Residential Electricity

Code of Practice on Pay As You Go Metering

electricireland.ie

electric Ireland

Smarter Living

This Code of Practice outlines services provided for Pay As You Go meter customers by Electric Ireland

Code of Practice on services for prepayment meter customers

This Code applies to our Republic of Ireland residential electricity and gas customers only.

Electric Ireland provides Pay As You Go meter facilities for suitable customers. Using a Pay As You Go meter provides an easy method of purchasing your electricity/gas in advance – similar to Pay As You Go mobile phone payment arrangements.

Any residential customer can choose to have a Pay As You Go Meter installed (subject to suitable wiring), quickly and without disruption to their electricity/gas supply. Pay As You Go meters allow you to take control of your energy requirements or to assist you in paying off any accumulated arrears.

Some of the advantages of Pay As You Go meters are

▶ In-home display of electricity/gas consumption to monitor and manage usage. Most meters can hold up to 13 months of data

▶ In-home display of remaining credit to manage top ups

▶ Audible alarm (electricity only) and emergency credit facilities built in

▶ Top ups are available online (for electricity Customers only) and from Payzone and Paypoint outlets for both

▶ No security deposit is required to get electricity/gas supply

Pay As You Go meters may not be suitable for all customers

For example

▶ This feature may be suitable for some customers with medical or other special needs e.g. sight problems, hearing difficulties, medical equipment installed at home. Should the installation not be possible Electric Ireland are committed to making alternative payment arrangements

▶ The Commission for Energy Regulation (CER) have put in place a rule that electricity/gas customers registered as vulnerable cannot be de-energised during winter months, however if they choose to opt for a Pay As You Go meter this rule will not apply and they will have their electricity/gas supply cut off if they do not maintain the credit in the meter

▶ When homes have unsuitable wiring, our technicians will advise suitability after a visit to your home

Please note that if you are renting a property, your landlord must give permission for the Pay As You Go meter to be installed.

Prepayment – how it works

Pay As You Go top up cards

Electricity Card

You will be provided with two Pay As You Go Electricity Cards with your individual Account Number printed on it. This Pay As You Go Electricity Card is used to purchase top ups and ensures that your purchase is properly allocated to your account.

It is important to use the specific Pay As You Go Electricity Card and/or Account Number for your property. Please ensure you use only an authorised Paypoint/Payzone Retail Agent when purchasing top ups as payments made may not be credited to your account.

If you lose your Pay As You Go Electricity Card please contact our Customer Service team on LoCall **1850 30 10 30 (Monday to Friday, 8am–8pm)** to arrange a replacement.

Gas Card

This will be provided to you by the technician when he is installing the meter.

It is important to use the specific Pay As You Go Gas Card for your property. Please ensure you use only an authorised Payzone Retail Agent when purchasing top ups as payments made may not be credited to your account.

If you lose your Pay As You Go Gas Card, you can purchase a replacement card at your nearest Payzone Outlet. This will cost €1.00.

Top ups

Electricity

Top ups can be purchased using your Pay As You Go Electricity Card from any Paypoint/Payzone outlet – many local shops and supermarkets provide this service. You can also top up online using your Debit Card or Credit Card at www.electricireland.ie

Gas

You can only purchase a gas top up at Payzone Outlets. You must present the card at all times.

You can view a list of Paypoint/Payzone outlets in your area by using the following links:
www.payzone.ie
www.paypoint.ie

Electricity

The minimum top up is €10, and the maximum top up is €100.

Each time you top up you will be provided with a 20 digit top up code, which is simply keyed into your meter when you return home.

If you lose your top up code – simply visit the agent where the payment was made and the top up code will be reissued free of charge. Alternatively, you can contact us on LoCall **1850 30 10 30 (Monday to Friday, 8am–8pm)** and we will reissue the top up code.

Gas

The minimum top up is €10, and the maximum top up is €250. This top up is updated on the chip in the Gas Card, which you enter into the meter to accept the top up when you return home.

Remaining credit & credit warnings

Electricity

The remaining credit on your account can be obtained by the push of a single key on your meter – the # key.

