

Code of Practice

May 2014



1. This Document

- 1.1 We are glad you have decided to have your home electricity supplied by PrePayPower. This document tells you how we will act when supplying power to you.
- 1.2 This document describes what your Keypad and Budget Controller will and will not do. It also gives our promise to you to explain how the Keypad and Budget Controller work, and the information we provide you about your service. See **Section 3, Code of Practice on Pay As You Go Metering and Budget Controllers**.
- 1.3 This document describes how we will advertise and market products to you, and bring you through the sign-up process. See Section 4, **Code of Practice on Marketing and Customer Sign Up**.
- 1.4 If you have a complaint, it describes how we will respond to understand and solve the problem. See Section 5, **Code of Practice on Complaint Handling**.
- 1.5 This document then describes how we treat our customers who may have special needs or requirements. See **Section 6, Code of Practice on Vulnerable Customers**.
- 1.6 It explains how we manage any once-off charges, refund of credit, and how we will manage account closures, when either moving home or changing supply. See **Section 7, Code of Practice on Billing and Disconnection**.
- 1.7 Finally, the document shows you how to contact us and the Commission for Energy Regulation (CER). See **Section 8, Contact Details**.

2. Other Important Documents

- 2.1 There are three other important documents that you should know about.
- 2.2 The **Customer Charter**, which describes what we will do if we do not meet our standards in our Code of Practices.
- 2.3 The **Terms and Conditions of Supply**, which, along with the Installation Agreement, is the legal contract between us.
- 2.4 Our **Welcome Pack**, which describes how your Keypad and Budget Controller works.
- 2.5 Our **Schedule of Service Charges** and your **Tariff**, which is updated from time to time on our website www.prepaypower.ie/termsandconditions/charges.

3. Code of Practice on Pay As You Go Metering and Budget Controllers

What your Budget Controller and Keypad Do

- 3.1 If you are supplied by us, you agreed to have a Budget Controller and Keypad installed in your home when you signed your Installation Agreement.
- 3.2 Together, the Budget Controller and Keypad allow you to see how much electricity you use, and when you need to Top-Up your account.
- 3.3 If you do not keep your account topped-up, the Budget Controller will cut-off your power. You can restore your supply by Topping-Up at any time. You remain in control, and if you are running low, we will give you a small IOU (I Owe You) of €5 to keep your supply while you organise a Top-Up.

Current Pricing and Terms and Conditions, and How they are Updated

- 3.4 Our Schedule of Service Charges and Tariff will be published on our website. The current Tariff and prepayment service charge are also available to you by pressing button 3 and button 7 on your KeyPad.
- 3.5 Changes to our Schedule of Service Charges, your Tariff, or our Terms and Conditions will be published on our website, www.prepaypower.ie/termsandconditions, and by national newspaper advertisement. You will then receive a 60-digit vend code instead of the usual 20-digit vend code through standard vending channels. Once this code is entered, subsequent vend codes will revert to 20 digits.

Installation and Ownership Policy

- 3.6 You should ensure that your home and your needs are suitable for a prepayment meter before switching your electricity supply to us, or installing our Budget Controller and KeyPad. We are responsible for assessing customer suitability for our service. We rely on you actively engaging with us at the time of sign-up, and thereafter if you have concerns whether our service is suitable for you. See our **Code of Practice on Vulnerable Customers** below in Section 6.
- 3.7 You should ensure that you have reasonable access to our any of our vending locations, online or phone based top up service before installing our Budget Controller and Keypad.
- 3.8 Where we are made aware, or become aware, of the Budget Controller and Keypad becoming unsuitable for your needs, we will discuss your options to have someone assist you with the operation of your Budget Controller and Keypad (see **Section 6, Code of Practice on Vulnerable Customers**), or to change supply and have the Budget Controller and Keypad removed (see **Section 7, Code of Practice on Billing and Disconnection**).

