

**Prepay  
Power**



**Code of Practice on Sign Up for Domestic  
and Non Domestic Customers**

# Code of Practice on Sign Up for Domestic and Non Domestic Customers

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## Our Commitment to you

We at PrepayPower are committed to ensure that your switch to us is conducted in a fair and transparent manner. The sign up process for household (domestic) and non-household (non-domestic) customers, whether over the phone, via our lead generation team, or on our website must comply with our commitments contained in this code of practice on customer sign up.

## 1. Customer Contact

### 1.1 Customer Contact by Phone

- All our agents are trained to provide the highest level of customer service. Our sales calls are recorded for service quality purposes. Our agents who phone you for marketing or sign up purposes are required to do the following as soon as is practical on the call:
  - Clearly identify their name to you; and
  - Indicate that they are making a call on behalf of PrepayPower; and
  - Inform you of the purpose of the call; and
  - Provide you with a contact number if you request one.
- We will stop any call when asked to do so and let you know how you can be removed from the marketing contact list.
- 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.

### 1.2 Customer Contact in Person

- When our staff engage in marketing activity at your premises (without a prearranged appointment) or by personal contact, we will:

- produce a clearly named and branded PrepayPower identity card that shows our staff member's name, title and photograph and the name, business address and contact number of PrepayPower; and
  - advise you of the purpose of our visit or contact and enquire if you wish to continue the conversation; and
  - provide you with a copy of the standard doorstep checklist prior to the commencement of the lead generation pitch and actively confirm that you have read and understand the doorstep checklist; and
  - stop our lead generation pitch and visit at your premise when asked to do so and let you know how you can be removed from the marketing contact list if you ask to be;
  - stop any conversation and lead generation pitch if you wish to do so if we have met you outside your property or at any other place.
- Contractors working on behalf of PrepayPower will produce a Photo ID with full business contact details on arrival at your home and on request at any other time.
  - 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.

### 1.3 Customer Contact via Email

- When our staff engage in marketing or information provision to our customers via email, we will provide the following information within the email:
  - Our name and address; and
  - Our e-mail address or other means of electronic contact; or
  - Our contact number; and
  - An easy method of unsubscribing or removing your email address from future messages at no cost to you.

### 1.4 Customer Contact via SMS

- When our staff engage in marketing or information provision to our customers via SMS, we will provide the following information within the SMS:
  - Our company name; and
  - An explanation of an easy method to unsubscribe or have your mobile phone number removed from future SMS communication at no cost to you.

## 1.5 If you do not want to be contacted

- We respect the decision of any customer who opts out of marketing messages; if you request in person, over the phone or in writing by letter or email to be removed from our marketing contact list, we will implement your request within 28 days. You will not be contacted again for marketing purposes unless you request it.
- To opt out of direct marketing please use the following contact details:
  - Phone: 0818 919 487
  - Email: [optout@prepaypower.ie](mailto:optout@prepaypower.ie)
  - Marketing Messages via SMS/Email – click on the opt out link on any messages we send you.
  - Post: Opt Out, PrepayPower Limited, Code of Practice, Paramount Court, Corrig Road, Sandyford, Dublin 18, D18R9C7
- You may request written confirmation that your details have been removed from our marketing database. Confirmation will not be provided unless explicitly requested by you.

## 2. Sign up

- During our sign up process we will
  - Go through the energy offer or product that you are being signed up to. We will explain all charges associated with the product or offer; and
  - Provide key terms and conditions to you during the sign up call; and
  - Provide you with a copy of our terms and conditions of supply, the contract which we call our Installation Agreement as well as details of the rates that apply to the product you are signing up to; and
  - Provide you with details regarding the cooling off period that applies, including the conditions, time limit and procedures for exercising the right to cancel a contract with us before the contract is concluded; and
  - Inform you as to when the cooling off period starts; and
  - Advise you of any terms and conditions in addition to the standard supply terms of conditions where you are signing up to a promotional offer;
  - Highlight to you that we are a paperless supply company which means that our default method for sending our annual statements to you is via email. Unless a paper format annual statement is explicitly requested, we will issue annual statements via email.
  - Comply with the regulation stipulated by the Commission for Regulation of Utilities in relation to account opening, information about the product, terms and conditions of supply, the cooling off period and vulnerable customers.
- During our sign up process by one of our lead generation agents, our agent will:
  - leave a Cancellation Form with you (should you conclude the sales contract over the phone with one of our telesales agent), together with the Doorstep Checklist

- During our sign up process we will ascertain whether you are eligible to register as a Vulnerable Customer and if so, we will highlight the steps that you have to take in order to register;
  - If you are registered as a Vulnerable Customer and continue to be supplied by us, we will make you aware that you are no longer protected by the CRU regulatory measure which is designed to protect Vulnerable Customers from disconnection of the ESB/GNI Meter of Record due to non-payment of account. We will advise you to review our Code of Practice on Vulnerable Customers for additional and relevant information.
  - Signing up to PrepayPower means that you are availing of a Lifestyle Pay As You Go (PAYG) service. We will ensure that:
    - Our PAYG service is suitable for you
    - You receive adequate and sufficient information which is clear and easy to understand in relation to how emergency credit is used, how friendly credit works, the period when supply will not be cut off, what happens at low credit and conditions under which disconnection will occur.
    - Advise you to review our Code of Practice on Pay as you Go Metering for additional and relevant information.
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## Get in Touch

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

**Phone us:** 0818 919 487

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

**Write to us:** PrePayPower Limited, Code of Practice,  
Paramount Court, Corrig Road, Sandyford,  
Dublin 18, D18R9C7