

Code of Practice on Smart Pay-As-You-Go Metering

**Sign up**

# Code of Practice: Smart Pay-As-You-Go Metering

## What is SPAYG?

Smart-Pay-As-You-Go (SPAYG) is a PAYG service which can be enabled through your ESN smart meter. It is a way for customers to manage the costs of electricity. Energia offer the service to customers who are in financial hardship and would otherwise be at risk of their electricity supply being disconnected.

For more information on smart meters, please visit the ESB Networks [website](#).

For more information on the Energia SPAYG service, please visit the Energia [website](#).

## Eligibility Criteria

A SPAYG service may not be suitable for all customers, we will work with you to ensure this is the best solution based on your circumstances. To avail of the SPAYG service, you will need to meet the following criteria:

- You must show that you are experiencing difficulty paying account arrears due to financial hardship
- Have a smart meter installed and you must consent to activating smart services on your meter if you have not already done so and be willing to share your half-hourly meter data.
- You must have a working mobile telephone number and email address to receive communications and balance alerts (daily or weekly depending on your preference)
- You cannot be critically dependent on electrically powered equipment
- You cannot have more than one electricity meter at your property e.g. a NSH
- Have a meter communication<sup>1</sup> signal that meets the service requirements.

If you do not meet the above criteria, we will discuss alternative options with you.

## Other eligibility checks

Vulnerable and elderly customers will not be disconnected during the winter months (November-March). SPAYG meters may not be suitable for a vulnerable customer, and we will attempt to offer alternative arrangements wherever possible. However, if a vulnerable customer opts into availing of our SPAYG service, and the service is agreed as suitable and a debit balance is not maintained, the supply will automatically disconnect until a sufficient top up is applied. This

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<sup>1</sup> Note: CTF of 4 is required to avail of this service. A CTF (Communication Technically Feasible) is a check that is done by ESB Networks daily on each meter to establish the reliability of communication from the Smart Meter to the relevant telecommunications network.

means that your electricity supply may be disconnected at any time of the year. You can read more about suitability and SPAYG on our [FAQ page](#).

## Advantages of a SPAYG service

- It allows you to pay for your energy as you use it
- You will not receive a bill
- Emergency credit may be available if you run out
- It allows you to manage arrears while still receiving service

## How Electricity SPAYG works

Smart PAYG is a prepayment service that will be enabled by a smart meter. This smart service facilitates remote disconnection when you run out of credit and remote reconnection when you have topped up.

### Buying a top-up

You can top up via your [Energia | Energy Online](#), by visiting the Energia [website](#) or by calling us on 0818 642 642.

Alternatively, you can take your electricity top-up card to any Payzone outlet.

- We recommend you only buy top-ups from approved outlets. For more information on how to access your local Payzone outlets, please visit <https://www.payzone.ie/>.
- The minimum amount you can top up by is €10.
- Give the shop assistant your electricity top-up card and payment, they will process the top-up.
- You will be given a receipt to confirm payment - your account will be automatically credited.

### Re-energising the meter after topping up

- If your meter was disconnected, once you have topped up with a positive balance and your credit is applied to your account, you will be remotely reconnected within 90 minutes of your payment being made.
- **Note:** If the top up does not cover what you owe, you will remain without supply, until your account balance is in credit.

### Important Health & Safety Information

- For health & safety, we recommend that you ensure electrical appliances are switched off prior to us processing the reconnection.
- We are unable to accept any responsibility for any damage or harm caused either directly, or indirectly, because of reconnecting the electricity supply.
- If re-connection for SPAYG cannot be carried out remotely you will receive a call from an (021) number to arrange ESNB to visit your home. This call, in advance of the site visit, is required to ensure that access to the site is possible and an adult will be present at the property.
- Smart PAYG customers should regard the connection to their house as being LIVE whilst

disconnected as, once they top up, the electricity supply will be restored remotely and at any time. In most cases reconnection will be done remotely. But occasionally an ESB Networks technician may need to attend your premises.

### Emergency Credit

If you run out of credit, you may avail of emergency credit up to a limit of €20. Any emergency credit you have used will be taken from your next top up. The minimum amount of emergency credit will be approved by the CRU and may be varied from time to time.

If you allow the emergency credit to run out, your energy supply will be at risk of disconnecting.