3.9 The Budget Controller and Keypad will remain our property at all times. If either the Budget Controller or Keypad is damaged, you may be liable for replacement charges as set out in our **Schedule of Service Charges**.

How to Operate your Budget Controller and Keypad

3.10 We provide you with a Welcome Pack when we install the Budget Controller and Keypad. The Welcome Pack contains information on how your Budget Controller and Keypad work. If you need another Welcome Pack, please contact us at the contact details at the end of this Code of Practice.

3.11 We also will provide you with a Top-Up Card that you use with Payzone or Paypoint when you want to Top-Up. If you need another Top-Up Card, please contact us at the details at the end of this Code of Practice and we will issue one by post. We will charge for all replacement Top-Up cards (charges available on our website www.prepaypower.ie/termsandconditions/charges in our **Schedule of Service Charges**), but will ensure you have a way of Topping-Up while you wait for your card.

3.12 Your Welcome Pack will explain how to use your equipment to:

- Top-Up
- Access Emergency IOU (the minimum amount of which is set at €5 by the Commission for Energy Regulation who may amend it from time to time)
- See your current electricity prices
- See how much electricity you are using now
- See how much electricity you have used

3.13 Your Welcome Pack will also explain that your Budget Controller will not cut you off at certain times;

- After 4pm (5pm during Day-Light Savings Time in the summer).
- Before 9am in the morning (10am during Day-Light Savings Time in the summer).
- Saturdays and Sundays.
- 25th to 27th of December, 31st December and 1st of January.

3.14 Our website www.prepaypower.ie provides links to lists of nearby locations where you will be able to buy your Top-Ups. Only buy Top-Up codes through Payzone and Paypoint terminals, our online Top-Up services, on our website, www.prepaypower.ie/topup or by calling our call centre. All Top-Ups bought using your Top-Up Card will only work with your home's Budget Controller and Keypad. If you purchase a Top-Up from an unapproved vendor, or if you use a Top-Up bought with someone else's Top-Up Card, it will not work in your Budget Controller and is considered a breach of contract with us. Any outstanding liability due to purchase from an unauthorised reseller will be recovered by us.

3.15 If you have any queries on how to operate your Budget Controller or Keypad Meter, you can contact us at the contact details given at the end of this Code of Practice.

What other information we will send you

- 3.16 Normally, we will send you a statement once a year showing you how much energy you have used, and how much you have Topped-Up by since your last statement.
- 3.17 If you are repaying a once-off charge, we will send you a statement three times a year detailing how much energy you have used, how much you have Topped-Up by since your last statement, the amount of once-off charge outstanding and the amount of the once-off charge repaid.
- 3.18 We are an e-billing supply company. A charge may apply for paper based statements as per our Schedule of Service Charges. It is your responsibility to provide us with an active email address at time of sign-up to avoid the paper statement charge, and inform us of any change in email, phone number or postal address. If we do not have a current email address on account, we will post you a paper statement annually to the supplier premises or postal address (if different), and we may apply the paper statement charge. Please contact us at the contact details at the end of this Code of Practice to provide us with any change or correction to your contact details.
- 3.19 We do not install Budget Controllers or Keypad Meters for the purposes of recovering debt from existing customers. If may be, however, necessary and appropriate to charge you a once off charge, for example as detailed in our Schedule of Service Charges.
- 3.20 Please refer to the **Code of Practice on Billing and Disconnection** for details of payment options, and the welcome pack and our website to you ensure you remain in control at all times.

What other information is available

- 3.21 Along with the other important documents in Section 2 above, you can find notice of current tariffs and known planned price changes on our website www.prepaypower.ie/termsandconditions. You will also be informed of changes to our prices and our Terms and Conditions by advertisement in a national newspaper.

