

Our Codes of Practice

Smart Services



IBERDROLA

Our Codes of Practice

At Iberdrola we aim to give our customers the best possible service. Our job is to make managing your Smart Services clear and simple. That's why we'll create services to help you make the most of your smart meter and we'll adhere to this Code of Practice for all our Smart Service processes.

This Code of Practice sets out what you need to know about the Smart Services we offer including what happens when you move to our Smart Services, how we use the data your smart meter provides and how we translate this information to create your bill. It applies to all customers who have a smart meter.

Our Code of Practice for Vulnerable Customers applies equally to our Smart Services and is designed especially for our customers who require additional help and support in managing their energy.

Our Smart Services

All of our Smart Services are available to customers who have a smart meter installed. However, they may differ depending on the frequency of data collection and the strength of the communications signal between the smart meter and Electricity Supply Board Networks (ESB Networks) who supports the smart data flow.

Smart meters

ESB Networks are replacing electricity meters in Ireland with smart meters. The roll out will take a few years to complete but will help build a sustainable future for everyone in Ireland.

Smart meters are a new generation of digital meter that communicate your meter readings directly with ESNB by a secure 2G network either once per day in half-hourly intervals or bi-monthly, based on your preferences and signal strength. ESNB then pass these readings to us to use to create your billing information.

Smart meter reading frequency

ESBN will advise us of the signal strength available from your meter. If the signal strength from your meter is strong enough, you can choose how often your meter is read. You can choose to allow your meter to be read:

- Daily, in half-hourly intervals, or
- Every two months

We can offer a wider choice of tariffs and Smart Services when meter readings are taken on a half- hourly basis and sent to us by ESNB daily. The half-hourly data gives us more information on your consumption patterns, meaning that you can make a more informed choice on how to use your energy efficiently which could save you money.

If the signal strength from your meter is weak, your meter may not be able to send half-hourly data.

To help you make the most of our Smart Services we will:

- Make you aware of the reading frequency required for each of our tariffs to help you to choose a tariff that suits
- Advise ESNB of your chosen reading frequency requesting that they enable this option on your meter
- Provide you with Smart Services that match your chosen frequency
- Let you know if ESNB inform us that your signal strength changes and

how this affects your current tariff and services

- Change your frequency from half-hourly to bi-monthly if you ask us to. However, this may mean that your current tariff or Smart Services may no longer be available to you
- Make you aware that not all our tariffs are available if you choose not to allow half-hourly read frequency

If you don't want our Smart Services

If you choose not to take our Smart Services, ESNB will continue to read your meter every two months on a 24hr basis. Bear in mind this means that you won't be able to take advantage of our smart time-of-use tariffs, which can help you manage your energy more efficiently, by shifting some of your consumption to off-peak times of day when electricity is cheaper.

Smart time-of-use tariffs

A time-of-use tariff is one that charges you different unit rates for the energy you use at different times of the day. For example: day, night and peak periods. It's designed to encourage you to use electricity at cheaper times of the day, ultimately helping you to manage and reduce your costs.

Our Standard Smart Time-Of-Use tariff is available to all customers who have a smart meters installed. Details of this and other time-of-use tariffs can be found on our website, lberdrola.ie.

Benefits of time-of-use tariffs

Time-of-use tariffs help support a cleaner, greener energy system for Ireland by helping to spread our energy usage throughout the day and, specifically, encourage higher usage at off-peak times.

These tariffs help customers to manage their energy and reduce costs. They are designed to encourage customers to use electricity at certain times in the day when it is less expensive.

Our Standard Smart tariff time bands

- **Day:** 8am to 11pm (excluding Peak times below)
- **Night:** 11pm to 8am (for single night rate)
- **Peak:** 5pm to 7pm

These time bands apply every day during the year.

Moving to a smart time-of-use tariff

Within three months of ESNB informing us that your smart meter has been installed, we'll send you our Iberdrola Smart Services information pack which will include details of:

- The benefits of our time-of-use tariffs
- How our time-of-use tariffs work
- How our time-of-use tariffs are structured
- Where you can find more information about our Standard Smart tariff and other available time-of-use tariffs
- How you can switch to one of our time-of-use tariffs

If your smart meter was installed before the Smart Services go live date of January 2021, we will ensure you receive these details no later than July 2021.

If you have a smart meter, but don't move to a time-of-use tariff

If you choose not to take one of our time-of-use tariffs initially, we will contact you every 12 months reminding you of the advantages of our time-of-use tariffs and how you could personally benefit from this type of tariff, using the consumption information we hold for you.

Your smart energy information

Our Smart Services provide you with data to allow you to make decisions on how to use your energy more efficiently and economically.

The amount of information you receive depends on your signal strength as well as the tariff and the meter reading frequency you choose. Although you'll receive the highest level of insight on how you use your energy with selected tariffs that allow half-hourly readings, we'll supply as much information as we can for non half-hourly tariffs too.

Please note that there may be times when ESNB are unable to communicate with your meter and, in these circumstances, usage estimates will be provided.

You can find your smart energy information on your bill and more detailed information in your online account or app.

Our smart energy bill

Your smart energy bill will show you how much energy you've used and the cost of that energy in each time band. We show this as a graph, allowing you to compare the consumption across the current year and for the same billing period in the previous year.

For half-hourly tariffs we also show what percentage of readings have been estimated and any necessary adjustments.

More information can be found in our Billing Code of Practice.

Energy Efficiency

Having a smart meter means you will have access to detailed information about your consumption patterns, allowing you to manage your electricity usage and make more informed choices to save energy in your home. For other useful tips and advice visit iberdrola.ie/smartenergytips

Your online account or app

You can access more detailed smart energy information in your online account. You can be sure that when you access this data via your online account you are doing so in a safe and secure manner.

If you have chosen a half-hourly tariff, you can download a file of your historical half-hourly data. The file of data will:

- Be accessible only through your secure online account on our website
- Be free and easy to download
- Comply with all CRU regulated requirements
- Show data for the period that you have been on a half-hourly tariff with Iberdrola. Please note that it will not show data for any time that you have not been on a half-hourly tariff
- Provide you data for the last 24 months of your half-hourly consumption, or since we started to supply you, if this was less than 24 months ago
- Be regularly refreshed and show you the most up-to-date half-hourly data we have available
- Show you export data, if and when, export data becomes available through your smart meter

- Only be shared with you through your online account (or someone you designate with authority to access your online account) which is securely accessed through login and password. Please refer to our Privacy Information Notice (PIN) on smart metering for more information on how we manage your data

Our guarantee

If we fail to meet any of these commitments, then you will be entitled to compensation under the terms of our Customer Charter.

Need extra help?

We have a number of services designed to provide additional help and support to customers who need it. By registering with Iberdrola Ireland's Priority & Special Services Register (PSR), you are entitled to additional benefits and services. From bills that are easier to read, to letting the ESBN know if you require a continuous supply of electricity, there are lots of options available to help you manage your account with us more easily.

Get in touch

You can contact us if you have any queries or want to request a copy of our Codes of Practice. Simply:

By emailing us

contactus@iberdrola.ie

By calling us free

1800 300 370

(Lines open Monday to Friday 8am to 8pm and Saturday 9am to 4pm)

By chatting online or in our app

Select 'contact us' from the menu then 'chat with us'.

This Code has been approved by the Commission for Regulation of Utilities (CRU).



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