Code of Practice
on Smart Services

electric
Ireland

Smart meters are the next generation of electricity meters and are currently being installed in homes and businesses throughout the country.

This Code of Practice outlines the policies of Electric Ireland in respect of the Smart Products and Services we offer. This Code applies to all our customers, both residential and business, who have a smart meter installed at their premises.

Smart meters may bring benefits to customers including:

▸ More accurate billing as the meter can be read remotely which will reduce the need to estimate bills.

▸ The option for you to receive a more detailed breakdown of your electricity usage, allowing you to make more informed choices regarding how and when you use electricity.

▸ The introduction of new smart products and services such as:

• A time-of-use tariff offers different price structures across different times of the day to encourage you to switch your usage to times when electricity is cheaper.

• A new Smart Bill which will provide information to help you make more informed choices regarding your electricity usage.

• The ability to view and access a more detailed breakdown of your usage via a standardised file, which is available for you to download through your online account at **www.electricireland.ie** or business customers call **1800 372 787.**

Data

Your new smart meter will collect and store three types of data:

▸ 24-hour reading.

▸ Day, night, and peak readings, associated with the Standard Smart Tariff.

▸ Consumption data recorded in 30-minute intervals.

The level and frequency of the data which can be retrieved from your meter will be dependent on the telecoms signal strength in your area and the signal strength of your meter. This will determine if your meter can be read remotely and the frequency in which it can be read. Electric Ireland, as your supplier, will be able to advise you of the signal strength of your meter and you, as our customer, will then have a choice over the type and frequency of data retrieved from the meter.
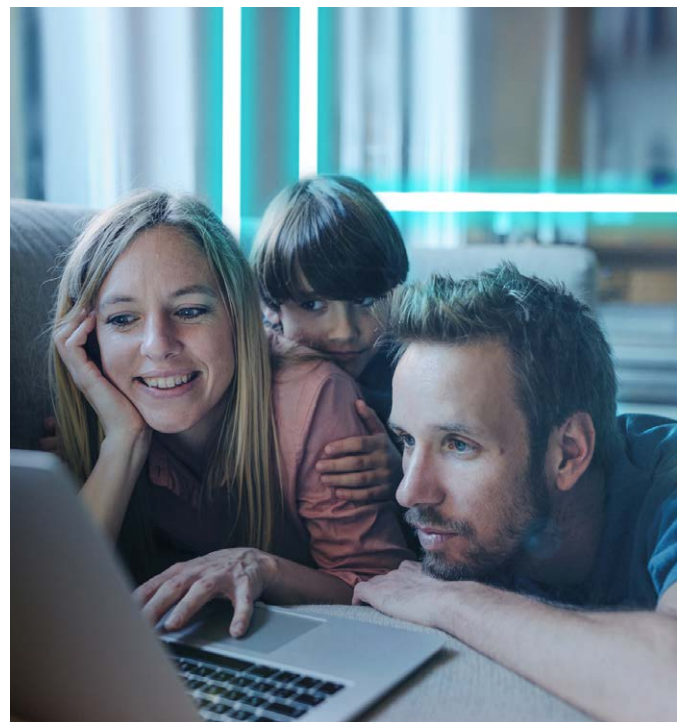
- If your meter supports it, you can choose for Electric Ireland to receive your consumption data daily in half-hourly intervals.

- If your meter is configured as 24-hour you can decide to make no change and your meter will continue to be read on a bi-monthly basis with your reading being collected remotely.

- You can request Electric Ireland receive the day, night, and peak readings, associated with the Standard Smart Tariff, which we will receive on a bi-monthly basis and the readings will be collected remotely.

If you choose to switch from your bi-monthly 24-hour reading to either daily consumption or day, night, and peak readings, a return to a 24-hour bi-monthly reading is not possible. However, you have an ongoing choice to switch between daily consumption data and day, night and peak readings. If at any time you wish to switch, please contact us, either through our online channels or via telephone.

The availability of some Smart Services and products, such as the standardised file, will be dependent on the level of data being received from your meter. If you choose to share your half-hourly data with Electric Ireland a greater range of products will be available for you to choose from, which in turn will give you more insights into your daily electricity usage.

Time-of-Use Tariffs

Transition to Time-of-Use

Electric Ireland must have at least one time-of-use tariff available for our customers and will recommend use of the most appropriate time-of-use tariff when requested, by our customer, subject to having

access to that customer's half-hourly data. A time-of-use tariff offers different price structures across different times of the day, to encourage customers to switch their usage to times when electricity is cheaper and more economical to use. For details on our residential time-of-use tariffs please see our website **www.electricireland.ie** and for our business tariffs please contact **1800 372 787** or email **business@electricireland.ie**

- After this point, and as determined by CRU, the number of time-of-use tariffs being offered may be increased to eight in line with customer adoption of time-of-use tariffs and the Smart Meter Rollout programme and, in due course, may be unlimited.