Our Equipment and the ESB Networks Meter

- 3.22 The Budget Controller and Keypad Meter are designed to match the energy recordings of the ESB Networks meter that was already installed in your home. ESB Networks meter readings are required to ensure that your Budget Controller and Keypad Meter match correctly. It is important to let ESB Network technicians read your ESB Networks meter when they call.
- 3.23 We will monitor our Budget Controller and Keypad Meter Top-Ups against the ESB Networks meter readings that are sent to us. If there appears to be difference between our equipment and the ESB Networks meter, we will contact you to see why the difference has occurred.
- 3.24 It is important for us to do this, because the ESB Networks meter reading is the reading which is used by all suppliers to buy power from the network, and it is also the reading you will be responsible for if your account closes with us.
- 3.25 We will forward any ESB Networks meter reading that you provide us to ESB Networks so that their

records are up to date. We encourage customers to regularly submit readings, particularly if your meter is hard to access by ESB Network meter readers. Customer readings can be provided by you by contacting us at the contact details at the end of this Code of Practice. Please provide your Top-Up Card number or Meter Point Registration Number when contacting us.

Any Problems with our Equipment

3.26 Please contact us at the contact details at the end of this Code of Practice if you become aware of any issue with our Budget Controller or Keypad.

3.27 We will work through the issue with you on the phone, and determine by 12 noon the following working day at the latest whether a call-out is required. You may specifically request a call-out, even if we determine that a call out is not necessary.

3.28 Where there is interruption to your power, we will call out as soon as possible, and no later than 24 hours after your first call to us.

3.29 Call out fees will not apply where the issue with our Budget Controller or Keypad is due to a problem with our equipment.

3.30 Call out fees will apply where there is no issue with our equipment. Our call-out fees are listed in our Schedule of Service Charges.

Any Problems with our Equipment

3.31 Please see Section 7.7 of this Code of Practice for details of how to refund balances on your Budget Controller greater than €15 including VAT.

4. Code of Practice on Marketing and Sign Up

Customer Contact by Phone

- 4.1 Our sales calls may be recorded for service quality purposes. Any person who calls you by telephone from PrePayPower for marketing purposes will give their name, our company name and purpose of call. If you request it, we will give you our telephone number.
- 4.2 We will stop any call when asked to do so and let the customer know how they can be removed from the marketing contact list.
- 4.3 Unless specifically requested and we can facilitate your request, we will not call you for marketing purposes on Christmas Eve, any Public or Bank Holidays, Sundays, or outside 09.00-21.00 weekdays, and 09.00 to 19.00 on Saturdays.

Customer Contact in Person

- 4.4 All customer-facing staff will be provided with a clearly named and branded PrePayPower business card with the staff member's name, title, telephone number and business address and a photo - this will be presented on arrival to the customer.
- 4.5 Other staff from contractors working on the behalf of PrePayPower will produce a Photo ID with full business contact details on arrival at a customer's home and on request at any other time.
- 4.6 We will advise the customer of the purpose of our visit, and ask you if you want to continue the conversation.
- 4.7 We will provide the customer with a copy of a standard sales doorstep checklist prior to attempting to sell you any product if you wish to proceed. We will actively confirm that you have read and understood the doorstep checklist before signing you up to supply or a new product or service with PrePayPower.
- 4.8 We will stop any visit at your premise when asked to do so and let the customer know how they can be removed from the marketing contact list.
- 4.9 If we meet you outside of your home, we will stop any conversation if you wish to do so.
- 4.10 Unless specifically requested and we can facilitate your request, we will not call to your home on Christmas Eve, any Public or Bank Holidays, Sundays, or outside 09.00-21.00 weekdays, and 09.00 to 19.00 on Saturdays.

Customer Contact by Email or SMS

- 4.11 If you have provided PrePayPower with your email address, on all email communication to you we will provide you with the Company name and address, our email address or other contact information, a contact telephone number, and an easy method to unsubscribe from future email communications at no cost to you.
- 4.12 If you have provided PrePayPower with your Mobile telephone number, on all SMS communication to you we will provide you with the Company name and an easy method to unsubscribe from future SMS communications at no cost to you.

