



Electricity Smart Pay As You Go Meters

Code of practice



Residential electricity contact details



01 611 01 01



bordgais.ie/company/contact-us



**Customer service
Residential electricity
Bord Gáis Energy
PO Box 10943
Dublin 2**

Deaf and hard of hearing customers, please contact us via "Live Chat" on our website or "Have a Question?" form on our website or social media (Facebook or X), Monday to Friday from 8am to 5pm



bordgaisenergy.ie

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



1 Introduction

This code of practice gives you information about our electricity Smart Pay As You Go Metering service and explains exactly what having this service means for you. You must have an electricity smart meter installed to use this service. If we agree, we can offer you a Smart Pay as You Go tariff.

If you are finding it hard to pay your bills, we may want to use our Smart Pay As You Go Metering service to help you pay back any money you owe. Before we switch your smart meter into Pay As You Go mode, we'll always discuss your individual circumstances to make sure it is suitable for you.

If our Smart Pay as You Go Meter service is not suitable for you, we'll offer alternative payment options (such as a payment plan) where possible.

We hope you find this Code easy to follow, but if you need any further information, please phone us on 01 611 01 01. Our customer service representatives will listen and do their best to help. At all times they

will be responsible, polite and understanding.

They will provide impartial information on the advantages and disadvantages of our Smart Pay As You Go Metering service. This service may not be suitable for all customers (if for example you are a vulnerable customer) or if you cannot easily operate your online Smart Pay As You Go account/ easily receive emails or if you cannot easily get to a shop to purchase credit.

2 Our Smart Pay As You Go service

Important things to note

- ◆ To use our Smart Pay As You Go service, you first need an electricity smart meter. If we agree, we can offer you a smart Pay as You Go tariff.
- ◆ Unlike standard Pay As You Go meters, you don't see a balance on the meter itself.
- ◆ You will not receive bills with our Smart Pay As You Go

service. You will be paying in advance for your electricity so topping up regularly is best.

- ◆ You will view your balance via an online Smart Pay As You Go account that you will open with us. It is necessary to have an online account to operate our Smart Pay as You Go service.
- ◆ You must also provide us with an email address to operate your online account and receive regular messages about your account (see section 6). You can also receive messages via SMS text message if you cannot receive these by email.
- ◆ You must keep your balance in credit to stay connected. We'll send you regular balance messages via email (or SMS text) and into your online account. If your balance falls to zero or below, we'll send you "disconnection warning messages".
- ◆ Half-hourly usage data from your meter is sent to ESB networks daily and we receive it one day in arrears. You'll be charged daily, based on

the recorded usage, and this will be deducted from your available credit balance.

3 Your Smart Pay As You Go Account An overview

Account updates

You can keep track of your available credit balance by logging in to your online account. We'll also send you a weekly message which includes your balance up to midnight the previous day. You can change that to a daily balance message in the profile section of your online account.

Topping up

Smart Pay As You Go means that whenever you top up, we'll update your balance automatically with no need for a code. There are several ways to top up explained in the next section.

Keeping track of your usage

We'll keep you informed of your balance and notify you if you're at risk of disconnection by email and in your online account. If you've made a payment since

midnight or over the weekend, our systems may not have processed that payment. It will show in your online account as “Pending”.

Smart Pay As You Go Tariffs and rates

Our Smart Pay As You Go tariff includes a unit rate for electricity, which is the same no matter when you use it, Day, Night, or Peak. You'll also pay a standing charge and PSO levy, which is deducted from your credit daily. Even if you are not using electricity, we'll continue to apply standing charges and PSO levy to your account, so it is important to top-up regularly. These charges also continue to be applied when you are disconnected.

Our current tariffs and rates are available on the “[Our Tariffs explained](#)” page on our website where you'll be able to see the rates for your Smart Pay As You Go tariff displayed. We can change our tariffs by giving 30 days' notice. We'll put an announcement in a national newspaper and on our website.

Debt recovery

If you are paying off debt using

our Smart Pay As You Go service, a portion of every top up will also go towards paying off any outstanding debt on your account. When you sign up for a Smart Pay As You Go tariff, you'll receive a separate letter from us with the details of the outstanding amount owed.

Quarterly statement

You'll receive a quarterly statement for your Smart Pay As You Go account, which is a summary of transactions. It's for information, not a request for payment and includes:

- ◆ Usage and charges for electricity
- ◆ Top ups/payments made into your account
- ◆ Adjustments to your account
- ◆ The amount repaid against debt during the statement period, and
- ◆ Your outstanding debt balance

Getting started with Smart Pay As You Go

To get started with your new tariff, you should top up as soon as possible by choosing from the methods in Section 5.

Smart Pay As You Go Top up card

Once you're registered for a

Smart Pay As You Go tariff, you'll be issued a Top up card for your account, which you can use to top up at any Payzone outlet. To order a replacement card or report a lost or fault card, please contact us on 01 611 01 01. There's no charge for a replacement card.

4 How to top up

Online

The simplest way to top up is to sign in to your online account. You can save a credit or debit card for future top ups. You can top up without signing in, but you'll need your electricity account number and MPRN.

In store

At any Payzone outlet using your Payzone card, which you're being sent, or your unique 16-digit reference number, which you'll find on your order confirmation beginning with 275000.

For more ways to top up, visit the Smart Pay As You Go hub on our website.

5 Messages about your account

We need to communicate with you about your Smart Pay As You Go account and your balance regularly. When you agree to the service, you will provide us with an email address in order that we can communicate with you. (We can also send you SMS text messages if you cannot receive emails).

