

## Schedule of Service Charges

All charges are inclusive of VAT, unless stated.

Please see [www.prepaypower.ie/tariffs](http://www.prepaypower.ie/tariffs) for details of your unit rate, other standing charges, and any applicable taxes and levies.

Meter replacement charge (not including Meter Removal fee or Call out fee as applicable)	€135
Keypad replacement charge (not including Meter Removal fee or Call out fee as applicable)	€50
Customer card replacement charge	€10
Call out fee (appointment starts after 8am or before 6pm)	€50
Out of hours - weekday (not including public holidays, outside of 6pm to 8pm)	€90
Out of hours – weekend (including public holidays, outside of 6pm to 8pm)	€130
Meter removal fee (applied only during early termination of contract, or if sufficient notice not given of end of contract after initial contract period) *	€50
Issue of letter to confirm address (for proof of address requirements with third parties)	€5
Unsuccessful de-energise supplier administration fee	€40
Successful PrepayPower requested de-energisation supplier administration fee	€90
De-energise/re-energise ESB Networks fee **	€70 + VAT
Administration fee for closing account without customer meter reading	€60

### Contract Termination Fees Waived for winter 2022

PrepayPower is waiving early **termination fees** for any customer having difficulty paying for their energy costs until March 31<sup>st</sup>, 2023.

You can contact our supportive team on 1800 911 923 if you are struggling to pay for your energy costs.

**\* Rules for Termination Fees (see Code of Practice for full detail of when it may apply):**

- Early Termination of contract fee in Initial Term =
  - o Meter removal fee +
  - o Daily standing charge to end of full Initial Term (to a maximum of 6 months of standing charges) +
  - o Meter replacement charge and Keypad replacement charge, fully refundable on recovery of meter and keypad

- Termination of contract after Initial Term without giving PrepayPower full Notice Period =
  - o Meter removal fee +
  - o Meter replacement charge and Keypad replacement charge, fully refundable on recovery of meter and keypad
- Termination of contract after Initial Term giving PrePayPower full Notice Period =
  - o No fee

Initial Term is the minimum period of this Contract as set out in your Installation Agreement.

Termination of the contract is the date from which PrepayPower no longer supplies electricity to your home, or from when you have permanently moved out.

Notice Period is one month. Notice may be given by email or in writing. See contact details in our Code of Practice at

[www.prepaypower.ie/termsandconditions/codeofpractice](http://www.prepaypower.ie/termsandconditions/codeofpractice)

\*\* Under CER 13/305, only 50% of this fee will be passed on to consumers until 31st December 2014 if the reasons is for non-payment of account. Appropriate fee will be charged whether de-energisation is successful by ESB Networks or not.

