



**BE** energy

**Code of Practice**

**On**

**Billing and Disconnection**

## BILLING

An electricity bill will be issued to BEenergy customers every 2 months. The bill will show the amount of electricity used in the period and the cost including VAT.

All customers, except for those with Pay As You Go keypad meters, will receive a bill. Your bill will provide details of your usage over the billed period, the amount of payments you have made and whether your account is in credit or if you owe any money for the electricity you have used. Your bill is calculated based on actual meter readings taken by ESB Networks, meter readings provided by you or an estimated meter reading that is generated based on your previous electricity usage. ESB Networks aim to read your meter four times per year and also provide us with two planned estimated readings per year.

Pay As You Go keypad customers will receive an annual statement for information only – this will provide details of the amounts and dates you topped up on over the last 12 months and will include your monthly usage.

BEenergy endeavours to provide bills that are clear, easy to read and easy to understand. Scheduled bills will be issued no later than 1 month after we receive the scheduled meter reading for that billing period. If, at any time, we become aware that there will be a delay of longer than one billing period (2 months) in issuing your bill, we will contact you by your preferred contact method to let you know about the delay.

In the event of a meter reading affecting the outcome of arrears or a proposed disconnection, BEenergy will make every effort to ensure a revised bill is issued as promptly as possible.

If you choose one of our ESaver tariffs you will receive your bills electronically via email. You can choose to switch back to paper bills at any time, free of charge. However, in order to receive paper bills you will not be able to remain on an ESaver tariff and will therefore lose any discounts the electronically billed tariffs may provide over the standard bill pay tariffs.

BEenergy offers our customers a wide range of payment options:

- Direct Debit
- Banking Online
- Payzone/Paypoint
- By Credit/Debit card over the phone
- By Credit/Debit card online
- Cheque

## DIRECT DEBIT

You can pay a set amount monthly by Direct Debit to spread the cost of your bills across the year using the Equaliser payment method. Your bill is still calculated and issued in the same way. An amount that we have agreed with you based on your historic electricity usage will be lifted automatically from your bank/building society account monthly. These monthly payments go towards paying your bill which is issued every 2 months as usual.

Your Direct Debit amount will be reviewed every 6 months. If your monthly payment is too high and you have paid more than the amount of your bills we will adjust this so that you are paying a smaller amount each month. If your monthly payment has been too low and you have not paid up to the amount of your bills we will increase your monthly amount to make up the amount required over the next billing period. If any amendments are needed to your monthly Direct Debit we will notify you in writing at least 14 days before your Direct Debit payment date.

You can switch to Direct Debit by calling our Customer Service team. We are open Monday to Friday from 8am - 8pm and 11am – 4pm on Saturdays. Please have your MPRN Number (this can be found on the top right hand side of your bill or other correspondence from us), your bank account number and the sort code for the bank account to hand when you ring. A meter reading would also be useful but is not necessary.

Your first Direct Debit amount includes the following:

- Your actual electricity usage during your switch over period, which may take up to one month; and
- The monthly Direct Debit amount calculated on your historic usage.

Subsequent Direct Debits will only be your agreed set monthly amount and this will be reviewed after 6 months. Your meter will still be read by ESB Networks and BE Energy will issue you with a reconciled bill every 2 months.

## **BANKING ONLINE**

You can pay your electricity bill online. You will need to set us up as a payee with your bank and in order to do so you will need the following details:

Bank account name: Budget Energy Ltd

Bank address: Danske Bank, 3 Harbour Master Place, Dublin 1

Bank Sort code: 95-17-83

Account no: 10018163

Please instruct your bank to quote your BE Energy account number as a reference. This helps to ensure there will be no delay in processing your payment. You'll find your account number in the top centre of your bill. You can find your account details at [www.beenergy.ie](http://www.beenergy.ie) through My Budget Energy, your online self-service account. Your account number will appear on the top right hand corner of the screen.

## **PAYZONE/PAYPOINT**

If you prefer to buy your electricity as you use it, using/installing a Pay As You Go keypad meter (if it is safe and practical to do so) might be the best option for you. You can top up this meter at any shop/outlet displaying the Payzone/Paypoint sign. All you need to top up is your BEenergy top-up card. Please note it is at the discretion of the retailers as to whether or not they accept debit/credit card payments and some retailers will only accept cash. It is advisable to keep your receipts for any top ups that you purchase.

You can request a Pay As You Go meter installation by calling our Customer Service Team on Freephone 1800 817 383 who will arrange an engineer appointment for you. For more details, please refer to our Code of Practice on Services on Pay As You Go Metering Customers.

## **BY CREDIT/DEBIT CARD**

You can pay your electricity bill by credit card/debit card through our website [www.beenergy.ie](http://www.beenergy.ie) or over the telephone on Freephone 1800 817 383. Please have your MPRN, account number and credit/debit card in front of you in order to complete this.