If you do not want to be contacted

- 4.13 We respect the decision of any customer who opts out of marketing messages; if you request in person, over the phone or in writing at the contact details in Section 8 of this Code of Practice to be removed from marketing contact list, we will implement your request within 28 days. You will not be contacted again for marketing purposes unless you request it. You may request written confirmation of removal from the marketing database within 40 days of us receiving your first request.

How we communicate our product and special promotions to you

- 4.14 If we are running a special promotion, our product and its description will be transparent and the prices of our offer will be fully up to date. If there is a time-limit to the promotion (either a deadline by which you must sign up, or the duration for how long the promotion lasts once you avail of it) we will let you know in its description.
- 4.15 If you are enjoying a promotional offer with us, we will let you know what terms and conditions of your standard service will be after the promotional offer. We will do this when you sign up to the promotion if we are certain of those terms and conditions. If we are not certain of the terms and conditions at the time of sign-up, we will inform you of the new terms and conditions at least 30 days in writing or by email before your promotion ends.

5. Code of Practice on Complaint Handling

- 5.1 In the event that you have a complaint, this section sets out in step-by-step fashion how we will try to resolve the complaint with you.
- 5.2 We undertake to provide you with a satisfactory explanation of your issue, and if the complaint is upheld an apology and/or redress as appropriate.
- 5.3 We consider that you have raised a complaint if you have raised any issue with our customer care team and it has not been resolved to your satisfaction.
- 5.4 You may contact us with a complaint at the contact details given at the end of this document where postal, email and telephone details are given. We will acknowledge your complaint within 5 working days.
- 5.5 We will attempt to resolve your complaint with our complaints handling team. Throughout, we will provide the name, title and contact details of the individual you are discussing your complaint with. If your complaint has not been resolved satisfactorily within 20 working days, the complaint will automatically be escalated to customer care manager. We will keep in contact with you as to our progress in examining your complaint every 5 working days.
- 5.6 The customer care manager will then manage your complaint. Again, the name, title and contact details of the individual will be provided throughout. We will keep in contact with you as to our progress in examining your complaint every 5 working days. If your complaint has not been resolved satisfactorily within a further 10 working days, we will send you written confirmation of the closure of the complaint, along with the contact details for the CER's Energy Customer's Team should you wish to continue your complaint.
- 5.7 The CER will review all documentation available related to the complaint, including our records of our actions. The CER will determine whether the outcome of the complaint was reasonable or unreasonable, and as necessary direct us to resolve any outstanding issues. The CER's contact details are included at the end of this Code of Practice.
- 5.8 Our commitment to these timelines of complaint resolution, escalation and communication depend on your engagement and response in the complaints resolution process. We will let you know if we are extending the timelines for this reason in our standard communications.
- 5.9 We may require more time to resolve a complaint where there are technical procedures that may take a period of time outside of our control (for example, checking a meter's accuracy with our vendor). We will let you know if we are extending the timelines for this reason in our standard communications.
- 5.10 If your complaint is upheld, we will pay you a Charter Payment, as per the timelines and method in our Customer Charter.
- 5.11 If your complaint is upheld following escalation to the CER, we commit to paying any compensation or redress within 14 days, under the methods set out in our Customer Charter.
- 5.12 While any complaint is being examined by the CER, we will not pursue payment of any money that is subject to the complaint. Ongoing charges for electricity use, however, will continue to be required while the complaint is being resolved.

6. Code of Practice on Vulnerable Customers

Vulnerable Customers

6.1 A Vulnerable Customer is a customer who 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 (“Medical Reasons”); or
- particularly vulnerable to disconnection during winter months for reasons of advanced age or physical, sensory, intellectual or mental health.

6.2 We recognise that a prepaid service is not suitable for certain customers. In particular, we do not provide our service to customers who rely on electricity for Medical Reasons as our customers need to actively top up and participate in keeping their supply active, and this might not be possible at all times to guarantee the supply of electricity to your home. We also do not provide our service to customers with visual impairment who do not have sufficient functional vision to use our Budget Controller. We will not offer our service to customers for whom we deem it to be unsuitable. Should you have any concerns about your suitability for our service please inform us at time of sign up and we will advise you on whether or not our service is suitable.

