Gas & Electricity Billing, Payment & Disconnection Code of Practice

Business Customers (ROI)

Energia provides gas and electricity to thousands of customers on a daily basis and this Code of Practice outlines our billing processes, payment options and debt collection policies and applies to all our electricity and/or gas customers.

Your Energia Bill

Energia issues bills on a monthly basis. Your bill is calculated on the basis of meter reading(s) supplied by ESB Networks or Gas Networks Ireland or from MRSO/GPRO generated reads. Customer readings may also be used where provided. As we bill to the end of the calendar month we will estimate your consumption to the last day of the month based on the date reads are received.

Energia supports industry initiatives to improve the quality of meter reading as it is important that you provide ESB Networks or Gas Networks Ireland access to your meter(s). We also recommend that you provide your own meter readings to allow us to improve the accuracy of your bill and we will endeavour to remind you to do this as appropriate.

Your bill will contain detailed information the amount of energy used and other charges as appropriate (including tariffs, standing charges, other service charges, VAT and levies). It will also advise you on the total due on your account and any debit or credit balances from previous bills.

Your bill will show the period(s) you are being billed for as well as the date of issue and the date that payment is due.

Your bill will provide additional useful information such as:

- Contact details for Energia
- Meter point information provided by ESB Networks or Gas Networks Ireland.
- Contact details for the Commission for Regulation of Utilities (CRU).

Energia provide bills to customers in an electronic format where available. All provisions of this Code of Practice will also apply to this bill format.

We will notify you 30 days in advance of any tariff change. Changes in tariffs/prices will be clearly indicated through the website, letter, national press or on the bill. Where proration of bills occurs at a tariff change this will be indicated on the bill.

All billing complaints will be resolved through Energia's 'Complaints Handling Procedure'. The Complaints Handling Procedure is a separate Code of Practice which has been approved by Commission for Regulation of Utilities (CRU) and is available on **www.energia.ie** or through our customer contact centre. Details of how to contact us are available on the last page of this document.

Payment Collection

Energia makes paying your bill as easy as possible by offering payment by Direct Debit. Payment is due 14 days from the bill issue date.

For Duel Fuel bills, payment will be collected for both electricity and gas within the same Direct Debit payment. Where partial payment is received, this will be allocated to the duel fuel account leaving the remaining balance outstanding.

Payment difficulties and arrangements

We are sensitive to the specific circumstances of all our customers and we understand that there are times when trading conditions might affect your ability to pay. If you are experiencing genuine difficulties in paying your energy bills we are committed to helping you. Where appropriate, we will offer an arrangement to pay an agreed amount by instalments.

If you are having difficulty paying your bill, Energia will make every effort to help. We will:

- Contact you by letter or phone regarding your overdue accounts.
- Consider creating payment arrangement which suits your circumstances while avoiding a deterioration of indebtedness.
- Deal with your issue sensitively and try to help you in these difficult circumstances.

Disconnection of Supply

Energia wants all customers to have continued access to electricity and/or gas, and we work to ensure that withdrawal of supply happens only as a last resort. Disconnection for non-payment of account will be carried out in line with Energia's Terms & Conditions of supply.

Energia may request ESB Networks or Gas Networks Ireland to withdraw supply from your site, subject to 10 days' notice in writing, and in accordance with the ESB Networks or Gas Networks Ireland's Code of Practice, where one of the following conditions are met:

- Your account has not been paid.
- You break an agreed arrangement to pay by instalments.
- You do not respond to any of our correspondence/communications.
- You request us to do so.
- You fail to honour a payment plan
- gas/electricity supply may also be disconnected by the Gas Network Operator/Electricity Network Operator for safety reasons and/or operational reasons where appropriate.
- There is no registered account holder at the property. Further details available in Energia's Terms & Conditions of supply

Your supply will not be withdrawn where:

- You offer to settle within an agreed timescale, any outstanding bill (including arrears) and keep that commitment.
- You are pursuing a complaint using Energia's complaint handling procedures and the complaint relates to the outstanding balance. We reserve the right to continue withdrawal for the undisputed value outstanding.
- Payment of a bill which is not related to the supply of electricity or gas is not received
- You fail to pay a bill based on regular estimates unless it is fair and reasonable in the circumstances (it is considered reasonable to request disconnection where long term no access to a premise is an issue and the bills are consistent with previous bills).

Disconnection of Supply Notification

A 'Final Demand' notice will be sent to you if any of the conditions above are met and will warn you of the impending withdrawal of supply. This final demand notice will specify:

- That 10 days' notice is being given of the intention to withdraw supply for non-payment.
- That a cost is associated with the withdrawal and reinstatement of supply.
- Contact details for Energia credit control staff to discuss settlement terms.

In the event of any business where, in our opinion, there is a high risk of impending default, such as bankruptcy, the notice period may be removed.

The person(s) carrying out the withdrawal of supply is not authorised to accept payments on behalf of Energia as they are an agent of ESB/Gas Networks Ireland. Energia will facilitate those who wish to pay immediately any bill arrears before the date notified on the Final Demand.

To avoid withdrawal of supply you must agree the payment amount and payment method with Energia's credit control team. Possible payment options may include payment by credit card, electronic transfer, bankers draft, direct debit or cheque.

Reinstatement of Supply

Where the supply has been withdrawn and you (or your representative) have paid in full all outstanding arrears and charges, the supply will be considered for reinstatement. Reinstatement of supply will be in accordance with our standard terms and conditions, which may include the provision of a security deposit or other such measure that is reasonably required.

Closure of Accounts

Accounts will be closed in line with Energia's Terms and Conditions of Supply.

Our Guarantee

Compensation will be payable if we fail to meet our commitments in accordance with the terms of our Customer Charter.

Copies of our Customer Charter and other codes can be obtained in the following ways:

Phone: 1850 36 37 44

- **E-mail:** customer.service@energia.ie
- **Fax:** 048 9068 5901
- **Write:** Energia House, 62 Newforge Lane, Belfast, BT9 5NF.

This code has been approved by the Commission for Regulation of Utilities (CRU).
CRU can be contacted by phone at **1890 404 404** or by email at **customercare@cru.ie**

Important Numbers

For electricity supply failure and emergencies:
Call ESB Networks 24 hours service on **1850 372 999**

For gas supply failure and emergencies:
Call Gas Networks Ireland 24 hour service on **1850 20 50 50**

For queries in your bill or other aspects of your account:
Call Energia customer care on **1850 36 37 44**