



Electricity

Smart Meters

CODE OF PRACTICE

BGE/RE/SMCOP/1220



bordgaisenergy.ie

If you need any further help
or advice please contact us:

Residential electricity contact details

Tel: 01 611 01 01

Contact us at:

bordgais.ie/company/contact-us

Customer Service

Residential Electricity

Bord Gáis Energy

PO Box 10943, Dublin 2

For customers who are deaf or hard of hearing we offer live webchat on our website. Just look for the icon. Alternatively you can contact us through our Have a question? form on our website. You can also find us on Twitter @bordgaisenergy and Facebook Monday - Friday 8am - 5pm

Business electricity contact details

Tel: 01 611 01 33

businessdirect@bordgais.ie

Customer Service

Business Energy

Bord Gáis Energy

PO Box 10943, Dublin 2

Please note that calls may be recorded for quality and training and to improve service and security and verification purposes.

Code of Practice

Smart Metering Services for Electricity Customers

1	Introduction	4
2	Data Retrieval from Your Smart Meter	4
3	“Time-of-Use Tariffs” - what are they?	5
4	Information from Your Smart Meter	6
5	Your Smart Meter Bill	7
6	Data protection	7
7	Complaints	8

1 Introduction – what is a smart meter?

This Code of Practice gives you more information on the electricity smart metering services that Bord Gáis Energy provides to our customers.

This Code applies to all of our customers with a smart meter in their homes and business. You must have a smart meter to avail of certain smart services. If you previously objected to a smart meter and would like to avail of smart services and products then you will need to have a smart meter fitted. Please let us know by contacting us using the details in this Code and we can request a smart meter for you from ESB Networks (ESB Networks will need to approve your request).

Smart meters were introduced to the electricity market in Ireland in 2019. Smart meters are being installed in customers' homes and premises on a phased basis which will complete by around 2025. There is no upfront charge for the installation of a smart meter.

A smart meter works by giving more accurate information on actual energy usage across each day. This means that customers can have access to much more information about their energy usage. This also enables electricity Suppliers to provide a greater choice of tariffs and services which was not previously possible using the old meters.

In this Code of Practice, we provide more details on the smart metering services that we offer.

2 Data Retrieval from Your Smart Meter

If you have a smart meter installed and take no further action ESB Networks will continue to collect your data as normal (every two months) and provide it to us (your supplier).

You may choose for your energy consumption data to be collected regularly (daily) or may be more detailed (every two months but displayed in 'day', 'night' and 'peak' intervals). However, we would ask you to note that ESB Networks determines the communications capacity/ability of your premises, therefore, the level of data retrieval you choose may not be always available. So we may not always be able to retrieve the amount/type of data you want from ESB Networks due to this or network communications issues. Your choice of Time of Use of Tariff may also be limited in that circumstance. See Section 3.0 for more information on our Time of Use Tariffs.

For more information on this then please see our Privacy Notices on our website for the uses we make of your data. Please note that if you do not opt for Half Hourly collection of your data then you are also unlikely to have access to smart Pay as You Go services and may receive less energy usage and cost information from us.

You have an ongoing choice as to whether your data is collected on a daily basis. If you do not want your data to be remotely collected on a daily basis then please contact us using the details on the inside front cover of this Code of Practice.

3 “Time-of-Use Tariffs” – what are they?

If you have an electricity smart meter, then you can choose to have a Time of Use tariff (Please note:- If you have received a smart meter then you will continue to avail of your existing tariff unless you make a choice to avail of a Time of Use tariff). A Time of Use tariff charges you different rates depending on when you use electricity. For example, wholesale electricity tends to be cheaper at night and more expensive at times of high usage such as around 5pm to 7pm. This means that you can benefit from the variations in electricity prices throughout the day and tailor your electricity usage accordingly.

Therefore, by choosing a Time of Use Tariff, you can choose to use electricity at times during the day or night when your electricity is cheaper. In order to get the most out of your smart meter and make savings/be more energy efficient, then you may need to change your behaviours. For example, by using electricity when it is cheaper and more efficient to do so. This is one of the significant benefits of having a smart meter installed.

Please note that when you avail of a Time of Use tariff, we will make any applicable conditions associated with this Time of Use Tariff clear at the point of sign up. We would ask you to note that in some limited circumstances, you may not be able to avail of a Time of Use Tariff if the communications system in your area is poor.

The Commission for Regulation of Utilities (CRU) is keen that all electricity customers with a smart meter can benefit from a Time of Use tariff. Therefore, we will encourage our electricity customers with a smart meter to choose a Time of Use Tariff. We will send you a leaflet (by post or email) with information on Time of Use Tariffs and their benefits shortly after your smart meter becomes effective. If you have not chosen a Time of Use Tariff, we will contact you every 12 months to remind you about their availability and benefits.

We will continue to develop and expand our Time of Use Tariffs over time so we would encourage you to read the information we send you carefully and make an appropriate choice for you.