Power Cut-Off at ESB Networks Meter or Budget Controller during Winter for Vulnerable Customers

6.3 The CER has put in place a rule whereby Vulnerable Customers cannot be cut-off during winter months, from the 1st of November to the 31st of March. This rule will not apply to any vulnerable Customer when you have a Budget Controller. Our equipment may cut-you off at any time of the year above until you have Topped-Up your Budget Controller.

Services for all Vulnerable Customers

6.4 Where you have registered as a vulnerable customer we will provide you with our most economic tariff

6.5 If you wish, you can provide us with details of another person who can then contact us on your behalf to manage your account. Just contact us by any method listed at the end of this Code of Practice with your account details.

6.6 We operate full customer care via e-mail for any customer unable to call us at our call centre. Please contact us at the email address provided at the end of this Code of Practice.

What to Do if You Are or Become a Vulnerable Customer

6.7 If you wish to identify yourself as vulnerable, you may contact us at the details at the end of this Code of Practice or fill in a priority services form at www.prepaypower.ie/termsandconditions/priorityservices and we will help to determine suitability of our service for your circumstances.

- 6.8 We may ask for evidence for the proof of your status. We will require you to fill and submit the Vulnerable Customer form available on our website by post or email in order to register your status.
- 6.9 We rely on our customers coming to us to explain if they now consider they have become vulnerable since becoming our customer, and whether our service is still suitable.
- 6.10 If we believe that our service is no longer suitable, you will need to change to an alternative supplier and we will arrange for removal of our Keypad and Budget Controller. Moving supplier will be necessary as PrePayPower does not offer credit billed services to its customers. See the **Code of Practice on Billing and Disconnection** for details of how to close your account.
- 6.11 Under these circumstances, no contract termination fees will be levied if your account has closed before the end of its contract.

7. Code of Practice on Billing and Disconnection

7.1. This section outlines how accounts are closed and final balances reconciled, one off charges are notified and paid and how the ESB Network meter may be disconnected and the charges that apply.

7.2. If you are having difficulty keeping credit on your Budget Controller

7.2.1.If you are having difficulty keeping credit on your Budget Controller, the Budget Controller will disconnect supply to your home, and daily standing charges will still occur

7.2.2.It is important that you contact us at the details at the end of this Code of Practice as soon as it become apparent that you will not be able to keep regularly topping up to keep your supply active, as standing charges may start to accumulate over time.

7.2.3.We will work with you, with your permission referring your case to support agencies, to manage a supply of electricity to your home that will meet your needs.

7.3. Closing Your Account

7.3.1.If you close your account with us and do not open another account with us elsewhere (for example by moving property), and your period of contract with us was less than the minimum term of your contract, termination fees will apply as per our Schedule of Service Charges. This will include payment of the daily charge until the end of the minimum term of your contract, and any other charges as described in this section.

7.3.2.You are obliged to inform us when you wish to close your account with us. You are required to give us 30 days' notice in writing or email. If you fail to give 30 days' notice in writing or email at the contact details at the end of this Code of Practice, termination fees will apply as per our Schedule of Service Charges.

7.3.3.We request that you provide a meter read from the ESB Networks Meter on the day when you wish your account to close. If you have given us 30 days' notice, this meter read should be taken as close to the end of the notice period as possible. When ESB Networks verifies this meter read, this will be the read and date on which we stop charging you, and we will only keep your account open after that time for the purposes of collecting outstanding charges.

7.3.3.1. If there are charges outstanding we will send you a final bill within 6 weeks of the account closing.

7.3.3.2. This will include any other relevant charges in closing the account as listed in our Schedule of Service Charges.

