

## Smart Tariffs

### Terms and Conditions of Tariff

#### Smart24

#### October 2024

- 1) These are Bord Gáis Energy's terms and conditions for our [Smart24 Tariff](#)
- 2) These terms and conditions set out the details of this tariff and should be read in conjunction with our Electricity Smart Metering Terms and Conditions (Fixed Term or no Fixed Term) or our Dual Fuel Terms and Conditions with Electricity Smart Metering (whichever is applicable to the offer you have agreed to). These can be found at: [Service & supply Ts&Cs | Bord Gáis Energy \(bordgaisenergy.ie\)](#)
- 3) Our Smart24 Tariff is a half-hourly flat rate tariff where the same price is charged in each half hour of the day. This tariff also splits your usage into time bands and different discounts may be applied in different time bands depending on our offers available from time to time. Please note that while the same flat rate is charged across all time periods, the different discounts applying to different times mean that the final price paid may be different across the day, night and peak.
- 4) The different charging times/ bands for our Smart24 Tariff are:
  - a. Day: 8am to 9pm (except Peak)
  - b. Night: 9pm to 8am
  - c. Peak: 5pm to 7pm Mon to Fri
- 5) The current tariffs or charges for each time band can be viewed on our website at: [Our Tariffs & Prices | Bord Gáis Energy \(bordgaisenergy.ie\)](#) If you are receiving a discount for consumption in the different time bands then this will be notified to you in your Confirmation Letter/ Email once you sign-up.
- 6) With the Smart24 Tariff, electricity consumption data will be collected for this tariff daily in half hourly intervals (half hourly consumption data) and sent to ESB networks. It will be displayed in 'day', 'night' and 'peak' intervals.
- 7) The meter configuration for this Tariff is MCC12 (as displayed on your Smart Meter bill). Where you choose this Time of Use Tariff configuration called MCC 12, half hourly consumption data may be provided to us by ESB Networks. Where half hourly consumption data is available to us, we can provide a breakdown of this data to you. This gives you a breakdown of your electricity usage for every half hour of the day.
- 8) You can access up to 24 months of your historic half hourly consumption data through our Website via your online account. You must have an online account with us to use this service. The amount of half hourly consumption data will be less if you joined us in the last 24 months and will be available for however long you have been with us. This half hourly consumption data can be downloaded to your own electronic device. We will regularly refresh this so it is accurate and up to date. Export data (where applicable and if available) can also be accessed on the same basis.
- 9) Customers on this tariff can choose to be billed monthly or every two months. You can choose a billing day on any day between 1 – 28 of the month.
- 10) Our preferred method of payment is by Direct Debit. Your Direct Debit will be taken 14 days after the billing date. You may lose any discount that was applicable for paying by Direct Debit if you stop paying by Direct Debit.
- 11) Our preferred billing method is by paperless billing, but a paper bill is also available. Please call us on 01 611 01 04 to sign up for a paper bill. You may lose any discount that was applicable for paying by paperless billing if you change to a paper bill.
- 12) You are able to change your smart meter tariff within the terms of your contract terms and conditions by contacting us on 01 611 01 04 or through your online account. We will explain any conditions associated with this change when you sign-up for the new smart meter tariff.

13) If signing up for green energy, your 100% renewable electricity and 10% green gas will be supplied from renewable sources. Please see [bordgaisenergy.ie](http://bordgaisenergy.ie) for more details.