

Your Dual Fuel Online Saver 29 24hr Smart Tariff

Terms and Conditions

1. Supplies of mains electricity from Iberdrola under the Dual Fuel Online Saver 29 24hr Smart Tariff (the "Tariff") will be available until the date when the Tariff is withdrawn by us. All applicants must have a smart meter installed, be a new Iberdrola customer aged 18 years or over, must contract to pay, and continue to pay, for the energy supply under the Tariff by Direct Debit and receive paperless billing to be eligible for the Tariff.
2. The Electricity Unit rates include a 29% discount applied to Iberdrola's Standard Electricity Rates. This discount includes a 5% Direct Debit discount, 2% Paperless Billing discount and a 2% Dual Fuel discount.
3. The Gas Unit rates include a 29% discount applied to Iberdrola's Standard Gas Rates. This discount includes a 5% Direct Debit discount, 2% Paperless Billing discount and a 2% Dual Fuel discount.
4. The discount will apply for 12 months from your supply start date, unless your method of payment or billing changes. We will notify you of any changes that we make to your payment method which will result in the loss of the 5% Direct Debit discount.
5. If, after your supply start date, you change to paper billing, you will no longer be eligible for the 2% Paperless Billing discount but will remain on the Tariff.
6. If, after your supply start date, your payment method changes, you will no longer be eligible for the 5% Direct Debit discount but will remain on the Tariff.
7. The PSO Levy, Carbon tax and/or any other regulatory or government levy, tax or charge that may be imposed are not fixed and will be charged in line with the prevailing rate.
8. This tariff is available for customers with consumption less than 73,000kWh per annum (on bands A, B & C as advised by Gas Networks Ireland) only.
9. If your electricity smart meter is working and communicating correctly, we will use the information provided from ESNB to measure your energy use at the property.
10. If your electricity smart meter is not working or communicating correctly, ESNB will send an estimate of your energy consumption for us to use for the purposes of billing.
11. The price you pay for your electricity will be the same for all times.
12. In these terms and conditions "End Date" means the date which is 12 months from your supply start date. If you cancel your supply of gas or electricity under this Tariff, 49 days or more before the End Date, we reserve the right to apply exit fees of €50 for the fuel you have switched. The remaining fuel type will continue to be supplied under this Tariff however you will no longer be eligible for the 2% Dual Fuel discount.
13. If you cancel your Tariff by switching both your Gas & Electricity to another energy supplier, with the transfer fully completing 49 days or more before the End Date, we reserve the right to apply exit fees of €50 per fuel. These exit fees will not be applied if the Contract is cancelled due to a home move.
14. Iberdrola will write to you before the End Date to let you know what will happen next. Unless you choose another Iberdrola tariff, we will move you onto our Standard Tariff and apply a 9% to Iberdrola's standard electricity unit rates, which includes 5% for Direct Debit and 2% for Paperless Billing.
15. If you change to Paper billing, you will lose the 2% Paperless Billing discount. If your payment method changes from Direct Debit, you will lose the 5% Direct Debit discount. These discounts may be varied or withdrawn by us on providing one month's notice.
16. If you leave the property to which this Tariff applies, you will not be able to transfer this Tariff to another property. However, you will be entitled to apply for any other tariff that is available when you move property.

If you have signed up to receive additional benefits from your Smart Tariff, the following clauses apply to your electricity supply:

17. You are deemed to have chosen to allow ESNB to gather half-hourly readings of your energy consumption from your meter and send them to us, as your energy supplier, daily.
18. We will provide you with a downloadable file of your historical half-hourly consumption data relating to the period that we have supplied electricity to you and you have given permission for us to receive your half-hourly consumption data, through your Iberdrola online account.
19. If you advise us at any time that you no longer wish to have your half-hourly consumption data gathered by ESNB and sent to us daily, we will;
 - a. amend the frequency we retrieve your information to every two months;
 - b. amend your billing to be based on three meter readings (day, night, peak), every two months; and
 - c. you will no longer be able to download your historical half-hourly data as detailed in condition 14, above.
20. If we are informed by ESNB that the signal strength from your meter has degraded and your half-hourly consumption information can no longer be retrieved by ESNB and sent to us daily (resulting in estimation of consumption), we will;
 - a. Inform you of this update
 - b. amend the frequency we retrieve your information to every two months;
 - c. amend your billing to be based on three meter readings (day, night, peak), every two months; and
 - d. you will no longer be able to download your historical half-hourly data as detailed in condition 14, above
21. These terms and conditions apply in addition to the Iberdrola Gas and Electricity General Terms and Conditions for Domestic Customers, which are available at Iberdrola.ie/terms.