



Welcome to

**Smart
Pay As You Go**



Smart pay as you go for your home

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Hello and welcome to Bord Gáis Energy!

Thank you for choosing the
Bord Gáis Smart Pay As You Go Tariff.
We hope you'll find this product
easy to use to keep track
of your usage and payments.

Your welcome guide

This booklet has all the information you need to
manage your account, plus details on payment
options, managing your usage and getting the
most from your smart meter.

Talk to us any time

We're committed to helping you and improving
what we do, so we'd love to hear what changes
you would like to see. Let us know if there's
anything you think we could do better.

You'll find all our contact details on page 11.



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Your Smart Pay As You Go An overview

Welcome to your new account.
These are the basics.

Your meter and charges

You need an electricity smart meter for your Smart Pay As You Go Tariff. You won't see a balance on the meter itself. Half-hourly usage data from your meter is sent to ESB networks daily and we receive it one day in arrears.

With Smart Pay As You Go, you're paying for electricity in advance, so topping up as soon as possible and regularly as needed is best. You'll be charged daily, based on the recorded usage, and this will be deducted from your available credit balance. You must keep your balance in credit to stay connected.

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.



Useful links

[Smart Pay As You Go hub](#)

[Your online Account](#)

[FAQs](#)

[Terms and conditions](#)

Tariffs and rates

Details of your tariff and rates are available on the "Our Tariffs explained" page where you'll be able to see the rates for your Smart Pay As You Go tariff displayed. Your tariff has a Day, Night, and a Peak rate. All time-bands are charged at the same rate for Smart Pay As You Go.



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Your Smart Pay As You Go tariff

Smart Pay As You Go tariffs are an excellent way of budgeting, and to pay off any debt over time. You pay for your electricity as you use it.

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 balance

We'll keep you informed of your balance and notify you if you're at risk of disconnection. 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".

Charges

Your 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.

Debt recovery

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



Important: Your energy supply will be disconnected if you do not keep your balance in credit



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What to know about Smart Pay As You Go

Your Smart Pay As You Go tariff is an excellent way of budgeting. You're paying for electricity as you use it and you don't have to worry about monthly bills coming in like a standard electricity account.

Getting started with Smart Pay As You Go

To get started with your new tariff, you should top up now by choosing from the methods on the next page.

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.

Please return lost or faulty cards to:

Bord Gáis Energy

PO Box 10943

Dublin 1

To order a replacement card please contact us on 01 611 01 01. There's no charge for a replacement card.

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. You must be registered for an online account to activate the emergency credit.

Sign in to your account at bordgaisenergy.ie/sign-in

Register for an online account at bordgaisenergy.ie/register

To sign up, you'll need your account number and MPRN. 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.

How to top up

Online. The simplest way to top up is to sign in to your online account.

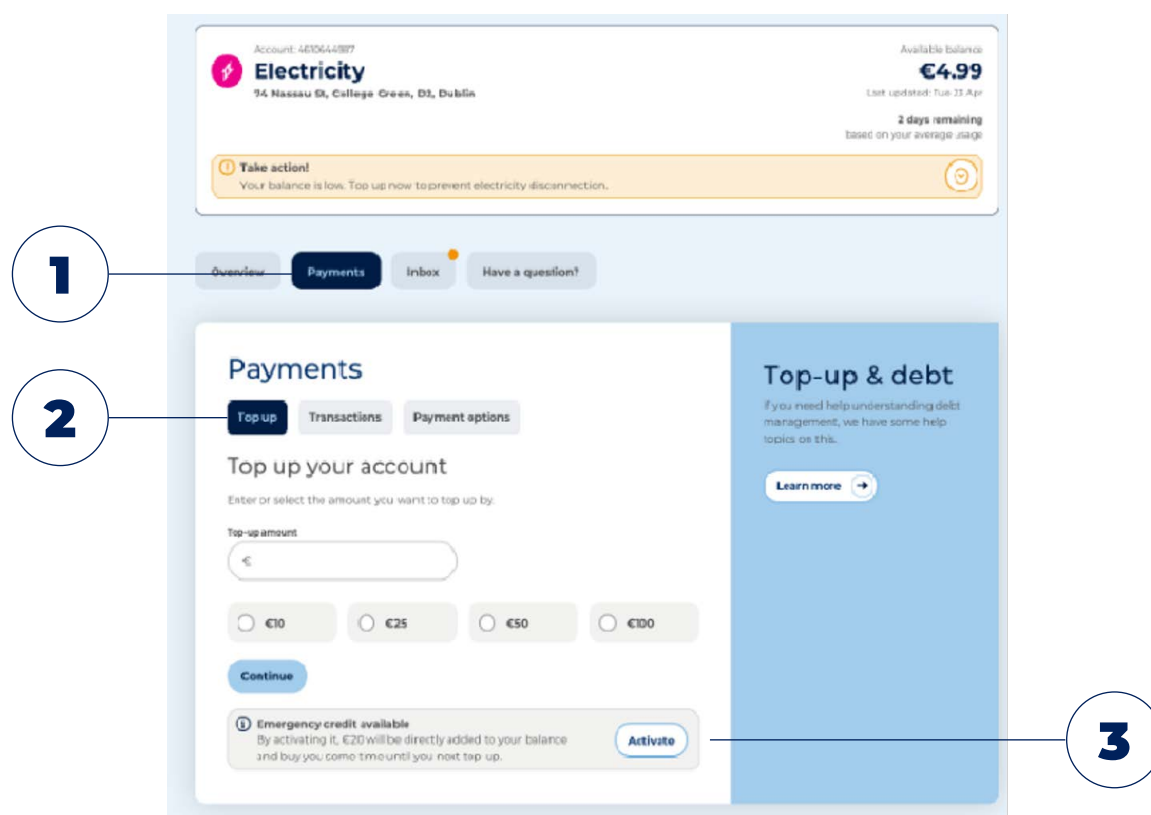
You can save a credit or debit card for future top ups.

