



BEenergy Security Deposit Policy

BEenergy may ask you to pay a deposit as security against payment for your electricity in line with our licence requirements.

BEenergy will request a security deposit from customers if:

- (a) You do not meet our credit criteria or have an adverse credit report; or
- (b) You fail to pay or are late in paying any amount due to us (including but not limited any security deposit requested); or
- (c) You do not pay for your electricity by direct debit or by ESNB pay-as-you-go keypad meter.

BEenergy charge a standard €300.00 deposit for all domestic customers. This figure of €300.00 is based on an average two monthly bill. Deposit amounts for commercial customers will vary depending on the type of business.

If you owe us money and are ending an agreement with BEenergy, we may keep any deposit you have paid and use this to reduce any debt you owe us. The amount we keep will not be more than the amount you owe us.

Any money received from you as a deposit and not used to reduce any debt you owe us will be returned:

- (a) Within 28 days of supply ending under this Agreement on request.
- (b) If you subsequently choose to pay for your electricity by monthly direct debit or through an ESNB pay-as-you-go keypad meter.

You can request a review of the requirement to hold a security deposit after 12 months. This will be repaid within 28 days of a written demand for the security deposit to be repaid provided you have paid all charges for the supply of electricity in accordance with BEenergy requirements.