7.3.4.You accept that if you cannot give us a closing meter read, you allow us to work with ESB Networks to stop charging you on the basis of an estimated read, and we may charge you an administration fee to close the account without a meter read as per our Schedule of Charges. We will only keep your account open after that time for the purposes of collecting outstanding charges. If the account

is closed using an estimated read and an actual meter read becomes available at a later stage, we will reopen your account and resettle any amount owed to you or owing by you within 6 weeks of receiving the adjusted meter read. The administration fee will still apply under such instances.

7.3.5. We may also close your account if you have not provided notice to us if:

7.3.5.1. ESB Networks informs us, with a closing meter read, that the premises is now proposed to be supplied by a new supplier; or

7.3.5.2. Someone else has informed us that they will take over your account solely in their name.

We will then close your account using the rules as set out under 7.3.1 to 7.3.3, and in section 7.4 if you are moving supplier. We will accept an actual meter read from ESB Networks or the new customer as meeting the requirements for you to provide a meter read under section 7.3.4.

7.3.6. If you are a tenant of a property and you do inform us with full notice that you are vacating the property, we will stop charging you for supply to that property on your requested date at the end of the month notice period.

7.3.7. If you are tenant of a property and you do not inform us that you are vacating the property you will remain liable for any consumption and standing charges incurred on the property until such times as the account is closed or transferred to a new supplier or tenant or landlord. We will only commence closing the account after following our process to determine that the house is indeed unoccupied under Section 7.8.5. If we do contact you and you neither top-up the Budget Controller to restore power, nor provide notice to close the account, we may at our discretion continue to disconnect your property and close the account. Termination fees as per our Schedule of Charges will apply, along with all appropriate ESB Networks fees and our fees to disconnect the property. Your account will be closed on disconnection of the property, at which time we will send you a final account closing bill as per section 7.3.3.

7.3.8. Whilst our Budget controller is in place, you will need to continue topping up until such times as the account is closed, or your power may be cut-off. It is our responsibility to ensure that the budget controller can be disabled (by us providing for a 60-digit code on your next vend or over the phone) or removed (by us arranging an appointment with you, subject to you giving sufficient notice) by that time.

7.3.9. We will make at least two attempts to contact you, by phone and by text, to confirm the closing of your account and to provide you with this 60-digit code to disable your budget controller.

7.3.10. We highly recommend that you contact us at the contact details at the end of this Code of Practice to ensure your account is closed in the correct manner.

7.4. Moving Supplier

7.4.1. We will be informed by ESB Networks that you have agreed with a new supplier to switch your supply. We will contact you within 5 business days of being notified to arrange an appointment to remove our equipment from your property. We will attempt to contact you twice as per

section 7.3.8 to ensure that you can disable your Budget Controller.

7.4.2. To ensure an efficient transfer of supply you should reply to any such contact from us as soon as possible.

7.4.3. If we are unable to access your property to remove our Budget Controller, we will charge you for the unrecovered Budget Controller and Keypad at the replacement cost as defined in our Schedule of Service Charges

7.4.4. If there are charges outstanding, we will send you a final bill within 6 weeks of the account closing.

7.4.5. If a refund is due to you when you move supplier, we will send you payment of the full amount no later than 2 months from the effective date of the change, or within a timeframe approved by the Commission for Energy Regulation.

7.5. Moving property

7.5.1. If you are moving property and changing to a different supplier at the same time, the rules for Moving Supplier will also apply, including the application of any termination fees. Please contact us at the contact details at the end of this Code of Practice in relation to Moving Property.

7.5.2. If you do not provide access to your old property to remove your Budget Controller, we will charge you for the unrecovered Budget Controller at the replacement cost as defined in our Schedule of Service Charges

7.5.3. You must contact us at the contact details at the end of this Code of Practice when you wish to move. You must give us 7 days' notice to arrange a time to remove your existing Budget Controller. If you do not provide this notice, or you do not keep the subsequent appointment, we will charge you a Meter Replacement Charge and Keypad Replacement Charge. Please see our Schedule of Service Charges for the Meter Replacement Charge and Keypad Replacement Charge.