The average number of days credit remaining can also be obtained by pressing the # key followed by the 1 key.

If your credit reduces to €2 your meter will emit an audible alarm. The alarm will continue for 2 minutes and repeat every half hour, except during the hours of 10pm to 8am. The alarm can be silenced by pressing any button on the meter.

If you do not silence the alarm, your electricity supply will switch off. If your electricity supply is switched off in this way, pressing any button on the meter will automatically restore power and your €5 Emergency credit will apply. This should allow time to purchase a top up.

Gas

Once your credit goes below €5 the meter will offer you the €5 emergency facility. To accept this you must insert your card and press the button to accept. When you receive your €5 "Emergency credit", this should allow time to purchase a top up.

Emergency credit & Friendly credit

Electricity Only

If this "Emergency credit" runs out extra emergency credit called "Friendly credit" is provided on the following basis:
Mon – Thurs after 4pm – electricity will not be cut off until 9am the following day.

After 4pm on Friday – electricity will not be cut off until 9am the following Monday.

25th December, 26th December, 31st December, 1st January & 17th March – electricity will not be cut off until 9am the following morning.

> Note: All times stated are Greenwich Mean Time – please add 1 hour in summer

Any Emergency credit or Friendly credit used will be automatically deducted from your next top up.

Tariffs

Electric Ireland current prices are available at www.electricireland.ie

Electricity price changes

Electricity

When top ups occur after a change in electricity prices, customers will be given a 60 digit top up code to enter into the meter instead of the usual 20 digit top up code. This longer top up code reconfigures the meter for the new electricity rates.

Gas

Any price changes will be picked up on your top up card and transferred to the meter once the card is inserted and accepted.

Statement of account & payment arrangements

Electricity

Although Pay As You Go metering removes the requirement for paper billing, we will provide a minimum of one and a maximum of 3 statements of account to all customers.

If your Pay As You Go meter has been installed as part of a payment arrangement for collection of arrears, 25 per cent of each top up will be deducted until the arrears are cleared.

We will inform you when all arrears have been cleared on your next statement.

Gas

You will continue to receive a bi-monthly bill.

Should you require up to date information on your outstanding debt please contact our Customer Service Team on
**1850 30 10 30
(Monday to Friday, 8am–8pm).**

Meter reading

Electricity

ESB Networks will continue to read your meter every two months. Should the meter reader not gain access to your property, you can provide us with a meter reading by calling LoCall **1850 372 372 (Monday to Friday, 8am–8pm).** Please note that if you have a Budget Controller all meter readings will be taken from your Networks Meter rather than the Budget Controller as the Networks Meter is used to calculate your consumption.

Note: A difference can sometimes occur in the amount calculated between the Networks Meter and the Budget Controller resulting in a credit /debit balance on the account. This can happen, for example, where the price per unit on the meter is different to the current Electric Ireland prices, or if un-authorised top ups have taken place, or if the Budget Controller is not working properly.

Gas

A reading will be taken from your meter and stored on your card every time you top up.

This will then be passed back to Electric Ireland.

Electricity and Gas

Electric Ireland have the right to investigate where they have reason to believe that a Pay As You Go meter is not accurately reflecting a customer's usage. If the findings show any under/overcharge we will adjust the customer's account accordingly.

Moving house

Electricity

If you are moving house you should inform your supplier you are leaving and provide a meter reading and details of any credit left on the meter. Contact details are usually provided on your Pay As You Go Electricity Card.

You should try to avoid topping-up more than you need to if you are arranging to move

Gas

If you are moving house you should inform your supplier you are leaving and provide a meter reading. You should try to avoid topping-up more than you need to if you are arranging to move.

When you move in to your new address you should always register with your supplier and provide a meter reading as soon as possible.

If you wish to have a Pay As You Go meter installed at your new address, please call us on Lo Call **1850 30 10 30 (Monday to Friday, 8am–8pm).**

If the new property is not supplied by Electric Ireland we can also arrange a transfer for you on request.

Refunds

Electricity & Gas

Electric Ireland will refund any credits due to you by cheque should you move out of your property or if you decide to change supplier.