Bord Gáis Energy currently has a number of Time of Use Tariffs, including our Standard Smart Tariff, which are designed to provide maximum choice for our customers based on your lifestyle and your usage of electricity.

Our Standard Smart Tariff

We offer residential electricity customers a Standard Smart Tariff (SST). This is structured into 3 “time bands” and the price of electricity is different in each of these 3 time bands. This allows you to choose to tailor your electricity consumption to use electricity at times when the electricity is cheaper. The 3 time bands are:-

- Day - 0800 to 2300
- Night - 2300 to 0800
- Peak - 1700 to 1900

We would encourage you to visit our website at www.bordgaisenergy.ie for the most up to information on our latest Time of Use Tariffs (including our Standard Smart Tariff) and any current offers and discounts we have.

4 Information from Your Smart Meter

Your smart meter enables you to access much greater information about your electricity usage. In turn, this then means you can better understand your electricity usage and make more informed choices about the tariffs and services you want.

Depending on your choice (for example, where you choose certain Time of Use tariffs) Half Hourly data may be provided to us. Where Half Hourly consumption data is available

we will provide a breakdown of this data to you.

What does this mean?

- This gives you a breakdown of your electricity usage every half hour of the day. So, there will be 48 half hours’ worth of usage data every day.
- You can access up to 24 months’ worth of your historic data (this will be less if you joined us in the last 24 months and will be available for however long you have been with us).
- You can easily download this data to your own device.
- We will regularly refresh this data so it is accurate and up to date.
- Export data (where applicable and if available) can also be accessed on the same basis.
- This information is in a standard format across the industry in order that you can analyse/ share your data with another Supplier or a 3rd party who may be offering energy management services.

How do I access my Half Hourly Consumption Data?

- Your own Half Hourly data is available through our website at bordgaisenergy.ie via your online account.
- Please note that you must sign-up for an online account to obtain this information as we

need to verify your personal details in order for you to download this data.

Other Consumption Information available

- MCC12 customers - we will be providing the Half Hourly Daily File (“HDF”) as set out above, consumption graphs on the smart electricity bill and an online consumption graph which allows customers to monitor their consumption for the previous 24 months (aligned to the HDF).
- MCC16 customers - there will be consumption shown on your smart bill, the bill period comparison graph to the previous year on your smart bill and you can also access your meter read history online.

5 Your Smart Meter Bill

We have a separate Code of Practice on Billing and Disconnections. This includes a section on our Smart Meter Bill. This Code explains where there are any differences with your smart bill. Please visit <https://www.bordgaisenergy.ie/resources/codes-customer-charter> to view our Electricity Billing and Disconnection Code.

6 Data protection

Bord Gáis Energy and its agents recognise the rights of the customer under data protection legislation. Bord Gáis Energy will only use personal information for the purposes for which it was collected. Bord Gáis Energy has made detailed Privacy Notices available to customers. These set out the various purposes for which personal information of customers is collected and used. They also set out the sources from which we get personal data, how it is shared, and how customers can exercise their rights under data protection law. All customers should make themselves aware of the contents of these Privacy Notices which are all available at ww.bordgaisenergy.ie/dataprotection. Information may be passed to our agents in order to provide services for the customer. All agents are fully trained with regard to the relevant legislation and only act in accordance with our instructions. Data protection complaints or queries should be directed in the first instance to the Bord Gáis Energy Data Protection Officer, who can be contacted at dataprotection@bordgais.ie or by calling 01 611 01 01. The postal address for our Data Protection Officer is Data Protection Officer, Bord Gáis Energy Limited, PO Box 10943, Dublin 2.

7 Complaints

We aim to give you the best possible service. If however, you are unhappy with the service we have given you please call us on **01 611 01 01** and we will try and resolve it over the telephone.

Alternatively you can write to:

Customer service
Bord Gáis Energy
PO Box 10943, Dublin 2

or by contacting us at
bordgais.ie/company/contact-us

It is our aim to settle any concerns as quickly and as fairly as possible. If you write to us with a complaint, we will respond to you within ten business days. If you are unhappy with the response you receive from the first point of contact you may have your complaint reviewed at a higher level. Our commitment is that all complaints will be either resolved within eight weeks or an action plan will have been agreed with you. In all cases, we will keep you informed about the progress in resolving the matter.

We have a code of practice on handling customers' complaints. To receive a copy please call us on **01 611 01 01** or you may view it online at www.bordgaisenergy.ie

If following a review and written response from one of our customer

service managers you are still not satisfied, and have received written notification of the closure of the complaint from Bord Gáis Energy, you may contact the Commission for Regulation of Utilities. The complaint should only be passed to the Commission after it has gone through the Bord Gáis Energy internal complaints escalation process.

The office of the Commission for Regulation of Utilities can be contacted by the following means:

Address:

**Customer Care Team,
Commission for Regulation of
Utilities, The Exchange,
Belgard Square North, Tallaght,
D24 PXWO**

Tel: 1890 404 404

Fax: 01 4000 850

Email: customer-care@cru.ie

Web: www.cru.ie/customer-care

