
CODE OF PRACTICE ON SMART SERVICES

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.

Provision of information to Customers

In the case you have a gas smart meter installed, ElectroRoute will give you a choice over whether the data is retrieved daily or not. Please note that the alternative to remote data collection every day, will be remote data collection once every two months. This decision, as it impacts the level of data available to us, may impact the availability of smart services available to you.

ElectroRoute will provide you with:

- the ability to access your consumption data on request via the internet, in a standard harmonised format which will enable you to analyse or share such interval data with an alternative Supplier or Third party offering other services.
- access to your historical consumption data, either for at least the last 24 months, or from the start of your supply contract with us, whichever is shorter.

The same process will apply upon request for export data, if it is available.

We will make available to download, on demand, a Harmonised Downloadable File which will contain current information, that shall be consistent with all providers of Harmonised Downloadable Files (GNI and Suppliers), by taking reasonable and effective steps to refresh this data regularly and frequently.

For each of our customer and from a time broadly aligned to the initial issuing of a Smart Bill, we will:

- a) Make available a flow of frequently refreshed and updated information relevant to real-time decisions on how to use energy more efficiently and economically;
- b) Using up-to-date data from the relevant meter point, having regard to all available source of data;
- c) Deliver it via a range of channels and media, designed to support a broad use and coverage, and requiring minimal effort by said customer;
- d) The service provided (in whatever form) will not have a separately identifiable charge within a tariff offering, but discounts may be offered contingent on the service being taken in a particular form or paying up-front for something required to receive the service in a particular form.

ElectroRoute's contact details

If you wish to obtain a hard copy of this Code of Practice, we shall provide it to you free of charge. Please contact us at the details below to request your copy or for any other queries:

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

Website: www.electroroute.com