- Electric Ireland may offer discounts on our time-of-use tariffs.

Standard Smart Tariff

Electric Ireland offers, at a minimum, a Standard Smart Tariff to our customers. The Standard Smart Tariff is a time-of-use product. It offers meaningful price differences between three different time bands and is reflective of the costs of supplying electricity to you during these times. Each time band has a related unit rate applied, and these unit rates apply to all days over the course of a year.

The Standard Smart Tariff aims to promote more efficient use of your electricity by encouraging and rewarding usage outside of the peak period, which will generally be more expensive. Time-of-use products may be suitable for customers who can use less electricity at peak times. If you are unable to change when you use electricity to avoid more expensive times these products may not be a good choice for you.

The three-time bands associated with the Standard Smart Tariff are:

Day = 08:00 to 23:00
(excluding peak)

Night = 23:00 to 08:00
(single night rate)

Peak = 17:00 to 19:00

If you wish to avail of the Standard Smart Tariff, or receive more information, please contact us.

Time-of-Use Primer

Once your smart meter is installed, Electric Ireland will send you a time-of-use primer. This communication will provide you with an overview of how time-of-use tariffs work, the wider benefits they may bring, and will be communicated in a clear and concise manner.

This communication will also include one of the following:

▸ How Electric Ireland's time-of-use tariff is designed, including applicable unit rates and if this tariff could potentially benefit you, the customer: or

▸ Contact information if you wish to receive further information on our time-of-use product offerings.

Time-of-Use Reminder

If, after 12 months of your Smart Meter being installed, you have chosen not to avail of a time-of-use product Electric Ireland will provide a reminder which will:

▸ Provide awareness of our time-of-use offerings.

▸ Promote understanding and the potential benefits of time-of-use tariffs.

You will continue to receive the reminder after each subsequent 12-month period if a time-of-use tariff is not applied to your account. Where we have sufficient information to do so we will try to advise you on the most suitable product based on your consumption pattern.

Provision of Information to Customers

Your Smart Electricity Bill

Your Smart Electricity Bill will provide you with some key information to help you make informed choices regarding your electricity usage. These include:

▸ A comparison of your usage in the current billing period versus the same period in the previous year.

▸ Contact and reference details as to where additional information can be found, including:

- Independent consumer advice centres;

- Energy agencies or similar institutions;

- Advice on energy-efficiency measures;

- Benchmark profiles for your energy consumption;

- Technical specifications for energy-using appliances.

▸ Hints and tips on how you can shift or reduce your energy usage.

Standardised Consumption Data File

Please note: we cannot have access to your half-hourly data unless you give us your consent.

If you have given consent and request it, Electric Ireland will provide you with access to your half-hourly consumption data via a standardised file which will be available for you to access, view and download through your online account at **www. electricireland.ie** or **www. businesson-line.electricireland.ie**. To be able to access this file Electric Ireland must be receiving the half-hourly consumption data from your meter.

This file will:

▸ Provide you access to your consumption data 24 hours after it has been recorded on your meter.

▸ Enable you to analyse your usage to make more informed decisions regarding your energy usage.

▸ Allow you to share your consumption data with an alternative supplier or third party.

▸ Provide you with access to your historical consumption data for at least 24 months or from the start of your Smart supply contract, whichever is shorter.

▸ When available will include details on the export data being recorded on your meter.

Information included in this file will be:

▸ Your MPRN number.

▸ Your consumption data broken down into each 48 half-hourly time period, for each day selected.

The security of your data is of vital importance to Electric Ireland so this file can only be accessed by you through your online account.

Online Electricity Breakdown

After you receive your first Smart Bill, Electric Ireland will:

▸ Make available a breakdown of your electricity usage through our online channels which will enable you to make decisions on how to use your energy more efficiently and economically.

▸ This will be continually refreshed and updated. Where you have given consent and we are in receipt of consumption data from your meter this breakdown will be updated daily to reflect your previous day's usage or will be updated on a bi-monthly basis where readings are being received.

You will not incur an additional charge for this service.

Our guarantee

If we fail to meet any of the commitments outlined in this Code, then customers will be entitled to compensation under the terms of our Residential Customer Charter and Non-household Customer Charter.

Copies of our Charter and other Codes can be obtained in the following ways:

Residential Phone: 1800 372 372 (8am – 8:00pm Monday to Saturday)*

Business Phone: 1800 372 787 (9am – 5:30pm Monday to Friday)*

Residential Email: service@electricireland.ie

Business Email: business@electricireland.ie

Residential Online: www.electricireland.ie/customercharter

Business Online: www.electricireland.ie/business/helpful-links/customer-service-guarantees

Web chat: 9am – 5pm Monday to Friday

Social Media: 9am – 6pm Monday to Friday

Freephone, excluding bank holidays