7.5.4. We will close your account at your old property as per section 7.3.3 if you have provided us with a closing meter read, or as per section 7.3.4 if you have not provided us with a closing meter read.

7.5.5. If you are moving property and wish to remain as a PrePayPower customer we will need to install a Budget Controller and Keypad in your new property, unless they are already installed there.

7.5.5.1. You will need to contact us with your new MPRN number and read value of the ESB Networks Meter at your new property

7.5.5.2. We will then arrange to install a Budget Controller and Keypad in your new

property, unless they are already installed there

- 7.5.5.3. You will be given a new Top Up card with a new number that will only work in your new property
- 7.5.5.4. If we are unable to install our Budget Controller in your new property you will have to take your electricity supply from a new supplier. There will be no termination fee in this instance.
- 7.5.5.5. Your contract will start again from the day of first supply to your new property, and termination fees will apply if you cancel your contract before any minimum period stated in your contract expires. You will be asked to reconfirm the new contract duration when you sign the new Installation Agreement at your new property. You will be asked to sign the Installation Agreement, even if there is already an existing budget controller at your new property.

7.6. Once-off Charges

- 7.6.1. Once-off charges may occur when, for example, ESB Networks charges us for work done at your property with their meter, or when we charge you for issuing a new Top-Up Card.
- 7.6.2. Where once-off charges are related to ESB Networks charges or energy charges, upon request we will send you an invoice explaining the charge, listing the ESB Networks charges by name, or providing meter readings.
- 7.6.3. If your account is to be charged a one off fee you will have the option of paying for the fee immediately as a one off payment using a debit or credit card. If you do not wish to avail of this option we will place the amount outstanding as a prior charge on your Budget Controller and take 25% of all future top ups until the amount outstanding is repaid.
- 7.6.4. We will send you statement three times a year detailing your progress paying off the once-off charge, as per Section 3.17.
- 7.6.5. You may call us at the contact details at the end of this Code of Practice to receive up-to-date information regarding any outstanding balance.

7.7. Refunding balances on your Budget Controller to you

- 7.7.1. Over time, you may find you have excess credit on your Budget Controller
- 7.7.2. We will refund money to you on request if the amount to be refunded is greater than €15 including VAT. Please contact us using the contact details at the end of this Code of Practice should you wish to avail of this service
- 7.7.3. We will not refund any Budget Controller credit until such time as all outstanding balances to PPP are settled arising, for example, from one-off charges.

7.8. ESB Network Meter Disconnection

7.8.1. We will seek to minimise disconnection of the ESB Networks Meter, and will do so only as a last resort.

7.8.2. The ESB Networks Meter will be disconnected only when:

- 7.8.2.1. You have requested your premise to be disconnected (for example, when closing your account);
- 7.8.2.2. The property is unoccupied for an extended period and we cannot contact you;
- 7.8.2.3. Tampering with the Budget Controller or Keypad has been identified; or
- 7.8.2.4. Arising from ESB Networks' actions for safety reasons and/or operational reasons where appropriate.

7.8.3. At the time we instruct ESB Networks to de-energise/disconnect your property, you will be charged for all appropriate ESB Networks de-energisation/disconnection fees along with our administration fees. See the Schedule of Service Charges for more details.

7.8.4. Disconnection on Customer Request

7.8.4.1. If you, as the account holder, request to disconnect an unoccupied property to avoid accumulation of charges, we will facilitate that request. A fee will apply if you are with us for less than the minimum term defined in your contract with us.

7.8.4.2. ESB Network industry fees for disconnection (and subsequent reconnection if requested) will also be charged as outlined in our Schedule of Service Charges.

7.8.5. Disconnection of Identified Unoccupied Premises

7.8.5.1. Some properties with our Budget Controller and Keypad may not be actively topping up. The Budget Controller will stop the supply of electricity to the property and build up standing charges over an extended period of time.