Note: There will be no charge if you decide to pay using either credit/debit card.

## **PAYMENT BY CHEQUE**

You can also pay your bill by cheque.

For cheques it can take a few days for your payment to reach us, plus a further 3 working days for your payment to clear. Please make sure to send us your cheque no less than 7 working days before your bill payment is due to ensure your payment is processed on time.

Please make all cheques payable to BEenergy.

Your BEenergy account number should always be written on the back of any cheques that you send to us. This will help prevent delay in processing your payment. You'll find your account number in the top centre of your bill.

All cheques should be posted to:

BEenergy  
Unit E, Site 1  
Swords Business Park  
Swords  
Co. Dublin

## **ALLOCATION OF PAYMENTS**

Payments will be allocated to the oldest bill first.

## **METER READINGS**

ESB Networks will endeavour to read your electricity meter four times each year and provide planned estimated readings to us twice per year. Where your meter is not actually read by ESB Networks, we rely on estimated readings based on your previous usage to calculate your bill.

We recommend you also read your meter regularly and submit these readings to us. This will ensure your bill is accurate and that you only pay for the electricity you use and that you don't build up debt or a large credit on your account. Knowing how much energy you use will also help you to understand your consumption patterns and control your costs.

It is important to let ESB Networks read your meter four times per year. Failure to obtain actual meter readings submitted by ESB Networks may result in BEenergy investigating the usage on your account.

## READING YOUR METER

You will find a simple guide to reading your meter on our website [www.beenergy.ie](http://www.beenergy.ie).

## SUBMITTING YOUR METER READ

To help ensure your bill reflects most recent consumption & takes into account any changes that may have occurred in your consumption (e.g. going on holidays), we advise you read your meter monthly and submit it to us.

The reading you take from your meter can be submitted to us in a number of easy ways:

- Telephone our Customer Services Department on Freephone 1800 817 383
- Use our website at [www.beenergy.ie](http://www.beenergy.ie) to submit your meter read

## DISPUTED BILLS

If you have a query on a bill which is being investigated, payment and all credit action will be suspended while we investigate the issue. You should however continue to pay all other bills while the query is being investigated.

We will aim to resolve all complaints within 10 working days, and full details of our query and complaint handling procedures can be found in our Code of Practice on Complaints Handling Procedure.

## PROBLEMS PAYING

If you are having difficulties paying your electricity bills or are worried that you might have difficulties soon due to an event or change of circumstances such as redundancy or illness, please do not hesitate to contact us to discuss the matter and we will aim to create a suitable solution for you. We will always deal with your case in a friendly and sympathetic manner, and offers of repayment will be carefully considered. It is best to address any issues you are having paying your bills as soon as possible so that the problem does not get worse over time.

We monitor all our customers' accounts regularly to identify customers at an early stage whom we feel may be having difficulty paying their bill. We will then contact you to discuss the ways in which we may be able to help. All cases will be treated sensitively and confidentially and once we have agreed a way forward we will review your account regularly.

If you would like to discuss any problems you are having with paying your BEnergy bill please contact our Customer Services team immediately on Freephone 1800 817 383.

Below are some of the ways that we and other organisations maybe able to help if you're struggling with your bills.

## **PAYMENT PLANS**

If you are having difficulties paying your electricity bill we can establish a suitable payment plan with you to pay back the outstanding amount within a reasonable time, based on your individual circumstances. We will agree an amount for you to pay back, taking account of:

- The charges you will have to pay for future energy use;
- How much you can afford to pay; and
- Any problems you've had with payment plans in the past.

Details of the agreed plan will be sent to you in writing within 1 week of the plan being created.

Please contact us if you feel that you can no longer afford your payment plan.

If you fail to keep up with your agreed payment plan we can install a Pay As You Go meter, taking into account your ability to pay, in order to help you pay back your outstanding balance.

Where appropriate, and only with your consent, we will use information provided by other persons or organisations, for example The Department of Social Protection, to help work out if you are able to keep up with your agreed payment plan.

## **PREPAYMENT METERS TO REPAY DEBT**

If appropriate and safe to do so we can arrange installation of a prepayment meter and set it to cover the energy you use and to also pay back the money you owe at the same time. A percentage from each top up you buy will be allocated against the amount you owe us until your account is clear. The percentage of your top up that is taken to help pay off your outstanding balance is calculated using your individual circumstances to judge what you can reasonable afford to pay. The maximum we can deduct from your top up is 25%.

For example, if you buy a €10.00 top up you will get €7.50 credit on your meter and €2.50 will be paid towards your outstanding balance.

If you would like to pay your outstanding balance off quicker through a prepayment meter and you can afford to do so, we can take a percentage higher than 25% off your top ups at your request. This can be re-set to a lower percentage again if you start to struggle to afford the payments.

