and (d) contact You in writing and/or by phone and/or by email with information about other services and products offered by us and/or our carefully selected partners where You have consented to receive such information. Any such contact will be in accordance with our Code of Practice on Marketing.
- 11.3 We may transfer any information in connection with Your Energy supply(ies) to or from the Electricity Distributor, the Gas Transporter, and/or Gas Transporter's Agent (as applicable) on receipt of consent from you. We may also transfer any information in connection with Your Energy supply(ies) to the Supplier of Last Resort provided We receive a directive from the CRU.
- 11.4 Information You provide can also be shared between us and third parties who provide and/or receive services in relation to this Agreement in order to fulfil our obligations. We may carry out credit and fraud prevention checks with licensed credit reference and fraud prevention agencies and they and/or Us shall retain a copy of their results. Information from Your application and payment details for Your account may be recorded by these agencies and may be shared with other organisations to help make credit and insurance decisions about You and members of Your household and for debt collection and fraud prevention purposes.
- 11.5 We may monitor or record telephone calls to help Us improve Our customer service, for security purposes, for administering Your account and for debt recovery purposes.
- 11.6 You are entitled to a copy of Your personal data which is held by Us. You also have the right to require Us to correct any inaccuracies in Your information.
- 12. Customer Charter and Codes of Practice**
- 12.1 Our Customer Charter, which is approved by the Regulator, sets out our commitments to You regarding the service levels that You, as a customer, can expect from Us.
- 12.2 Our Customer Charter contains eight Codes of Practice dealing with:
- (a) Marketing and Sign Up;
 - (b) Vulnerable Customers;
 - (c) Pre-Paid Meters;
 - (d) Billing;
 - (e) Disconnections;
 - (f) Complaint Handling;
 - (g) Smart Metering; and
 - (h) Smart Pay As You Go.
- 12.3 Our Customer Charter is available on our website www.sseairtricity.com/ie/customercharter or You may request a free copy by contacting our Customer Service Department the details of which are set out in clause 21.
- 13. Vulnerable Customers, Priority and Special Service Registers**
- 13.1 Our Code of Practice on Vulnerable Customers (available on www.sseairtricity.com/ie/codesofpractice) sets out details of the services We offer to vulnerable customers.
- 13.2 Vulnerable customers are defined by legislation under two registers, the priority service register as household customers who are 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, or special service register, household customers who are particularly vulnerable to disconnection during winter months for reasons of advancing age (66 years or above) or physical, sensory, intellectual or mental health.
- 13.3 If You are dependent on any electrical medical equipment You must complete a Priority service Customer Registration form which can be requested on sign up, or at any stage by contacting our Customer Service.
- 13.4 Details of customers who register with special requirements will be forwarded to the network operators (ESB Networks and Gas Networks Ireland) to enable the operators to perform certain services for you in accordance with this Agreement and the law. It also enables both ESB Networks and Gas Networks Ireland to identify those customers who are particularly vulnerable to a supply interruption. 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 Register.
- 14. Complaints**
- 14.1 Our Code of Practice on Complaint Handling (available on www.sseairtricity.com/ie/codesofpractice) sets out details of our complaints procedure.
- 14.2 If You have a complaint, please contact our Customer Service Department the details of which are set out in clause 21.
- 14.3 We aim to resolve a complaint within three days. If You are dissatisfied with the outcome, your complaint can be escalated to one of Our supervisors. Should an issue remain unresolved, Your complaint can be escalated to one of Our customer service managers. In the event that You are dissatisfied with the outcome, We will provide You with a final response in writing. If You are still dissatisfied, You can contact the CRU for an independent review of Your complaint.
- 15. Assignment**
- 15.1 This Agreement is personal to You and You may only transfer it to someone else with Our prior consent.
- 15.2 We may, without Your consent, assign or transfer all or any part of our rights and subcontract any of our obligations under this Agreement to a party that holds the necessary authorisation(s). Your rights under clause 15.1 will not be affected.
- 15.3 On assignment or transfer, We may hand over Your security deposit to the party mentioned in clause 15.2 or credit it to You.
- 16. Variation**
- 16.1 An up-to-date copy of Our Terms and Conditions can be found on our website www.sseairtricity.com.
- 16.2 We may, on giving you thirty (30) days advance notice, vary the Terms and Conditions for the supply of Energy as set out in this Agreement. Any variation of these Terms and Conditions is subject to approval by the Regulator.
- 16.3 If We vary the Terms and Conditions of this Agreement, We will publish the variation in accordance with Our Electricity and/or Gas Supply License(s). We may also include a notice on our website www.sseairtricity.com and/or a message on Your bill and/or statement.
