Smart Code of Practice

for Commercial Customers

energia



Smart Code of Practice

What is a Smart Meter?

Existing electricity meters need to be read manually and provide only a running total of the electricity a business premise has consumed. Smart meters are not only capable of being read remotely, but they also have the ability to provide information on when your business premise used electricity. They will also give customers access to a greater range of tariff options, such as time-of-use tariffs.

Time-of-Use Tariffs

Our time-of-use tariffs charge different unit rates depending on the time of day you consume electricity. The unit rates we charge during peak evening time (5-7pm) are generally higher than the unit price we charge during the night. This is because the price of electricity on the wholesale market tends to be more expensive during periods of high demand for electricity, such as peak evening time (5-7pm), and lower when there is less demand for electricity such as at night (between 23:00 and 08:00).

For more information on our current available tariffs visit **energia.ie**

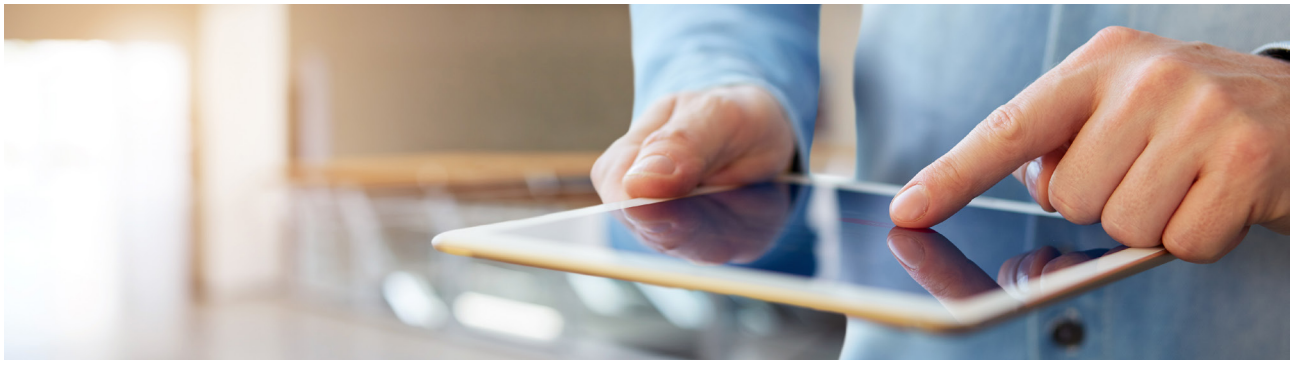
Benefits

Our smart electricity tariff(s) are available to all of our customers who have a smart meter installed. Our smart tariffs are structured to incentivise customers to consume more of their power during off-peak times, such as during the night and early morning. Customers who switch to a time-of-use tariff, and consume more of their power during these lower priced periods, can therefore make sizeable savings on their annual electricity bills.

Data Preference

Customers with a smart meter installed have an ongoing choice of how frequently their consumption data is collected from the meter and sent to their supplier. The choice is between data collected every half hour (and sent to the supplier once a day), or data collected every two months.

Please note that if you are only providing data every two months, the information we will be able to provide you with on your consumption patterns and how to use electricity more efficiently will be very limited. You will also not be eligible for most of our tariffs, products and services.



Access to your Smart Meter data

If you select a smart time-of-use offer, you will receive consumption information not only via your electricity bill, but also by accessing Energia's secured access portal Energy Online (**www.energia.ie**). The data we will hold will date back to the date your smart meter went live, or for a two-year duration, whichever timeframe is shorter.

Downloading your Consumption Data

If you select the option to have your data collected daily, you will also be able to download what is referred to as a 'Harmonised Downloadable File' (HDF). This file will contain your consumption information and can be obtained via the Energia Online portal. This file is standardised across the electricity industry and can therefore be shared with other suppliers and some selected third parties. Please take time to check however that the person/company you are sharing your data with is reputable, i.e. a fully licensed supplier.

Customers with Microgeneration

From 2023 onwards, if you have a smart meter and also have a microgeneration installation on site, e.g. a windfarm or solar panel, you will also be able to view the data relating to how much power you have exported to the grid via our Energy Online website. Customers must first register their microgeneration installation with Energia before they can commence accessing this export data.

Smart Time-of-Use Primer

If you have received your meter prior to the 1st of June 2021, you will receive a time-of- use information letter (known as a primer) before the end of August 2021. The primer is sent to encourage you to consider switching to a time-of- use tariff and will describe how time-of-use tariffs work, and the wider benefits of time-of-use products. You can always contact Energia for more details on our time-of-use products.

If you receive your smart meter after the 1st of June 2021, you will receive a time-of-use information letter (known as a primer) within three months of the date your meter was installed.

Use of your Data for Communications

Note that our data and privacy statement outlines fully your data rights and how we use the data you choose to provide via your smart meter. If you have not switched to a time-of-use tariff, we will make best use of available information on your consumption pattern to make our communications with you on the time-of-use primer, as relevant and tailored as possible.

Smart Time-of-Use Reminder

If you haven't switched to a time-of-use tariff 12 months after having received your time-of-use primer, you will receive a further letter/email outlining the benefits of time-of-use tariffs within 12 months. This communication is called a time-of-use reminder and will continue to be sent to you every 12 months if you haven't switched to a time-of-use tariff. The reminder will contain information to aid your understanding of how time-of-use tariffs work, in addition to highlighting the benefits of time-of-use .

Further Information

For more information on smart metering and how to use energy more efficiently and economically, please consult our website on the following page:
https://www.energia.ie/smart-meter-upgrade.

Alternatively, information can be found on the following website:
www.seai.ie