
CODE OF PRACTICE ON BILLING AND DISCONNECTION

ELECTROROUTE ENERGY TRADING LIMITED

Applicability

This code of practice applies when we, Electroroute Energy Trading Limited (“**ElectroRoute**” hereafter), supply you, a non-domestic customer, with gas to your premises in the Republic of Ireland except:

- a. where you are a Large Daily Metered (LDM) customer or part of a corporate group which contains a “large” company as defined on the *Companies Act 2014*; or
- b. where you have entered into a dedicated contract with us that replaces our standard terms and conditions of supply.

The above-mentioned customers should instead refer to the relevant provisions of their bespoke supply agreement with ElectroRoute.

ElectroRoute will issue bills on a monthly basis, unless agreed otherwise with a customer, free of charge. Your bill will be calculated based on one of the following:

- a) Actual meter readings provided by Gas Networks Ireland (**GNI**);
- b) Customer readings, when provided;
- c) Estimated meter readings, in which instance the bill will be clearly marked as an estimated bill.

It is important that you allow **GNI** to access your meter(s), otherwise your bill will be based on an estimation until we are able to obtain an actual reading. Even if actual readings are made available to us, it is still advisable that you provide meter readings to allow us to improve the accuracy of our billing estimates. We will forward your meter readings to the appropriate Network Operator in line with industry process.

ElectroRoute will issue scheduled bills to customers no later than one month after the receipt of meter reading data for the billing period involved. Where in exceptional circumstances there is a delay in billing that exceeds one full billing period, we will take reasonable steps to contact you to notify you of the late billing.

If we are changing our tariff, we will notify you directly and no later than one billing period before the change comes into effect. The changes, the method of application and the prorating of the bill, will be clearly explained on the bill, in an accompanying insert or in a letter, and will specify the date on which the change will take place. If you are paying by direct debit, we will notify you 14 days in advance of any change in the amount to be debited, unless agreed otherwise.

In addition, where revised Supply Point Capacity (**SPC**) and Annual Quantity (**AQ**) have been issued for a customer that will have a material effect on their tariff category or charges, we will notify them of the revised allocations to allow them to appeal the revised figure with Gas Networks Ireland (**GNI**).

ElectroRoute will publish an outline statement regarding the methodology and considerations used to determine energy tariffs for non-household customers on our website.

ElectroRoute has a fair, transparent and reasonable policy to determine, when necessary, the amount requested from customers as deposit and refund of deposit. This policy will be made available to our customers when a deposit is required from them and can at all times be found on our website.

In the event of a billing complaint arising, it will be resolved through our Complaints Handling Code of Practice, unless your contract states otherwise.

Bill content

At least the following information will be displayed on the front page of your bill and energy statement:

1. Customer name and address (billing address and supply address when different);
2. ElectroRoute's name and contact details (Post/Phone/Fax/e-mail/web-site);
3. Credit control contact details and hour of operation where different to the general contact details;
4. Customer account number;
5. Gas Network Operator's emergency/fault reporting contact number;
6. Gas Point Registration Number (**GPRN**);
7. Meter Number (NDM Gas Customers);
8. AC Band (Gas Customers);
9. SPRN (DM&LDM Gas Customers);

Other information that you will find on your energy bill and energy statement is:

1. Period to which the energy bill / energy statement relates to and the date of issue;
2. Customer's tariff category / name;

3. Payment due date;
4. Comparison of the current energy consumption with consumption for the same period in the previous year;
5. Meter readings, upon which the bill is based, including an indication whether the readings are (a) an actual reading, (b) an estimate (by supplier or Gas Point Registration Operator (**GPRO**), or (c) a reading submitted by a customer;
6. Clear calculations of the amount due for gas supplied, including any rebate or penalties when directly applied to the bill, and standing charges and any other amounts being invoices clearly separated;
7. A clear breakdown of any transportation/network charges;
8. A breakdown of any penalty or contractual charges;
9. Any levy amount applied to the customer's bill, and an explanation of carbon Tax and any other standard notice requirements.
10. Value Added Tax (VAT) as a separate line item;
11. Total amount due for the supply of gas in that period.
12. ElectroRoute's complaints handling procedure including CRU's contact information.
13. Payment options.
14. Information on the availability and benefits of switching.
15. Gas Network Operator's contact number.
16. The end date of the contract, if applicable.
17. All other information required by the CRU in decision papers to be communicated to customers via energy bills.