- 16.4 If You do not accept any variation to these Terms and Conditions, you can terminate this Agreement in accordance with clause 10 above.
- 17. Deemed Contracts**
- 17.1 These terms are applicable where a Deemed Contract is in place
- 17.2 A Deemed Contract will be in place where a premise is no longer subject to a contract for supply of electricity and/or gas "Energy" by SSE Airtricity and is connected to a supply under a Deemed Contract
- 17.3 A Deemed Contract will commence on the date you take Energy supply from SSE Airtricity
- 17.4 The Terms of a Deemed Contract constitute an agreement for the supply of Energy between you and SSE Airtricity.
- 17.5 Customers supplied under a Deemed Contract are free to enter into a contract of supply with SSE Airtricity or with another supplier.
- 17.6 Where a Deemed Contract is in place, it will continue until you register and enter into a new contract with SSE Airtricity or you enter into a contract with another provider.
- 17.7 Under a Deemed Contract you will be charged SSE Airtricity Standard rates and you are responsible for the payment for the Energy supplied.

- 17.8 Under a Deemed Contract we will issue bills to your property based on actual or estimated meter readings which you are liable to pay.
- 17.9 Where a premise is no longer subject to a contract of supply with SSE Airtricity and is being supplied under a Deemed Contract, it will be at risk of disconnection.
- 17.10 Premises supplied under a Deemed Contract are subject to SCA and/or GCA.
- 18. Enforcement of Rights**
- 18.1 We can enforce any rights and obligations under this Agreement even if there is a delay in doing so.
- 18.2 If this Agreement is found to be unenforceable in whole or in part by any court of law or other regulatory or competent body, this will not affect any other part of this Agreement.
- 19. Limitation of Liability**
- 19.1 We shall only be liable for loss or damage which is a reasonably foreseeable consequence of a breach of this Agreement by Us up to a maximum liability of €120,000 in any calendar year.
- 19.2 We or You shall not be liable to the other for any loss or damage which is indirect, consequential, economic or financial including loss of profit, revenue, goodwill, business, contract or wasted expenses as a result of the sale or supply of Energy or in connection with this Agreement.
- 19.3 We will not have any liability howsoever arising in respect of, or in connection with, any failure of the services provided by, or any acts or omissions of, the Electricity Distributor, the Gas Transporter or the Gas Transporter's Agent.
- 19.4 Nothing in this Agreement shall limit or exclude liability for death or personal injury caused by Our negligent acts or omissions.
- 20. Notices**
- 20.1 Notices required under this Agreement will be in writing and may be:
- (a) sent by post or by e-mail; or
 - (b) published on our website www.sseairtricity.com; or
 - (c) published by a notice in any national daily newspaper; or
 - (d) noted on your bill or statement.
- 20.2 Any notices sent by post will be sent to the billing address or any other address (as the case may be) notified by You to us.
- 20.3 Any notices sent by e-mail will be sent to the e-mail address notified by You to Us (if any). We'll assume You've received posted notices within 5 working days after posting and electronic notices on the same working day as We send it unless We receive evidence to the contrary.
- 21. Contact Details**
- Our contact details are as follows:
 Customer Service Department Address:
 SSE Airtricity, Red Oak South, South County Business Park, Leopardstown, Dublin 18, D18 W688.
 Email: customerservice@sseairtricity.com.
 Tel: 0818 40 40 70.
 Data Protection Officer Address:
 SSE Airtricity, Red Oak South, South County Business Park, Leopardstown, Dublin 18, D18 W688.
 Data Protection Opt-out Address:
 SSE Airtricity, Red Oak South, South County Business Park, Leopardstown, Dublin 18, D18 W688.
 Email: unsubscribe@sseairtricity.com
- 22. Governing Law**
- 22.1 This Agreement shall be governed by the law of the Republic of Ireland. Any disputes arising under this Agreement (other than, for the avoidance of doubt, those disputes that are being dealt with by us in accordance with our Code or Practice on Complaint Handling) shall be dealt with by the courts of the Republic of Ireland.
- 23. Smart Metering**
- 23.1 Interval Services means your usage is recorded by the meter every 30 minutes. Interval services are dependant on the meters connectivity to the Network Operator which is known as CTF (Comms Technically Feasible). If the CTF changes your service may change to a Non-Interval service.
- 23.2 In the event of a change of supply, when smart services are enabled any network supplied readings or usage information will take precedence over any customer supplied readings.
- 23.3 If availing of Interval Services, your usage data is recorded by the meter at Half Hourly (HH) intervals. This HH data is stored and shared with the Network Operator and Us. For information on how we manage your data refer to our privacy notice.