We'll send you messages regarding your available to use balance. You can also find this information at any time in your online account. These are the messages we'll send to you:

Balance message We'll send you a weekly email message showing your balance as of midnight. You can choose if you would like to receive this message more frequently. An up-to-date midnight balance will also be available in your online account. We'll let you know when your balance falls below an estimated 10 days of credit remaining. This means we expect that your credit on your account will last 10 days or less.

Disconnection warning/ Remote Disconnection and Reconnection

You'll be at risk of disconnection if your balance is equal to or below zero. If this happens, we'll send you a message to let you know by when and by how much to top up your account to prevent disconnection. You must top up within 21 hours of receiving an urgent disconnection message to avoid disconnection. Without that top up, your electricity supply may be disconnected.

Updating your contact channels

We understand that from time to time you may need to update the contact channels you have chosen to receive your balance messages. You can do this by logging into your online account and navigating to your Profile and contact information. You'll be able to select a method and frequency.

Nominating a secondary contact for your account messages

You can nominate another person within your household or another individual to receive messages about your account if you wish. You can nominate a contact when you sign up, or after sign-up this can be

done from your online account.

6 Disconnection and reconnection

Disconnection and reconnection of your Smart Pay As You Go account is done remotely. You won't be disconnected during any credit friendly periods. This includes weekends, evenings, and some bank holidays. For details of the credit friendly period, please see the Smart Pay As You Go hub on our website.

What happens if I'm disconnected?

If you've been disconnected, you'll need to top up by your stay connected amount or more, to get reconnected. Once you've topped up, we'll send a reconnection request to ESB Networks.

There's no need to notify us of your purchase. ESB Networks will endeavour to complete the reconnection remotely in within an hour and 15 minutes.

Important: If your meter remains disconnected for 90 days or more, we'll issue a final bill to your account.

7 Emergency Credit

You may avail of an emergency credit if you've a low balance of €5 or less, have run out of funds and are unable to top up through any of the channels.

Emergency credit is available to use from your online account. Once emergency credit is activated, a €20 credit will be added to your available to use balance. This credit will need to be paid back in full with your next top up, along with any other outstanding charges. You won't be able to access emergency credit again until you've repaid it in full.

8 Vulnerable customers

We have a Vulnerable Customer Register for customers who've special needs in relation to their electricity usage. For example, if you're critically dependent on electricity for life support (Priority Services Register) or if you're elderly, blind, deaf or have mobility

or other health issues (Special Services Register).

Customers on our Special Services register can use a Smart Pay As You Go meter product. However, it needs to be suitable for you. Please ensure you're able to top up and easily access and manage your online account, where we'll send you messages about your balance.

Please note that Special Services Vulnerable Customers on a Smart PAYG meter product can be disconnected at any time of the year for non-payment. Please refer to Section 5 for further information on Disconnection and how it works on a Smart PAYG meter product.

Smart Pay As You Go products are not suitable for Priority Services customers who have a critical dependency on electricity. If you're a Priority customer, please contact us to move to one of our other Smart meter products. Please let us know immediately if you become eligible for Priority Services. This is important to ensure you're never at risk of disconnection.

9 Switching to another Smart tariff

If you've paid off any arrears on your account, and would like to move to a credit tariff, or if you no longer think the Smart Pay As You Go tariff is suitable for you, please call us to discuss the options available to you.

10 Closing your account

If you move to another energy supplier, we'll send you a final statement and close your account. If you have any credit balance available, you'll receive a refund. Please call us to let us know how you want this refund paid. However, if there are arrears on the account, any credit balance may be used to pay off the outstanding debt balance. You need to make alternative arrangements to repay this to us such as a payment plan. We may also debt flag your account if you try to change Supplier.

11 Complaints procedure

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 contact us at:

[bordgais.ie/company/contact-us](https://www.bordgais.ie/company/contact-us)

It's our aim to settle any concerns as quickly and fairly as possible. If you write to us with a complaint, we'll respond to you within ten business days. If you're 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 resolved within four weeks or an action plan will have been agreed with you. In all cases we'll keep you informed about progress in resolving the matter.

We have a Code of Practice on handling customer's complaints. To receive a copy please call us on **01 611 01 01** or you may view it online at **bordgaisenergy.ie**.

If following a review and formal response, you are still not satisfied that your complaint has been dealt with, and have received written notification of the closure of the complaint from Bord Gáis Energy, then the matter can be referred to the Commission for Regulation of Utilities (CRU) for a final review. The CRU operates as an independent review body and issues rulings on complaints on a case by case basis.

Your complaint may only be handled by the CRU after it has gone through Bord Gáis Energy's full complaints handling procedure.

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

**Customer Care Team
Commission for Regulation
of Utilities**

The Exchange
Belgard Square North
Tallaght
D24 PXW0

Tel: 1890 404 404

Fax: 01 4000 850

Email: customercare@cru.ie

Web: www.cru.ie/customer-care

12 Useful contact information

For information and advice on use of your Pay As You Go Meter, please call us on **01 611 01 01**.

To find your local Payzone store visit **www.payzone.ie/outlets** or call us on **01 611 01 01**.

If you're moving home you must give us at least 7 days notice before you move by phoning us on **01 611 01 01**.

If you experience technical problems with your smart meter please telephone **ESB Networks** on **1800 372 757**.

If you're concerned about a safety matter, please telephone **ESB Networks** on **1800 372 999**.

