

PrePayPower Customer Charter

Our aim at PrePayPower is to provide you, our customers with the energy that you need and we're proud of the product and services that we offer and supply to you. At PrePayPower our service commitments to you are outlined below - full details are available in our Codes of Practice, all of which can be accessed online at www.prepaypower.ie/termsandconditions/codeofpractice

If you believe that we have not adhered to the commitment(s) in our Codes of Practice, there may be certain circumstances where you are entitled to a compensation payment of €30.

WE WILL ENSURE YOUR SWITCH TO PREPAYPOWER IS CONDUCTED IN A TRANSPARENT AND FAIR MANNER:

We will verbally confirm major relevant terms and conditions and the details of the product on the initial sign up telephone call. We will confirm what you have signed up for, along with a copy of the installation agreement on the day your meter is installed. You will be asked to read and to sign that you are in agreement with the relevant terms and conditions. If you have any questions our Customer service Team will be happy to help on 1890 989 560. Alternatively just email them at customercharter@prepaypower.ie and they will respond to you within 24 hours, Monday to Sunday

Our field representatives will always be able to confirm their eligibility status by production of an identity card that shows their full name, photograph, our business address and contact number here at PrePayPower. We will inform you of the nature of our visit, and will leave if requested.

USING OUR METER:

We will ensure that you will receive information on how to use the keypad and budget controller. On the day of installation the installer will show you how to navigate the keypad and budget controller and you will also be provided with a welcome pack which also contains relevant information on steps to get you started.

BILLING AND DISCONNECTION

We are a prepay electricity provider and do not bill our customers. We only resort to disconnection of supply in extreme circumstances such as vacant properties, fraud and refusal to have a meter installed.

VULNERABLE CUSTOMERS:

During our customer sign up process, our agents aim to identify potentially vulnerable customers. We do not accept customers who are critically dependent on electrically powered equipment. In general our product is not suitable for these customers. We recognise that a prepaid service is not suitable for all customers and our service requires customers to actively budget and participate in keeping their supply active.

WE WILL RESOLVE YOUR COMPLAINT AS QUICKLY AS POSSIBLE

Our agents are on hand to help and will generally be able to answer your query on the 1st call. If not, we will tell you what we need to do and arrange a time to call you back with a solution. We aim to resolve your issue as soon as possible.

Please note: We at PrePayPower will always aim to do our best to meet the above commitments, but there may be rare occasions where we are unable to do so for reasons outside of our control (for example, where network operators or other suppliers are involved). In these instances there may be times where our ability to deliver on these commitments is compromised.