You can use bordgaisenergy.ie/paynow 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 confirming beginning with 275000.

For more ways to top up, visit the Smart Pay As You Go hub

How to request Emergency credit



You must have an online account to activate the emergency credit. Log into your online account and go to your Smart Pay As You Go account.

- 1** | Click on the **Payments** tab, and then click on **Top up**
- 2** | If the emergency credit is available to use, you'll see emergency credit available and **a button to activate**.
- 3** | Once activated, a message will advise that the credit is added to your account and your balance is updated.

Contact us on **01 611 01 01** for support.

Vulnerable customers and special services

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.

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.

Switching to another tariff

If you have 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.

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 re-pay this to us such as a payment plan. We may also debt flag your account if you try to change Supplier.





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Account messages and contact options

You'll choose a contact method for your Smart Pay As You Go tariff and according to your preferences, we'll send updates and alerts to keep you up-to-date.

Messages about your account

Your Smart Pay As You Go balance will not display on your meter. We'll send you messages regarding your available to use balance. You can find this information anytime in your online account.

If your balance falls to zero or below, we'll send you a message to let you know you urgently need to top up your account. When you signed up for SPAYG, you selected a contact channel for your messaging. These are the messages we'll send to you:

Balance message. We will 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 OAM 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 alert to avoid disconnection. Without that top up, your electricity supply may be disconnected.

Your balance will not include any pending payments until they've been settled, but you'll be able to see the pending amount in your online account, and your account won't be disconnected if you've paid equal to or more than the amount we asked for in the urgent alert message.

Pending payments. Payments made after midnight will be shown as pending payments on your account:

For more information on your online account, please see the Smart Pay As You Go hub.

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 to receive regular balance messages if you wish. You can nominate a contact when you sign up, or after sign-up this can be done from your online account.

Your secondary contact can choose to unsubscribe from emails or SMS by clicking on the link in the message and filling in the form provided.

Steps to sign up a secondary contact

- 1 Log in to your online account. If you don't have an online account you can sign up at **[bordgaisenergy.ie/register](https://www.bordgaisenergy.ie/register)** and navigate to your **Profile** and contact details
- 2 In the section for secondary contact choose **Add new+**
- 3 Add the name and contact details of your secondary contact. Please confirm you have their consent by ticking the box provided.

Note: Your secondary contact will not have access to your online account, unless this has been requested separately.

Terms to know

Available credit balance. The amount of credit you have available to use towards your electricity consumption.