ElectroRoute offers electronic billing, but if requested by the customer, bills can be provided in paper form.

Bill payment

ElectroRoute's general payment terms are 14 days from the date of issue of your bill, and you can pay via direct debit or electronic fund transfer.

ElectroRoute's customer operations team will provide instructions to customers on how to set up their direct debit during customer registration.

Smart Billing

Please note this section only applies to customers that have signed up for a smart tariff.

We will deliver your Smart Bill through existing processes free of any transactional charge, as part of the smart billing document or a separate document, in either paper or electronic format.

We will inform you of any time of use tariffs in place for you for gas, including a clear overview of the applicable tariffs for the current billing period and any other relevant charges or rebates, along with information needed to identify the relevant tariff periods and your energy consumption and costs during those tariff periods.

We will ensure that the consumption information provided to you for the current billing period will be made available for comparison on the Smart Bill on an aggregate basis for the same billing period in the previous year, where there is sufficient historical billing information to do so.

In your Smart Bill, we will provide in an appropriate format, the contact and reference details for:

- i. Independent Consumer Advice Centres,
- ii. Energy agencies or similar institutions,
- iii. Advice on energy efficiency measures,
- iv. Technical specifications for energy using appliances.

We will also provide you with hints and tips on how to reduce or shift energy consumption, and ultimately, your costs.

Finally, where smart meters are installed, we will make available to you, upon request, complementary energy consumption

information, at intervals where billing information has been produced for the previous three years or from the start of your supply contract if it is shorter.

Closing account & issuing final bill

If for any reason you close your business account with us it is important that you contact us and provide us with the following information: your name, account number, and the final meter reading,

In the event that you cannot provide a reading or access to de-energise the premises, we will estimate the closing reading and any charges arising from this estimate must be accepted by you as the due amount on your final bill.

A fee will apply to any disconnection or reconnection carried out at the customer's request. We will use this information to issue your final bill. ElectroRoute will issue the final closing bill no later than six weeks from the effective date of the change of supplier or account close taking place.

If you are moving out, please contact us at the following number + 353 (0) 1 687 5700: or email us at: gas.supply@electroroute.com

Difficulties with payment and facilitation arrangements

There are periods when all businesses experience downturns and ElectroRoute will attempt to facilitate customers that may be finding it difficult to pay their bill. We may, for example, be able to create a suitable arrangement for both parties where payment can be spread out into affordable instalments.

ElectroRoute wishes to highlight the fact that only customers experiencing genuine financial problems will be facilitated.

If a customer is in the unfortunate position where the payment of their bill is proving difficult, we will:

1. Make contact by phone or letter in relation to the overdue accounts.
2. Attempt to arrange payments that are both affordable and suitable for both parties.

3. Work with such agencies nominated by the customer to resolve their financial difficulties e.g. MABS.

Disconnection of Supply

ElectroRoute attempts to avoid the withdrawal of supply from its customers and uses disconnection only as a last resort. For the specific case of disconnection due to non-payment of account, we will contact you and notify you, in writing and other formats, to inform you that you are in arrears.

However, after exhausting all other options, ElectroRoute may request the Gas Networks Ireland to withdraw supply from a customer. Where:

1. The customer's account has not been paid in agreement with the terms of their contract;
2. The customer has not engaged with us to genuinely resolve the arrears on their account;
3. The customer breaks an agreed arrangement to pay by instalments;
4. The registered account holder requests us to do so; or
5. There is no registered occupant at the premises.

ElectroRoute must provide at least 5 working days' notice in writing of its intention to request the Gas Network Operator to disconnect supply. The notice must specify the reason for disconnection.

