



BE energy

**Code of Practice on Pay As
You Go Metering and Budget
Controllers**

What is a PAYG meter?

A Pay-As-You-Go (PAYG) meter is a convenient way for customers to manage the costs of electricity. This Code of Practice relates to all PAYG metering and budget controllers, for any of our customers experiencing financial distress, a PAYG meter can assist with household budgeting and assist the customer in paying-off any outstanding account balance while staying connected to supply. BEenergy will only offer a PAYG meter to customers in financial hardship and at risk of disconnection.

The PAYG meter may also only be used for the recovery of costs for the supply of your electricity and cannot be used to recover any debt for other additional products.

For further information on the PAYG meter for electricity, please view the following link from ESB Networks who install the electricity PAYG meter;

<https://www.esbnetworks.ie/existing-connection/meters-readings/pay-as-you-go-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

The account holder will be made aware of our Code of Practice on Vulnerable Customers

An authorised outlet should be easily accessible to purchase credit for the meter

The Commission for Regulation of Utilities (CRU) has safeguard measures in place that protect vulnerable customers against disconnections, however, this safeguard will no longer apply if you choose a PAYG or budget controller as your method of electricity supply.

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. For details of these options, contact our Customer Service Team on Freephone 1800 817 383. We are open Monday to Friday from 8am to 8pm.

BEenergy will only install a prepayment meter/budget controller upon consent from the named account holder, or third party who represents the customer. If you are a tenant in a

rental property, permission from the landlord/owner of the property will be required before installation. The budget controller is fitted for the purposes of helping our customers manage their cost - It is not your meter and you will be billed using the consumption recorded on your credit meter.

Electricity

Registered Vulnerable and elderly customers will not be disconnected during the winter months (November - March). However, if a registered 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.

Topping up

When a Pre Paid meter is acquired you will be issued with a pay-as-you-go-card for topping up – please keep this safe. If you do not have a pay-as-you-go card please contact our Customer Service Team on 1800 817 383 and we'll issue you with one. We are open Monday to Friday from 8am to 8pm, 11am – 4pm Saturday.

You can top up online through www.beenergy.ie or make a payment at any PayPoint, Payzone or An Post outlet. You can view approved Payzone outlets at: www.payzone.ie/paywithpayzone. When you buy a top-up you will be given a power code (usually a 20-digit number). Please be advised that you should only buy credit through authorised outlets and never buy credit from anybody visiting your home, as we cannot be sure of the source of this credit, and may not be able to provide a refund should you run into problems with the top-up.

If you lose your power code before keying it into the meter, you can ring our Customer Service team on Freephone 1800 817 383 and we will re-issue the power code to you, free of charge.

Alternatively, you can return to your PayPoint, Payzone or An Post agent who will re-issue you with your last receipt free of charge.

When we provide customers with a Pre Paid meter, we will provide details on the charges that apply. Information on these charges and our tariffs is available at our website www.beenergy.ie, or by contacting our Customer Service team on 1800 817 383.

Customers will be sent a statement annually which will contain your consumption, and payments made. Customers with an outstanding balance will receive a statement three times a year.

Advantages of a PAYG meter

- It allows you to pay for your energy as you use it

- You will not receive a bill
- It allows you to manage arrears while still receiving service

FRIENDLY CREDIT

Weekdays – If your credit runs out after 4pm, Monday to Thursday, the supply will stay on until 9am the following day.

Weekends – If your credit runs out after 4pm on a Friday, the supply will stay on until 9am* the following Monday.

Holidays – For holidays: 1 January, 17 March, Christmas Eve, Christmas Day, St. Stephen's Day and 31 December - if you run into friendly credit over those days, the supply will stay on until 9am* the next weekday.

**Please add 1 hour during Summer Time (when the hour goes forward).*

Remember the next time you top up, the amount of friendly credit used will be deducted in full from your top up payment.

EMERGENCY CREDIT

If you run out of credit outside of the hours listed in friendly credit you will start to use the emergency credit. Emergency credit is set at €5 and gives you time to purchase credit from one of our authorised outlets, online or by calling our customer service team on freephone 1800 817 383. When the emergency credit has run out the supply to your premise will disconnect.

If you are experiencing difficulties with your electricity, have suffered a sudden or unexpected outage or if you see or know of damaged lines please contact ESBN's emergency helpline on 1850 372 999, lines are open 24/7.

Remember the next time you top up, the amount of friendly credit used will be deducted in full from your top up payment.

Important information on standing charges:

If you are away from your home for a period of time, standing charges and other charges will continue to be deducted from your meter credit. Please ensure you have enough credit on your meter at all times.

What happens when the electricity price changes?

Power codes usually have 20-digits. However, when you buy a top-up after a change in electricity prices you will be given a special 40 or 60-digit power code. This will credit your meter with your top-up amount while updating it with the new price details.

What if I have previous arrears on my account?

If you have any arrears, a percentage of up to and not exceeding 25% on each top-up you buy goes towards reducing the arrears until they are cleared. We will work with you and try to establish a suitable debt recovery plan so that you don't get into financial difficulty. We will send you a statement of your arrears at least 3 times a year until this is cleared. On these statements, you'll be able to view the amount of energy you have used, the amount of debt repaid and the amount of credit you have bought.

You will be made aware in writing of the total amount of your debt, the likely length of time to repay the debt and how your installment for debt recovery has been calculated. If you incur debt due to a difference between your credit meter and budget controller, we will assess your account and make reasonable adjustments to make your payments more manageable.

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.

If you attempt to change supplier whilst in debt, a debt flag will be displayed on your account and be visible to the proposed new supplier.

If you would like to discuss your account in further detail, including your outstanding debt and how much you have left to pay, you can call our Customer Service team on Freephone 1800 817 383 (Opening hours Mon to Fri 8am – 8pm, Sat 11am – 4pm).

Refunds

If you are due a refund whilst changing supplier we will do so no later than 2 months from the effective date of the change. This will usually be processed using a bank transfer, though we can issue a cheque upon request. We also will provide you with a refund on built up credit on your meter, so please contact our Customer Service team Freephone on 1800 817 383 to discuss the process and the options available to you.