- 23.4 Please be aware that a change in your meter type, as a result of a Networks driven change or any other reason that is beyond SSE Airtricity's control, could result in changes to your tariffs and services.
- 23.5 Smart Pay As You Go is an additional smart service for customers who have an ESB networks smart meter, for more information, please refer to the Smart Pay As You Go Code of Practice.
- 24. Microgeneration**
- 24.1 Where You have microgeneration installed at Your property, You will receive a payment from us, known as the Clean Export Guarantee. This payment will be based on the actual or deemed export quantities of Your microgeneration in line with the decision of the Commission for Regulation of Utilities. Such payments, where applicable shall be made every four months, the timing of which shall be at the discretion of SSE Airtricity.
- 25. Interference with metering equipment**
- 25.1 You must not interfere with any ESB Networks and/or Gas Networks Ireland equipment at Your Premises. SSE Airtricity has the right to carry out investigations on any reported or suspected theft of electricity and/or gas or interference with or damage to any equipment at your premises and, where appropriate, shall cooperate with ESB Networks and/or Gas Networks Ireland and An Garda Síochána in relation to such investigations. Where you interfere with the equipment, steal energy or attempt to steal energy, you will have to pay an agent's reasonable costs for visiting the property, for any work that they carry out in relation to the meter or other equipment in order to rectify the damage you have caused to the equipment and for any stolen energy. You must take reasonable care to make sure that the meter is not damaged or interfered with. If there is any damage, a fault or a problem with the meter, or if you think it has been tampered with, you must inform us immediately, by calling us on 0818 81 22 20. You shall at all times use electricity and/or gas in a proper, sensible and safe way and you shall not do anything, or allow anyone else to do anything, which interferes with the supply to you or to any other person. You shall not in any way, or allow anyone else to, tamper with, misuse or damage the meter, Prepaid Meter Equipment or any other pipes or apparatus or Equipment installed by the Network Operator or Us. In addition to charges set out in section 5, you agree to pay our other reasonable charges relating to your electricity and/or gas supply, including: (a) additional charges relating to the maintenance of the meter; (b) all costs associated with theft, loss, damage, Meter Tampering Charges or other interference to Equipment, including Equipment Charges, by You or any other person howsoever caused; and (c) a minimum charge, if applicable, where the meter and other Equipment for supply has been installed but You have used less Electricity and/or Gas than the minimum usage detailed in Our Published Tariffs. If you wish to report any suspicious, dangerous or illegal metering activities in your area, please contact us on 01 4806459 or on our website <https://www.sseairtricity.com/ie/home/help-centre/energy-theft/energy-theft/> or contact ESB Networks on 1800 211 827 or Gas Networks Ireland 1800 464 464.
- 25.2 You agree that we may request or transfer information in connection with your electricity and/or gas supply(ies) with organisations involved in the prevention or detection of crime or collection of taxes or similar impositions. This may include other suppliers. If we have a reasonable suspicion that an offence is being, or has been, committed we will investigate and may record information on your account and share the information with relevant third parties (such as the An Garda Síochána). If you fail to make payments we may share information with debt collection and tracing agents;
- 25.3 Information you provide or we hold may be used by us, our employees and/or our agents, including companies within the Scottish and Southern Energy plc group (which SSE Airtricity Limited is part of) to help: (a) identify you when you call; (b) with the detection and prevention of crime, fraud and loss; (c) with the administration of accounts, services and products; and (d) contact you in writing and/or by phone and/or by email with information about other services and products offered by us and/or our carefully selected partners where you have consented. Please also see our privacy notice which can be found on our website www.sseairtricity.com
- 25.4 Please be aware that a change in your meter type, as a result of a Networks driven change or any other reason that is beyond SSE Airtricity's control, could result in changes to your tariffs and services. Information can be shared between us and third parties who provide and/or receive services in relation to this Agreement in order to fulfil our obligations and in accordance with section 11.
- 25.5 We may carry out credit and fraud prevention checks with licensed credit reference and fraud prevention agencies and they will retain a copy of the search. Information from your application and payment details of your account may be recorded by these agencies and may be shared with other organisations (including, but not limited to financial institutions) to help make credit and insurance decisions about you and members of your household and for debt collection and fraud prevention purposes.
- 25.6 In order to transfer your energy supply we may also need to contact your current and any previous supplier in order to: (a) establish all relevant details to help with your transfer, and (b) establish the details of any outstanding debt you may owe them. You agree with your current and any previous supplier to transfer to us the right to collect any debt you owe to that supplier and to pass over all relevant account information. If you transfer to a new supplier and you owe us money, we may tell the new supplier about the debt.