Note: In the event of an emergency, or where a safety issue arises, or where interference is suspected, or for operational reasons where appropriate - the relevant Network Operator may disconnect a customer without notice. This Code does not apply in these circumstances.

However, a customer will never be disconnected if:

1. The customer has entered into a payment plan and is honouring that arrangement;
2. Where a customer is pursuing a genuine complaint using the complaint handling

procedures and the complaint is related to the reason for disconnection;

3. In the event that a customer is disputing a bill;
4. For failure to pay a bill which is not related to the supply of gas;
5. For failure to pay a bill based on a regular estimate unless it is fair and reasonable in the circumstances (e.g. access to read a meter is refused);

We will maintain adequate records of all the steps taken, and all considerations made in relation to the disconnection of a customer's account.

Disconnection of Supply Notification

Unless the reason relates to safety or an emergency situation, no disconnection calls will be made on a Saturday, Sunday, eve of a Public Holiday or a Public Holiday.

A "Final Demand" notice to customers which warns of the impending disconnection will be sent in writing, by letter or electronically, and will specify:

1. The reason for disconnection;
2. That five working days' notice is being given with our intention to request **GNI** to disconnect. However, when the customer has gone into liquidation or receivership, the notice period can be reduced to two working days;
3. The costs associated with the disconnection and reconnection of the supply, which the customer will have to pay;
4. The administrative or other costs will be shown separately;
5. The amount chargeable to the customer if the disconnection is cancelled or no access to the premises is possible;
6. The person(s) carrying out the withdrawal of supply is not authorised to accept payments on behalf of ElectroRoute as they are an agent of **GNI** or our other associated network operators;

7. Contact details for ElectroRoute's customer care team to discuss settlement terms.

ElectroRoute will facilitate customers who wish to pay immediately any bill arrears before the disconnection date notified on the Final Demand. In order to avoid withdrawal of supply a customer must agree the payment amount and payment method with ElectroRoute's customer care team.

Disconnection of a premise with no registered account holder

Where ElectroRoute are supplying a property and the existing account holder has closed their account, and where the meter type does not require automatic disconnection on change of tenancy, ElectroRoute will issue a written notice to the new occupant of the property, at least 5 working days in advance of the request to disconnect the premise. When issuing our notice, we will make it clear that a cost will apply for disconnection of the premise, and we will refer the customer to where they will be able to access more information about those costs.

Vulnerable Customers

Though due to the nature of its business, ElectroRoute does not foresee having any vulnerable customer, should this situation change, we will ensure that no customer on a Priority Services Register is disconnected or de-energised at any time for reasons of non-payment of bills, and that customers on a Special Services Register are not disconnected or de-energised during the winter months for reasons of non-payment of bills.

Should we be made aware that a registered vulnerable customer may be at high risk due to disconnection, we will work with said customer on alternative methods of debt recovery.

Reconnection of Supply

If supply has been withdrawn from a customer and full payment of all outstanding arrears and charges has been made, reinstatement of supply will be considered.



Reinstatement will be in accordance with our standard terms and conditions, which may include the provision of a security deposit or other such measure that is reasonably required.

ElectroRoute Contact Details

To contact ElectroRoute in relation to this Code of Practice please use one of the following methods:

Post:

Customer Service

ElectroRoute

2 Cumberland Place, Third Floor

Fenian Street, Dublin 2

Ireland

E-mail: gas.supply@electroroute.com

Phone: + 353 (0) 1 687 5700

CRU contact details

The CRU can be contacted by any of the following methods of contact:

Post: Commission for Regulation of Utilities (CRU)

Customer Care Team

The Grain House, The Exchange

Belgard Square North

Tallaght, D24 PXW0, Ireland

Phone: 1800 404 404

Email: customercare@cru.ie

Website: <https://www.cru.ie/>

Gas Networks Ireland Contact Details

For gas supply failure and emergencies: Call **GNI** 24 hours emergency service on 1800 20 50 50, or 1800 464 464 for their Customer Care Service.

If you can't get through, dial 999 / 112;