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# Code of Practice

## On Smart Services

**Prepay  
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## Code of Practice on Pay as You Go (PAYG)

In order to encourage our customers to use electricity at times when electricity is more cheaply available, Prepay Power will make a Time of Use (ToU) tariff available that has the potential to save customers money and support a more flexible and sustainable electricity system.

Customers who choose to make use of our ToU tariff will have the potential to make financial savings if they shift their energy consumption to cheaper off-peak times. Should you fail to shift your energy usage away from peak times our ToU Tariff may prove to be more expensive.

Pay as you Go suppliers, for health and safety, are unable to supply customers who are dependent on an uninterrupted supply of electricity. A prepayment service also may not be suitable for the visually impaired due to the nature of the service. If it is found that our services are no longer suitable, we will be happy to assist you in finding a suitable supplier.

### Our Commitment to you

We at PrepayPower are committed to providing you with an excellent electricity prepayment service that is designed to give you maximum control over your energy budget. We leverage technology through our online and mobile App making topping up and staying in control of your energy usage and budget as easy and reliable as possible.

Our mobile App will provide you with your up to date half hourly interval consumption data collected from your PrepayPower smart meter. This will allow you to see when you are consuming electricity and the costs associated therewith.

Customers with an ESB networks smart meter installed have an ongoing choice of how frequently their consumption data is collected from the ESB networks meter and sent to their supplier. The choice is between data collected every half hour (and sent to the supplier once a day), or data collected every two months.

To avail of our Prepaid Time of Use (ToU) tariff you will have to agree to ESB networks collecting storing and sharing with us either your half hour data daily or your day/night/peak data every 2 months which is obtained remotely from your ESB networks smart meter.

Prepay Power will ensure that you are provided with a ToU primer that will explain how a ToU tariff works as well as its benefits in order to provide you with information on how to efficiently use electricity and save money.

You as our customer can request via our website, a frequently refreshed harmonised downloadable file (HDF) containing your consumption data or electricity export data in a standard harmonised format for the preceding 24 months or from the start of your contract (whichever is shorter) which you will in turn be able to share with another supplier or third party.

## Time of Use Tariff (ToU)

Our ToU tariff pricing differs according to the time of the day that the electricity is used. It is designed to enable you to save money by shifting your energy consumption away from expensive peak times to cheaper off peak times.

Prepay Power customers will be provided with a ToU primer containing more information on the wider benefits of Time of Use tariffs and how they work in general.

If your Smart meter was installed before 2021 you will receive a ToU primer by July 2021, otherwise you will receive a ToU primer within 3 months of your smart meter installation. Customers can elect whether or not to avail of our ToU tariff. Those customers who have not switched to a ToU tariff within 12 months of receiving a ToU primer will be provided with an annual ToU reminder aimed at promoting awareness, understanding and the benefits of ToU tariffs.

If you have not switched to a time-of-use tariff, we will make best use of available information on your consumption pattern to make our communications with you as relevant and tailored as practicable.

PrepayPowers Standard Smart tariff will be billed according to the bellow time bands (all local time)

- Day = 08:00 to 23:00 (excluding peak)
- Night = 23:00 to 08:00 (single night rate)
- Peak = 17:00 to 19:00

The unit rate for the night period is the cheapest, with the day period more expensive and the peak period is the most expensive.

For more detailed information about the potential benefits of our ToU tariff and the specific unit rates associated with each time band please see our schedule of charges at [www.prepaypower.ie](http://www.prepaypower.ie) or contact us on 1800 910 010.