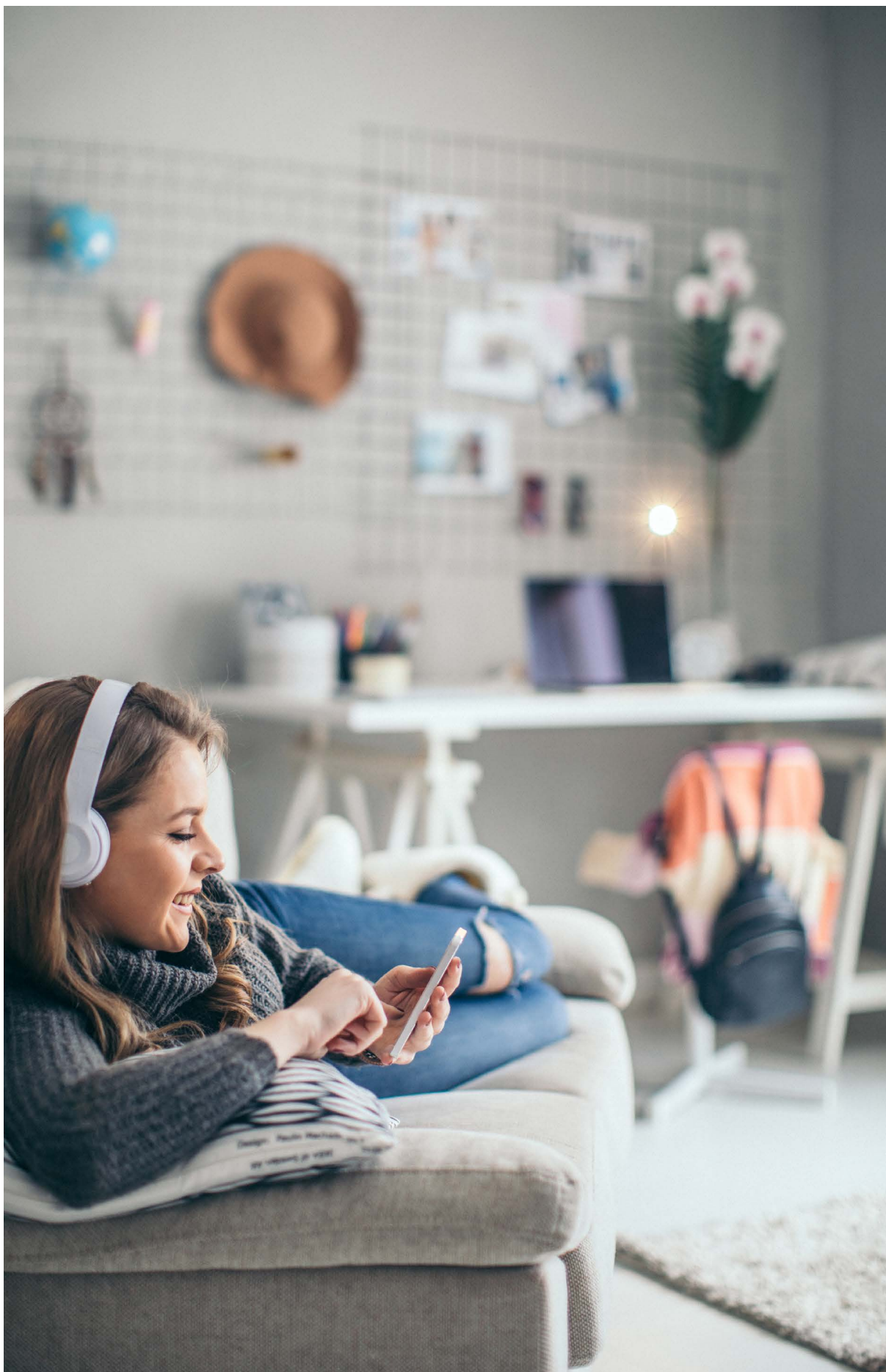
Disconnection warning message/ Urgent alert. A message sent to you with the amount you need to top up by in order to avoid disconnection.

Midnight balance. The balance on your account at midnight including top ups, and consumption.

Regular balance message. Your midnight balance, which is sent to you by noon each day via email or SMS, and also appears in your online account.

Stay connected amount. The minimum amount you must top up by to avoid disconnection.

Secondary contact. A household you can nominate to receive messages about your account. They won't have access to your online account unless they're a joint account holder or financially responsible for your account.





Disconnection and reconnection

Here's what you need to know about when disconnection occurs and how you get reconnected quickly.

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.

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



Important: If your meter remains de-energised for 90 days or more, we'll final bill your account



Contact us

We're always happy to hear from you and help you if needed. And we want to make sure you're pleased with our service.

When you get in touch with us, make sure to have your account number ready. Bear in mind that we can only discuss account information with the account holder. If you phone us, please understand that we may record and monitor calls to make sure we maintain the highest level of service.



<https://www.bordgaisenergy.ie/home/help>



01 611 01 01



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.

Alternatively you can contact us through our website's **Have a question? form**.

Or find us on
Twitter and Facebook
@bordgaisenergy,
Monday - Friday 8am - 5pm.

Complaints

We really try to exceed your expectations. Sometimes, things don't go quite to plan. If you have a complaint, please give us a call on **01 611 01 01**.

Alternatively, you can contact us through our website or write to us at:

Customer service

Residential electricity
Bord Gáis Energy
PO Box 10943, Dublin 2

We'll register your complaint and give you a reference number.

We'll work hard to fix the problem immediately, but some issues can take longer to sort out. We've a code of practice for handling customers' complaints. You can find it on **bordgaisenergy.ie** or call us on **01 611 01 01** to request a copy by post.

If your complaint is not resolved to your satisfaction after we've addressed it, you can contact the **Commission for Regulation of Utilities**.



customer@cru.ie



1800 404 404



Customer Care Team, Commission for Regulation of Utilities

The Exchange,
Belgard Square North,
Tallaght,
D24 PXW0





Customer charter

Our commitment to you

Bord Gáis Energy is committed to providing you with consistently excellent customer service.