For more information or assistance with emergency credit you can call us on 0818 642 642.

### Out of Hours Friendly Credit

If your credit runs out after 4pm on a weekday or anytime during the weekend, the supply will remain on until 9am the next working day. This includes bank holidays, except for 1st January, 17th March, 24th December, 25th December, 26th December and 31st December, when your supply will remain on until 9am the following day, irrespective of the time of day at which your credit runs out. The amount of emergency or friendly credit used will be deducted from your next top up.

### Risk of Disconnection

In instances where your account hits a balance of €0 or below, you will be at risk of disconnection and without supply.

### Lost your card?

If you have lost your electricity top-up card, please contact Energia to arrange a replacement on 0818 642 642.

### Communications and Alerts

You will receive more frequent communications and alerts from us:

- If you are at risk of disconnection
- If the amount you have topped up by is not enough to reconnect your supply.
- To confirm the balance on the account and how many days credit you have remaining based on recent usage.
- To thank you for your payment.
- To let you know that ESNB will reconnect your supply within 90 minutes.
- To confirm your supply has been reconnected.

## Other important information on Standing Charges and Tariffs

Please ensure you always have enough credit on your meter. It is useful to note that if the meter is left with no credit the standing charge & Public Service Obligation (PSO) will still be applied daily. This means the next time you a top-up; deductions for any standing charge & Public Service Obligation (PSO) balance will be taken. The Public Service Obligation (PSO) is

determined annually by the Commission for Regulation of Utilities. If you are eligible for the Clean Export Guarantee (CEG) Tariff it will apply as a credit to your account which can be used for your daily SPAYG usage, if your account is in arrears the credit will be deducted of the balance.

Your energy usage will be charged at our standard SPAYG rate. Full details of all Energia tariffs can be found on our website [www.energia.ie](http://www.energia.ie).

## Statement of account

Customers will receive quarterly statements, outlining consumption, payments made, debt repaid and any debt still outstanding. You can access up to date information on your outstanding debt by contacting 0818 642 642.

If you have availed of our SPAYG service meter as a payment arrangement for collection of arrears, a proportion of each top-up agreed with Energia and approved by CRU (you may agree a higher rate), this will be deducted from top-ups until the balance is clear. We will notify you by letter when the balance has been paid in full. This will occur no more than one billing period after the debt has been repaid.

Please contact us on 0818 642 642 if you require:

- Your up-to-date balance
- Total amount repaid to date
- An estimate of how long it will take to clear your balance
- A discussion on your debit balance if you wish to change supplier.

## Refunds

If you have changed supplier, and if there are no outstanding arrears on your account, the refund will be processed either to your bank account or by cheque. We aim to process any refund due to you within two months from the date the refund process began. Where there are outstanding arrears, the credit may be used towards paying your arrears.

To get a refund please contact customer service on 0818 642 642.

## SPAYG Concerns or Questions

Contact us if the SPAYG service does not suit you as a payment option. We will then look at alternative arrangements.

If you use MABS (Money Advice and Budgeting Service) or other advice agencies, we will work with them to decide if the SPAYG service is suitable for you. The Commission for Regulation of Utilities (CRU) has put in place systems to protect vulnerable customers against being disconnected.

SPAYG is an alternative service we use to recover costs for supplying electricity

If you have any concerns, difficulties, or questions about SPAYG, please call Energia today on 0818 642 642. Lines are open Monday-Friday 9am-5pm.

<b>Contact us</b>	
<b>If you have any queries about SPAYG or our Code of Practice, please get in touch.</b>	
<b>Online</b>	<b>www.energia.ie</b>
<b>Address</b>	<b>Energia, PO Box 12380, Dublin 2</b>
<b>Email</b>	<a href="mailto:SPAYG@energia.ie">SPAYG@energia.ie</a>
<b>Phone</b>	<b>0818 642 642</b>
<b>ESB Networks emergency number</b>	<b>1800 372 999</b>

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<b>Team</b>	<b>Approved (Name &amp; Title)</b>	<b>Date</b>
<b>CX</b>		
<b>PAR</b>		
<b>Regulation</b>		
<b>Comms / Marketing</b>		
<b>C2M Project</b>		
<b>Interim SPAYG</b>		