You will be sent an account statement three times per year and we will inform you when all the arrears have been cleared. You can also find out how much of your outstanding balance is remaining by phoning our Customer Service Team.

## **MONEY ADVICE AGENCIES**

If you are in financial difficulty or have a number of debts, you will be able to get free help and advice from your local Money Advice and Budget Services (MABS) or a money advice agency (such as StepChange Debt Charity). You can find the contact details of your local MABS in your phone book. You can also go to other agencies who may be able to help you, such as:

- Citizens Information – Irish eGovernment website developed by the Citizens Information Board – [www.citizensinformation.ie](http://www.citizensinformation.ie)
- StepChange Debt Charity – Charity helping people who are over-indebted through free, independent, and realistic support – 1800 937 435

If you seek advice from any of these agencies, we will liaise with them to agree a suitable repayment arrangement for you.

## **REDUCING YOUR USE OF ELECTRICITY**

Please refer to our Code of Practice on Energy Efficiency for practical ideas on how to reduce your future bills by using electricity more efficiently.

## **SECURITY DEPOSIT**

If you are opting not to pay by Direct Debit or Pay as You Go you will be required to pay a security deposit of €150. We purchase your energy in advance therefore it is important to assess the credit worthiness of our customers and have protection in place.

This amount will be repaid by BEnergy to you, within one month, if you decide to pay your bills direct debit or if you request to have a prepayment meter installed and have no outstanding balance on your account. This security deposit will also be repaid, within one



month upon finalization of your electricity account with us, taking into account any unpaid electricity charges.

In addition, any security deposit given by a customer shall be repaid within 28 days where, in the previous 12 months, the customer has paid all charges for the supply of electricity demanded from them within 28 days of each written demand

## **MOVING HOUSE**

If you are moving house it is important that you let us know. It is the responsibility of the registered party on the account to provide us with a correct meter reading on the day of departure. If you're moving over the weekend you can call us on the following Monday.

## **CHANGING SUPPLIER**

If you switch to another electricity supplier, we will send you a final bill and will close your account within 6 weeks your switch, provided that there is no outstanding balance remaining on your account.

## **CLOSING YOUR ACCOUNT**

You may wish to close your account for the following reasons:

- Moving house
- Change of occupancy
- The property is to be unoccupied for a long period of time or is due to be demolished
- Changing supplier

If you are contacting us to close your account, please write to us at:

BEnergy  
Unit E, Site 1  
Swords Business park  
Swords  
Co. Dublin

You can also give us a call on Freephone 1800 817 383. We will acknowledge receipt of your account closure request within ten working days.

If you switch to another supplier, your account with us will be closed only when the new supplier starts to supply you. You must pay, in full, the outstanding balance on your account at this time.

The total outstanding balance will include all charges associated with the supply of electricity and any other charges deemed to reasonably apply to your account.

In normal circumstances we will issue your final bill within six weeks. We may give your new electricity supplier any relevant details to help with your transfer. Where a closing meter read is given to us after the normal six week period, this will be treated as an exceptional circumstance and a new final bill will be issued, taking into account any payments which have been made on the account since the original final bill was issued. If at the point of closure, your account is in credit, you will be issued with a refund no later than 2 months after your final bill has been issued. Your refund will be issued to you in the form of a bank transfer or cheque. If no meter read can be obtained at the point of closure then you will be billed using an average calculation of your usage with Beenergy.

## Disconnection

### REASONS FOR DISCONNECTION OF SUPPLY

After exhausting all other possible options, BEenergy will request the appropriate Network Operator to withdraw the electricity supply from the meter, subject to 10 working days' written notice and in accordance with the ESB Networks De-energisation Code of Practice, where:

- We have no current owner or tenant registered at the property
- We are requested by the registered party, to withdraw the supply from the property
- The supply has been disconnected by ESB Networks for safety reasons
- The registered party on the account has failed to pay bills relating to the electricity supply at the property
- The registered party has outstanding debt on the account and refuses to engage with us or enter into a payment arrangement, or breaks an agreed payment arrangement
- The registered party has outstanding debt on the account and refuses the installation of a pre-pay meter

The written notice we send out which gives warning of an impending disconnection will specify:

- That 10 working days' notice, is being given with our intention to request the relevant Network Operator to disconnect your electricity supply
- The reason we are requesting the disconnection
- The costs associated with the disconnection and reconnection of the supply
- That arrears cannot be paid to the person(s) carrying out the meter disconnection
- Contact details for BEnergy's Customer Service Centre to discuss settlement terms
- Contact details for financial welfare agencies that may act on your behalf to come to a solution with us and prevent the disconnection

Note: No disconnection will be made on a Friday, Saturday, Sunday, eve of a Public Holiday or on a Public Holiday unless the disconnection is a matter of safety in which case this Code does not apply to any necessary disconnections carried out by ESB Networks.