If your Pay As You Go meter fails or is faulty and you are entitled to a refund Electric Ireland will issue a top up to you to cover the amount of the refund or, if preferred, you can opt for a cheque refund.

PAYG meter Assistance

If you require any further assistance or advice, or if your PAYG meter is not working please contact us on LoCall **1850 30 10 30 (Monday to Friday, 8am–8pm).**

Resetting or removing PAYG meters

If you wish to have your Pay As You Go meter removed or reset please contact us at **1850 30 10 30 (Monday to Friday, 8am–8pm)** and we will agree arrangements and a suitable appointment to carry out your request within a reasonable period.

Other useful information and advice

If we fail to meet any of the commitments outlined in this Code, then you will be entitled to compensation under the terms of our Customer Charter.

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

By phone:

Lo Call 1850 30 10 30
(Monday to Friday, 8am–8pm).

By post:
Electric Ireland,
Swift Square,
Northwood,
Santry,
Dublin 9.

By email:
customerservice@electricireland.ie

Online:
www.electricireland.ie

User guide – Pay As You Go meters

Electricity

Entering top up codes

When you purchase a top up you will be provided with a 20 digit top up code which you will have to enter into your meter as follows:

Step 1:

Press the # key once on the keypad. The message "Key Code" will be displayed.

Step 2:

Type in all digits of the top up code. If a wrong digit is entered press the * key to go back.

Step 3:

Once all 20 digits (or 60 digits if an electricity price change is included) of the top up code are entered press the # key. The message "Sending" will be displayed.

After a few seconds one of the following messages will be displayed:

"Accepted" The top up amount will appear, followed by "Account" and the total credit on the meter.

"Rejected" Wait until the rejected message clears and start again from Step 1.

"Duplicate" You have entered this top up code before and cannot use it again.

"Incorrect" The top up code has been entered incorrectly or is for another property.

"Error" Top up code is missing a number or has been entered too slowly.

"Kblock" Top up code entered incorrectly five times.

Contact our customer service on Lo Call **1850 30 10 30 (Monday to Friday, 8am–8pm).**

"Wrong Tar" The price of electricity has changed. You must enter the special 60 digit top up code.

"CreditHI" There is too much credit on the meter. Wait for 1 week and re-enter code.

Functions of Pay As You Go meters

* Press before entering top up code.

\# Press after entering top up code – or to see amount of credit remaining.

1 Average credit time left in days. This is a guide based on your previous week's usage.

2 Cost of previous day's, week's, month's usage (press repeatedly).

3 Unit rates and number of units used. ** see across

4 Details of last five top up codes used.

5 Total monetary value of top ups entered into the meter.

6 Present usage in kilowatts. (1 kilowatt for 1 hour = 1 kWh = 1 unit of electricity).

7 Standing charge rate per day – if applicable.

8 Highest usage in any half hour in last 24 hours and when it occurred.

9 Total units used. (Use this button if asked to provide a meter reading).

0 Displays test, time and date.

Gas

Entering top up

Once you have bought credit your Gas Card should be inserted into the meter.

▸ When inserting your Gas Card, please make sure that the gold coloured chip on

** For Pay As You Go meters installed in premises with Day/Night

Key 3 – Unit rates DL (Domestic) CH (Central Heating) and HW (Hot Water).
Also standing charge rate per day.

the card faces towards the meter display

▸ To transfer your money to the meter, press the red button. The display will show 'Busy'

▸ The card should only be removed when 'Busy' is no longer displayed, otherwise your card may be damaged

▸ If the valve has previously been closed off (e.g. if the meter has run out of credit) then the meter will show OFF and ask you to check that your appliances are switched off - this is a safety feature

▸ When you are sure the appliances are off, press and hold the red button until the valve opens. If you have an amount showing on the 'OWED' screen the meter will use some of the inserted credit. The meter display will now tell you how much money you have left for gas

This Code has been approved by the
Commission for Energy Regulation (CER).

CER's Customer Care Team
can be contacted in the following ways:

By phone: 1890 404 404

Online: www.cer.ie/customer-care