



## CODE OF PRACTICE - BILLING AND DISCONNECTION

### Our Promise

All Glowpower customers will be billed monthly. The meter reads on your bills will be based on one of the following –

- Estimated readings provided by ESB networks
- Actual readings provided by ESB networks
- A meter reading supplied by you. We will forward your meter readings to ESB Networks
- Supplier estimate (based on how many bedrooms in your house or how many people living in your house to derive an average daily usage)

When your bi-monthly actual reading is provided to us from ESB networks every second month we will realign any future estimate assumptions based on the history of your properties usage.

We will notify you, if there is an unexpected delay in issuing the bill according to the set schedule.

If you are changing supplier or moving out, we will issue the final bill within 6 weeks from the change of supplier or move out date and post obtaining the closing meter reads. You will be requested to provide the closing meter reads and a forwarding address to issue the final bill. If you are unable to provide us with the meter readings, we will issue the final bill based on the estimated readings.

The final bill will include any credit balance on your account and we will refund this amount upon your request within 2 months from the date when the final bill was issued.



## Understanding Your Bill

Any bill or statement that is sent to you will show the readings of your meter at the start date of the period and the end date of the period shown on your bill. The difference between these readings is your usage in units and the basis for calculating your bill. Additional charges such as standing charges, VAT and PSO levies are also outlined on your bill.

The bill will also show you if there is any outstanding due from the previous bill. This information will be highlighted as Opening balance.

## Billing Options

You can choose to receive your bills via email, through our online portal or via printed method sent to you in the post. Should you opt into electronic billing, this will be provided to you through your online app experience and via email. You can also choose to have your bills sent via post. These options will be outlined in any explicit informed consent taken at the time of entering into an agreement with us. Should you wish to change to paper billing at any time you can contact us and this will be arranged at no cost for you.

## Paying your Bill

Glowpower provides the following methods of payment for bills

- Postal payment via cheque
- Payment via Direct Debit on your due date from your bank account you specified when you sign up with us. If we change your Direct Debit date we will advise you in advance of this. We will inform you 14 days in advance, if there is change in the amount to be debited.
- Credit card payment, through our app, website or over the phone with our contact centre
- Making a payment from your banking institution (references provided on your bill)



## Tariff Changes

Glowpower will notify you on your bill, by email, by letter or by way of public advertisement of changes to your Tariff as soon as reasonably practicable. We will give you thirty (30) days' notice in advance of any price change taking effect. Any such advertisement or notice will state the date from which the change is to become effective.

## Security Deposit

We may require a security deposit in the following circumstances:

- If you were disconnected due to non-payment and have an outstanding debt
- If you have a negative or bad credit rating

The amount of a required security deposit is €300. We will retain the deposit until you have met the normal credit/payment terms for a period of 12 months continuously.

After 12 months of continuous normal payment of your bills, a credit will be applied to your next bill as a refund for your security deposit. If a customer has not fulfilled the required normal payment terms, the 12 months of continuous payment will begin again from the time in which credit terms are met.

## Payment Difficulties

We are committed to identifying, supporting and assisting our customers in times of payment difficulties and we have developed payment plan programs to facilitate our commitments. Our staff are suitably trained to identify, support and assist those customers experiencing payment difficulties. Your case will be treated with sincerity and our staff will endeavor to explore all possible options to assist you and tailor any arrangements with your ability to pay your bills in mind. The details of any agreed payment plan or arrangement will be sent to you in writing no later than one week after a plan has been agreed.

If you are experiencing difficulty in paying your bill please do not hesitate to contact us. The earlier you make contact with us the earlier we can assist you with managing your payments (through payment plans to spread you're the cost of your bills) and usage moving forward.



If required we can also assist with any third party assistance (or if you nominate a third party to represent you in dealing with your electricity account), energy efficiency information or any available relief schemes to ensure that we help you manage your bills and energy consumption long term. We will only disconnect a customer as a last resort and will not disconnect a customer that is actively participating in a Payment plan program. All customers participating in this program are separated from our normal credit collection process to ensure that disconnection cannot take place.

## Closing your account with us

Should you wish to close your account with us at any time please contact our Customer Service Team **7 days** before you move out by one of the following means –

- By calling us on [01-960-9690](tel:01-960-9690) between 9.30 – 5.00pm Monday to Friday
- By sending us an email to [info@glowpower.ie](mailto:info@glowpower.ie)
- Using our online portal to raise a call back request

We will issue your final bill within 6 weeks from the final meter read date.. Should you be unable to provide final meter reads we will estimate the final bill. This will be done through a final estimation of your usage. A final bill will then be issued inclusive of any outstanding charges including usage charges, standing charges, any liable levies and concessions and any applicable early termination fees.