We recognise the importance of listening and responding to our customer's needs.

This customer charter details the level of customer service that we promise to give you in all your dealings with Bord Gáis Energy.

Our overall customer service standards

Bord Gáis Energy works to ensure that all customers have easy access to clear, timely and accurate information at all points of contact. We continue to drive for simplification of rules, procedures and information leaflets.

- We can be contacted by telephone, mail and email or through our website at www.bordgaisenergy.ie
- Our customer service staff will be polite and courteous at all times and will give you their name.
- We listen and respond to our customer's needs and welcome any feedback in relation to the services we provide.
- We train our staff to deliver the services outlined in this charter, and will keep our training up to date.
- We monitor and measure the services we provide to make sure we are keeping our promises.

Our guaranteed service standards

In addition to our overall service standards, we've guaranteed service standards. If we fail to

meet any of these guarantees, we promise to apologise and to do everything possible to rectify the problem straight away where necessary.

1. Billing enquiries guarantee

Most queries about your bill or bill payment can be answered by phone straight away. If you write to us with a billing enquiry, we will review your enquiry and respond to you within 10 business days. If we fail to respond within 10 business days, you'll be entitled to a payment of €30.

2. Refund guarantee

Where we agree that you're entitled to receive a credit for any reason connected with your bill, we guarantee to credit your gas or electricity account within 10 business days of agreeing the amount to be paid. If we fail to credit your gas or electricity account within 10 business days, you'll be entitled to a payment of €30.

3. Marketing and advertising code of practice guarantee

We guarantee that we will abide by our code of practice on marketing and we will adopt the best marketing and

advertising practices as set out in this code. If we fail to abide by this guarantee, you'll be entitled to a payment of €30.

4. Sign-Up code of practice guarantee

We guarantee that we will abide by the commitments in our Sign-Up code of practice. If we fail to meet our commitments in this code, you'll be entitled to a payment of €30.

5. Complaints handling code of practice guarantee

It's our aim to resolve all customer concerns and complaints as quickly and as fairly as possible. We've published a code of practice on complaints handling which details our commitments and procedures for resolving customer complaints. If we fail to meet our commitments outlined in this code, you'll be entitled to a payment of €30.

6. Special and Priority Services code of practice guarantee

We offer a range of special

and priority services to assist customers with special needs and those reliant on electrical home medical equipment. These services are published in our Vulnerable Customers code of practice. Customers who wish to avail of and are eligible for these services must register with us. If we fail to meet our commitments to vulnerable customers who have registered on our special and priority services register, you'll be entitled to a payment of €30.

7. Bill payment code of practice guarantee

We've clear internal procedures which ensure that disconnection of supply for arrears only takes place as a last resort. We've published a code of practice on bill payment which details how we will handle customers who have difficulty in paying their bill. This code covers billing in general, bill payment and also covers disconnection. If we fail to meet our commitments as set out in this code, you'll be entitled to a payment of €30.

8. Pay As You Go Metering code of practice guarantee

We guarantee that we will abide by our code of practice for Pay As You Go Meters. If we fail to abide by this guarantee, you'll be entitled to a payment of €30.

9. Smart Metering Services Code of Practice

We guarantee to our electricity customers that we will abide by our Smart Metering Services Code of Practice. If we fail to abide by this guarantee, you'll be entitled to a payment of €30.

Our codes of practice supporting this customer charter are:

- Marketing and advertising
- Sign-Up
- Handling customers complaints
- Bill payment (includes billing, bill payment and disconnections)
- Vulnerable Customers
- Pay As You Go Metering
- Smart Metering Services

Copies can be sent to you on request or you can view them online at

www.bordgaisenergy.ie

Disclaimer

In exceptional circumstances we may be prevented from meeting our service commitments due to conditions outside of our control. Such circumstances could include major disruptions to supplies, actions/damage by third parties, risks to safety, no access to your home or where actions could cause Bord Gáis Energy to break the law. Any payments made under this charter for failure to meet our commitments are made without any admission of legal liability on the part of Bord Gáis Energy.

If there is any inconsistency or conflict between this customer charter and the Bord Gáis Energy terms and conditions of supply, the terms and conditions of supply shall prevail.

GET EVEN
MORE FROM
YOUR ENERGY
PLAN WITH

UNMISSABLE REWARDS

It's our way of thanking you for choosing us. Join now for a weekly treat straight to your inbox:

VIP upgrades at **Bord Gáis Energy Theatre**

Unreal **GAA** gameday experiences

Surprise seasonal gifts and draws

Exclusive savings with **Zurich Insurance**

Fuel discount at Circle K
& much more



