

**Prepay  
Power**



## **Code of Practice:**

Customer Complaints for Domestic  
and Non-Domestic Customers

# Code of Practice on Customer Complaints for Domestic and Non-Domestic Customers

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## Our Commitment to you

At PrepayPower, customer satisfaction is important to us. If for whatever reason we have not met your expectations in relation to our products or service we want to hear about it. We will do our best to resolve any issue or complaint to your satisfaction. This document, our Code of Practice on Complaints for Domestic & non-Domestic Customers, outlines how you can raise a complaint, expect to have your Complaint dealt with and our commitment to you in relation to resolving the complaint.

## 1. What is a Complaint

We use the definition that the Commission for Regulation of Utilities (CRU) refers to which is “A complaint is defined as: The expression (through various possible channels, letter, email, phone call, physical claim) of a customer’s dissatisfaction and his/her explicit expectation for a response or resolution. The term explicit denotes that the customer states he/she is seeking some action to address his/her concern, even if he/she is not able to identify and state what action is required”

## 2. Who can raise a Complaint with us?

We will accept complaints from:

- Our customers (domestic & non domestic) who have experienced an issue with a product or service that we provide them.
- Non PrepayPower customers who have been impacted by our service or product
- Recognised agencies or third parties who are confirmed as acting on behalf of the customer

## 3. Our Complaint Policy

- We consider that you have raised a complaint if you personally (or an agency on your behalf) have raised any issue with our customer care team which required a response, action on our behalf or resolution and it has not been resolved to your satisfaction.
- 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.

- You may contact us with a complaint via any of the below:
  - Phone: 0818 919 487
  - Email: [complaints@prepaypower.ie](mailto:complaints@prepaypower.ie)
  - Online: complete our online complaints form at: [https://dazcorp.formstack.com/forms/online\\_complaints](https://dazcorp.formstack.com/forms/online_complaints)
  - Post: PrepayPower, Customer Experience, Paramount Court, Corrig Road, Sandyford, Dublin D18 R9C7
- If we have received your complaint via post, email or our online complaint form, we commit to acknowledging receipt of your complaint within 2 working days.
- Customers who are unable to communicate effectively in English or who may have additional communication requirements, may add a representative to their account to speak on their behalf or mediate in the case of a complaint.

## 4. Our complaint Process

- a. In the event that you have a complaint, this section sets out in a step by step fashion how we will try to resolve the complaint with you. In addition to this document, our Code of Practice on Complaint Handling, we provide detail of our complaints process on our website at the following link <http://www.prepaypower.ie/complaints-process>
- b. The high-level steps of our complaint process are as follows:
  - We will contact you to acknowledge complaint receipt (if received by email, letter, online) within 2 working days of receiving. If we were unable to resolve your complaint over the phone when you first called to raise it, we commit to contact you within 2 working days of receiving your call. As part of this contact, we will attempt to resolve your complaint and if unable to resolve, gain a more thorough understanding of the details of the complaint.
  - If our front-line staff are unable to resolve your complaint due to its complexity, it will be escalated to our first escalation level – our Customer Experience Team who is managed by our Head of Customer Experience. Your complaint will be handled by an agent in the team who will provide you with their name, title and contact details and will be a point of contact throughout this level of complaint resolution. We commit to contacting you with a proposed resolution, request for further information or confirmation that further investigation is required within 8 working days of the Customer Experience team receiving your complaint. If you are not satisfied with the resolution of the issue at this escalation level, your complaint will be escalated to the second escalation level.

- Your complaint will be passed to the Head of Customer Experience who is the second escalation level. The Head of Customer Experience will undertake a full analysis of the issue and will contact you with a final proposal for resolution within 5 working days. The Head of Customer Experience will provide you with their name and contact details and will be a point of contact for resolution at this stage of the complaint process. The final position will be supported by a written document (either posted or emailed to you) detailing the proposal for resolution, the confirmation of complaint closure from Prepay Power's perspective as well as the contact details of the CRU's Customer Care Team for follow up or final escalation if you are not satisfied with the final resolution of the complaint and wish to raise it with the CRU.
- If your complaint is upheld following our internal complaints process, we will pay you a Charter Payment, as per the timelines and method in our Customer Charter. The Charter Payment amounts to €30 per breach in practice. It will be paid to you either as credit on your meter, a cheque payment or debit/credit card refund. We will the Charter Payment to you within 10 working days of advising that the payment is due.
- If you choose to raise your complaint with the CRU as you feel it has not been satisfactorily resolved by us, please contact the CRU's Customer Care Team at the following details:
  - Telephone: 1890 404 404
  - Post: The Customer Care Team, Commission for Regulation of Utilities P.O. Box 11934 Dublin 24
  - Email: [customercare@cru.ie](mailto:customercare@cru.ie)
  - Web: <https://www.cru.ie/need-assistance/customer-care-team/>
- If you log a complaint with the CRU, they will ask you to confirm that you have completed the full internal PrepayPower Complaint process and been notified accordingly. The CRU will request confirmation from the Regulatory Affairs team in PrepayPower as to whether the complaint has completed our internal process. Once confirmation has been provided back to CRU that the complaint has completed our internal process, it gets classified as a Complex Complaint
- While any complaint is being examined by the CRU, we will not pursue payment of any money that is subject to the complaint. Ongoing charges for electricity and gas use, however, will continue to be required while the complaint is being resolved.
- The CRU will review all documentation available related to the complaint, including our records of our actions. The CRU will determine whether the outcome of the complaint was reasonable or unreasonable, and as necessary direct us to resolve any outstanding issues. All communication between the CRU and PrePayPower relating to the complaint is handled at our third escalation level. This involves the Head of Regulatory Affairs within PrepayPower.

- If your complaint is upheld following escalation to the CRU, we commit to paying any compensation or redress within 14 working days, under the methods set out in our Customer Charter. Methods include cheque, credit/top up to the meter or debit/credit card refund. The method will be determined by the customer.
  - We will respond to the CRU's final decision to a complaint resolution within three weeks from the date of the final decision, confirming, where relevant, that the CRU's final decision has been implemented.
- c. We aim to provide you with a final answer in relation to your complaint within 2 months of the complaint being notified to us. Our commitment to this timeline (and those described in the section 4b) 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
- d. Similarly, to point c, we may require more time (more than 2 months) 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.

## Get in Touch

If you have any queries regarding our Code of Practice on Customer Complaints for Domestic and Non-Domestic Customers please get in touch:



**Phone us:**  
0818 919 487



**Email us:**  
COP@prepaypower.ie



**Write to us:**  
Yuno Limited t/a PrepayPower,  
Code of Practice, Paramount  
Court, Corrig Road, Sandyford,  
Dublin 18, D18R9C7.

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