## **DISCONNECTION OF SUPPLY FOR NO REGISTERED PARTY ON THE ACCOUNT**

Where the previous occupier has closed their account with us, we need to know when a new occupier moves in. If you have recently moved in you must contact our Customer Service team on Freephone 1800 817 383 as you are now responsible for paying the electricity bill for the property. Failure to do this may result in disconnection of your electricity supply. It is the responsibility of the owner/occupier to register their details on the account.

## **DISCONNECTION OF SUPPLY FOR NON-PAYMENT**

We're here to judge your personal circumstances and you can be sure that when you discuss any financial struggles you are having with us that we will talk to you in complete confidence. We can work with you, a family member or friend, a trusted ambassador, or MABS and any recognised welfare agency to resolve your financial difficulties if required.

BEnergy is committed to engaging and working with customers who are having difficulties paying their bills. We consider disconnection of your electricity supply to be a last resort and will only consider doing so after all other avenues to recover the outstanding balance on the account have been exhausted.

We will make various attempts to contact you before any disconnection takes place, this will include two attempts to contact you in writing notifying you that your account is in arrears, and several attempts via phone call and email.

If you are worried about your electricity bill or money that you owe us, please talk to us as early as possible. Together we can come to an arrangement, taking into consideration your ability to pay, that allows you to clear the outstanding amount. Where appropriate, we can offer an arrangement to pay an agreed amount by instalments including the option of a pre-paid meter.

In the event where we cannot reach an agreement over an outstanding balance, disconnection will be requested.

BEenergy are also committed to working with recognized welfare agencies in relation to payment arrangements for customers in financial hardship. If you wish us to do so we can communicate directly with these organisations to discuss your payment arrangements.

We will never disconnect your electricity supply where:

- You have entered into an acceptable payment plan and you are adhering to the conditions of that arrangement and/or have agreed to have a pre-paid meter installed
- You fail to pay a bill which is not related to the supply of electricity
- You fail to pay a bill based on a regular estimate unless it is fair and reasonable in the circumstances
- You have a genuine, open complaint with BEenergy or the Commission for Regulation of Utilities (CRU) that directly relates to a specific charge on your account (all other charges and bills not involved in the dispute must be paid in full)
- You have engaged with a recognized financial welfare agency and have asked us for a disconnection hold. In this instance we will allow a reasonable period while the agency investigates your personal circumstances
- The registered party is critically dependent on electrically powered equipment, which shall include, but is not limited to, life protecting devices, assistive technologies to support independent living and electrical medical equipment. For details on how to register as a vulnerable customer please see our Code of Practice on Vulnerable Customers. Where a registered vulnerable customer may be at high risk due to disconnection outside the requirements set out in the Code of Practice on Vulnerable Customers, alternative methods of debt recovery will be used
- During the winter months (1st November to 31st March) when the registered party is registered with BEenergy as a vulnerable customer
- If we have issued you with ten working days' written notice of our intention to disconnect your supply and you have contacted us and agreed a payment arrangement at any time during the ten working days' notice
- Where you are a member of a category of those exempt from disconnection as specified by the CRU at any time and for any period of time

## RECONNECTION OF YOUR ELECTRICITY SUPPLY

BEenergy aim to work with our customers to ensure that any periods of disconnection are as short as possible.

Where your electricity supply has been disconnected for there being no registered party on the account we will initiate reconnection once the account has been updated and any associated disconnection and reconnection fees are paid in full, as well as any security deposit, if applicable. We will write to you and include all conditions associated with the reconnection process, including how fees and the deposit will be paid.

Where your electricity supply has been disconnected for non-payment and you (or your representative) reach a suitable repayment agreement with BEenergy, your electricity supply will be reconnected as soon as possible in agreement with our standard terms and conditions and in agreement with the Network Operators Reconnection Schedule. In some cases, a pre-paid meter may also form part of the repayment agreement.

As part of the reconnection process we will review your account status, taking into account your individual circumstances. We may require provision of a security deposit or other such measure until you have demonstrated good account management for at least 12 consecutive months. We will set these conditions out in writing for you, including how any associated security deposit will be repaid.

If you are not the registered account holder but occupy a property under supply of electricity by BEenergy, you will be billed under the terms of a deemed contract, which constitutes the supply of electricity between you and BEenergy.

## CONTACT US

If you have any queries regarding your bill, payment methods, disconnection or this Code of Practice, please get in touch:

Unit E, Site 1  
Swords Business park  
Swords  
Co, Dublin  
OR

Give email us at [info@beenergy.ie](mailto:info@beenergy.ie)

Give us a call on Freephone 1800 817 383.

If we fail to meet any of the commitments outlined in this Code of Practice then you may be entitled to compensation under the terms of our Customer Charter.