7.8.5.2. If the house is determined to be vacated, we will instruct ESB Networks to disconnect the property. The account will be closed as per section 7.3

7.8.5.3. You have an obligation to inform PPP should you be leaving a premises vacant for a continued period of time.

7.8.5.4. Customers with premises which may be vacant for a period of time should provide contact details where they can be reached.

7.8.5.5. You should ensure that there is sufficient credit in the Budget Controller to cover the standing charges accruing throughout any vacant period

7.8.5.6. We will attempt to contact you by phone and SMS.

- 7.8.5.7. We will then write to you at the provided address. If the non-vending premise is the only address on file, this will be the address that the letter is sent to. This letter will be sent within three days of the last attempt to contact you.
- 7.8.5.8. If no contact has been received from you, we will send a formal notice of disconnection. This will give at least 10 days' notice of disconnection, after which time ESB Networks will be instructed to disconnect the ESB Networks' meter.
- 7.8.5.9. The formal notice of disconnection will specify our intention to request the disconnection by ESB Networks, along with the reason for disconnection, the cost of disconnection, the cost of reconnection, and our administration fee, if any, as set out in our Schedule of Service Charges. The notice of disconnection letter will describe charges that will apply if the disconnection is cancelled, or access to disconnect the ESB Networks Meter is not made available. It will also make clear that the resolution of the issue (including payment of any fees) cannot be resolved with the ESB Networks Technician, and that any arrears must be recouped, even if you are disconnected. Contact details for a nominated support agency will be provided. The letter will include contact details to resolve the issue immediately
- 7.8.5.10. You are obliged to provide us with seven days' notice to recover the Budget Controller and Keypad. If we cannot gain access to an unoccupied property, the closing invoice will include the cost of a replacement Budget Controller and Keypad as per our Schedule of Service Charges

7.9. Actions in the Event of Breach of Contract due to Identified Budget Controller Tampering

- 7.9.1. If at any stage there is known deliberate tampering with the Budget Controller, ESB Networks Meter or Keypad, we will record the evidence of same including where relevant the divergence between the energy recorded by the ESB Networks meter and the Budget Controller, and will write to you giving you notice of immediate disconnection, containing the information in section 7.8.5.9. This letter will contain the reason for disconnection, the cost of disconnection, the cost of reconnection, and our administration fee, if any, as set out in our Schedule of Service Charges. The notice of disconnection letter will describe charges that may apply if the disconnection is cancelled, or access to disconnect the ESB Networks Meter is not made available. It will also make clear that the resolution of the issue (including payment of any fees) cannot be resolved with the ESB Networks Technician, and that any arrears must be recouped, even if you are disconnected. The letter will include contact details to resolve the issue immediately.
- 7.9.2. At any stage during or after the process of disconnection the reason for disconnection is resolved we will request reconnection or cancellation of disconnection as appropriate of the ESB Networks meter as soon as possible.

7.10. Actions by ESB Networks

7.10.1. Note that ESB Networks may disconnect your electricity for safety or operational reasons as allowed for under their connection agreement with you. Disconnections for safety reasons can occur at any time, and fall outside this Code of Practice.

8. Contact Details

You may contact us at PrePayPower as follows:

You may contact us regarding our code of practice as follows:

Telephone: 1890 989 570

Post: Prepaypower
Paramount Court
Corrig Road
Sandyford
Dublin 18

Email: COP@prepaypower.ie

Our website www.prepaypower.ie/termsandconditions contains other important documents, including:

- Our Customer Charter
- Our Terms and Conditions
- The form for inclusion on the Priority Services Register
- Our Schedule of Service Charges

For a list of all PrePayPower contact details visit: <http://www.prepaypower.ie/contact>



The Commission for Energy Regulation may be contacted as follows:

Telephone: 1890 404 404

Post: Energy Customers Team
Commission for Energy Regulation
P.O. Box 11934
Dublin 24

Email: energycustomers@cer.ie