

# CODE OF PRACTICE ON PAY AS YOU GO METERING



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## What is a PAYG meter?

A Pay-As-You-Go (PAYG) meter is a convenient way for customers to manage the costs of electricity and/or gas. For any of our customers experiencing financial hardship, a PAYG meter can assist with household budgeting and assist the customer in paying-off any outstanding account balance while staying connected to supply. Energia will offer a PAYG meter to customers in financial hardship and at risk of disconnection at no additional cost to the customer.

For further information on the PAYG meter for electricity, please view the following link from ESB Networks who install the electricity PAYG meter; [www.esb.ie/esbnetworks/en/domestic-customers/metering/pay-as-you-go-meter.jsp](http://www.esb.ie/esbnetworks/en/domestic-customers/metering/pay-as-you-go-meter.jsp)

For similar information on the gas PAYG meter, please see the following link from Gas Networks Ireland who install the gas PAYG meter; [www.gasnetworks.ie/en-ie/your-meter/prepaid-meter](http://www.gasnetworks.ie/en-ie/your-meter/prepaid-meter)

## Eligibility for PAYG meters

A PAYG meter may not be suitable for all customers and before installing a PAYG meter in your home, we will work with you to ensure this is the best solution based on your circumstances. The following criteria will apply:

- You must show that you are experiencing difficulty paying account arrears due to financial hardship and consent to the installation

- You cannot be critically dependent on electrically powered equipment
- A 24 hour tariff must be in operation at the address
- You must have easy access to the meter in your home for inputting credit
- An authorised outlet should be easily accessible to purchase credit for the meter

If you do not meet the above criteria, for example you are critically dependent on electrically powered equipment; we will make every effort to find an alternative payment solution for you. If after the installation of the PAYG meter you start experiencing difficulties physically using the PAYG meter or accessing top-up facilities we will work with you towards an alternative solution.

## Electricity

Vulnerable and elderly customers will not be disconnected during the winter months (November - March). However, if a vulnerable customer opts into having a PAYG meter installed and a debit balance is not maintained, the supply will be interrupted until a sufficient top up is applied.

## Gas

Vulnerable and elderly gas customers will not be disconnected during the winter months (November - March). Gas PAYG meters have a function that can be activated which prevents them shutting down in winter months. However, if a customer does not register as a vulnerable customer and does not maintain a debit balance, their supply will be interrupted until a sufficient top up is applied.

## Advantages of a PAYG meter

- 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 Gas PAYG Works

### Buying a top-up

- Take your meter card to any Payzone, An Post or PostPoint outlet.



- Give the shop assistant your card and money and they will process the top-up.
- We recommend you keep your receipts
- Customers should only purchase top-ups from approved vending facilities

### Topping up the meter

- After you purchase the top-up insert the card to the meter
- The display will show the value of credit on the card
- Press red button 'A' and the credit will be transferred to the meter. At this point any contribution to arrears that has been agreed with Energia will be deducted and the remaining top-up will be transferred to the meter.

If you have lost your card, you can purchase a new card at any Payzone outlet for a small charge.

### Emergency Credit

If you run out of credit, you may be able to access emergency credit up to a limit of €5. Simply insert the card, if emergency credit is offered accept it by pressing the button 'A'. This gives you time to get to an outlet and top-up. If you allow the emergency credit to run out, your energy supply will automatically disconnect. The amount of emergency credit used will be deducted from the next top-up.

## How Electricity PAYG Works

### Buying a top-up

- Take your meter card to any Payzone, Post Office or Postpoint outlet.



- You can top-up with any amount from €5 to €100. Give the shop assistant your card and money and they will process the top-up.
- You'll be given a receipt with your 20 digit Top-up Code printed on it. You will need this when topping up your meter at home.
- Customers should only purchase top-ups from approved vending facilities.

### Topping up the meter

- Press the \* button on the keypad. The message KEYCODE will be displayed.
- Enter your 20 digit Top-up Code as it appears on your receipt and press the # button. If you enter a digit incorrectly you can erase it by pressing \*
- Once you've entered the Top-up Code correctly and pressed #, it will display ACCEPTED on the screen.
- The amount of electricity you have bought will then appear followed by the word ACCOUNT and then the total amount of credit you now have.

If you have lost your card, please contact to arrange a replacement (a small fee may apply)

### Emergency Credit

When your credit reduces to €2 your meter will emit a low-volume warning sound for 2 minutes. Press 0 on your keypad to turn it off. After you press the button to turn off the warning sound, you will automatically receive €5 Emergency Credit.

### Friendly Credit

If your credit runs out after 4pm (5pm in summertime) on a weekday or anytime during the weekend, the supply will remain on until 9am (10am in the summertime) the next working day.

This includes bank holidays, with the exception of 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.

## Important Information on Standing Charges

Please ensure you have enough credit on your meter at all times. It is useful to note that if the meter is left with no credit the standing charge will still be applied. This means the next time you key in a top-up; deductions for any standing charge balance will be taken.

## PAYG Tariff

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

We will notify customers in advance of any changes to our standard rates.

## Statement of Account

Customers with a debit balance will receive three statements of account per year outlining consumption, payments made and any debt still outstanding. You can access up to date information on your outstanding debt by contacting 1850 405 405. Customers in Credit will receive one annual statement.

If your PAYG meter has been installed as a payment arrangement for collection of arrears, a proportion of each top-up agreed with Energia (up to a maximum of 25%) 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.

## Refunds

In order to obtain a refund please contact customer service on 1850 405 405 and we will discuss the process and your options with you. Please note that we can only provide a refund where there is a credit balance greater than €15 and you will need to be beside the meter to process the refund.

## Technical Problems

If you experience any technical problems with your meter please contact ESB Networks or Gas Networks Ireland directly.

ESB Networks 24 hour Emergency Line: 1850 372 999

Gas Networks Ireland 24 hour Emergency Line: 1850 20 50 50

## Moving Home

If you are moving house, please call us on 1850 405 405. We would advise customers to top-up smaller amounts prior to any home move.

If you do not meet the credit terms set by the CER and you attempt to change supplier, a debt flag will be displayed on your account and be visible to the proposed new supplier.

## Contact Us

If you have any queries regarding PAYG meters or our Code of Practice, please get in touch.

Send us an online enquiry at [www.energia.ie](http://www.energia.ie)

Write to us at Energia, PO Box 12380, Dublin 2

Email [homeenquiries@energia.ie](mailto:homeenquiries@energia.ie)

Give us a call on 1850 405 405

## Codes of Practice

Copies of our Customer Charter and Codes of Practice can be obtained through our website, [www.energia.ie](http://www.energia.ie) or by calling us on 1850 405 405