You will be expected to pay this final bill in full. Any credits applicable will also be indicated on the bill as well as a process outlined for obtaining any refund. Any credit due will be refunded no later than 2 months from when the final bill was issued. In any event we will reach out to contact you via email or if required in writing to advise of any refund that you are entitled to and the process or options available to receive it.

If you move out without notifying us, you will be responsible for the electricity used until we have been notified, a new customer moves in or if the premise is disconnected due to non-payment.

If we are notified that you are transferring away to a new supplier your final read date for your account with us will be the same as your starting read with your new supplier. We may provide your new supplier any details required to assist with your transfer away.



## Disconnection

We will only initiate a disconnection at your property under the following circumstances

- You, the account holder or an authorized 3rd party acting on your behalf request to disconnect the power
- There is an outstanding debt on the property and you as the customer do not commit to a payment plan or fail to adhere to any agreed payment plan.
- For safety reasons
- There is no registered occupant at the premise due to the existing registered account holder having closed their account and Glowpower is still supplying the premises. In this circumstance we will contact you in writing formally advising you of the need to register an account 14 days in advance of a formal request to disconnect the property due to no account holder being registered.

## Disconnection of supply for non-payment

Any disconnection of your electricity supply for non-payment of your bill will be carried out strictly as a last resort. Before this occurs we will make multiple attempts to contact you to discuss any outstanding payments. In terms of non-payment we will only disconnect a property under the following circumstances–

- We have made two attempts to contact you in writing
- We have made two additional attempts to contact you by email, SMS or by phone
- We have provided a final disconnection notice with at least 10-business days notice before we request ESB Networks to disconnect your property.

Any amounts outstanding will be included in all written and email communications. This will include any additional costs incurred for disconnection and reconnection of your supply. We will also include all available payment options and our contact details to arrangement a payment plan if required.



Should contact be made we can offer a variety of payment plans tailored to your situation and your energy spend in the future. We can also assist with any third party assistance that may be available to you. This may include financial auditing of your household spend as well as energy audits to help you be more energy efficient in your usage.

## **Disconnection of supply for no contact**

When a previous Occupier moves out and closes their account with us, we need to know when a new occupier moves in. To ensure this we will send an intent to disconnect notice to any occupier at such an address to contact us to set up a new account.

This will also outline any cost to be born by the occupier should they not contact us in the event of disconnection of the premises. The letter will provide 10 business days notice before the intent to disconnect is actioned. If we have phone details available we will endeavor to contact you through this method also.

## **We will not disconnect a customer where:**

- A valid payment arrangement is in place and the customer is adhering to its scheduled payments
- Customers are registered on the Priority Services Register
- A customer has an open genuine complaint (investigated in line with Glowpower's compliant Code of Practice) in relation to disputed charges. You may be required to pay any outstanding dues and future bills, which is not a part of the disputed charges.
- During winter months (Nov to Mar), if you are listed in our Special Services Register
- For failure to pay any bill which is not related to the supply of electricity
- For failure to pay a bill based on a regular estimate unless it is fair and reasonable in the circumstances
- Where a customer is a member of any category of customer that the CRU may specify from time to time.



## Re-connection

We will reconnect customers under the following conditions –

- You pay all the charges associated with Disconnection and Reconnection of your supply.
- A suitable payment agreement is made regarding an arrears amount in question

At the discretion of Glowpower in some cases a security bond/deposit may be required. A refund of a deposit will be subject to the same payment terms and refund process as outlined in the security deposit section of this code of practice. The requirement of any bond will be agreed with customers on an individual basis.

We may request you to pay the full outstanding balance if you have been disconnected previously and failed to adhere to the agreed payment arrangement.

When a settlement is reached with us a customer shall be entitled to be reconnected under our standard terms and conditions and in agreement with ESNB's Reconnection Schedule.

## Contact Details

☎ 1-960-9690 9.30am – 5.00pm Monday to Friday

[customerservice@glowpower.ie](mailto:customerservice@glowpower.ie)

[www.glowpower.ie](http://www.glowpower.ie)

Correspondence address: 20 Harcourt ST Dublin 2, D02 H364. Ireland.