

# Our Code of Practice

Billing & Disconnection



**IBERDROLA**



# Our Codes of Practice

**At Iberdrola we aim to give our customers the best possible service.**

Our job is to make managing your energy clear and simple.

That's why we'll adhere to this Code of Practice at all points during your customer experience with us.

In particular, this Code of Practice sets out what you need to know about the bill we'll send you and the options you have when paying for your gas and electricity. It also provides information that will help if you're having difficulty paying a bill and how we'll collect any debt. All of the details apply to both domestic and business customers.

## How we'll bill you

We will:

- Send a paper or electronic bill, depending on whether you've agreed to online billing or not. Remember, you can switch billing methods at any time by contacting us. It's free to change billing methods but your rate may change depending on the billing method you choose
- Send you a separate bill for gas and electricity if you've taken both services
- Use meter readings from ESB Networks, Gas Networks Ireland (which can be actual readings or estimates), or reads provided by you (if verified as plausible by ESB Networks) to calculate your bill

If you have a Smart tariff:

- ESNB will read your meter remotely which will ensure your bill more accurately reflects the amount of energy you've used. It's worth bearing in mind that there may be instances where connectivity does not enable your meter to be read remotely. If you're on a half-hourly product ESNB will estimate your consumption until they can regain connectivity. If you're on a non-interval product ESNB will send a meter reader or estimate your read. For more information on our Smart Services please see our Smart Code of Practice

Your bill will show:

- The period you are being billed for, date of issue and the date any payment is due
- Your tariff and the prices for your tariff
- Your latest meter readings and your previous meter readings which will determine how much energy units you've used in the current period
- The cost of your energy (calculated by multiplying the number of units you've used by the price of your energy tariff)
- Any additional charges such as standing charges, other service charges, VAT and levies
- Any debit or credit balances from previous bills and, where relevant, any allowances to which you may be entitled, such as Free Electricity Allowance

If you have a Smart tariff your bill will provide a breakdown of your energy consumption and the cost of your energy within relevant time bands for your selected tariff.

If you've chosen a tariff with half-hourly meter readings your bill will also show:

- An outline of the energy you've used in comparison to the same period in the

previous year

- The percentage of readings that have been estimated (where ESB have not been able to take a half-hourly reading) and any necessary adjustments.

If you've chosen a tariff with bi-monthly readings your bill will also show:

- An outline of the energy you've used in comparison to the same period in the previous year
- Confirmation of whether your bill has been based on an actual or estimated reading provided by ESN. Any adjustments will be made in the next bill we issue that is based on an actual meter reading.

If you need support to manage and interpret your energy account it's possible to nominate someone else (perhaps a family member or trusted friend) to receive your bills. If you struggle to read your paper bill we can also supply it in different formats. Just get in touch and we'll arrange any updates for you.

If we change our tariff prices, we'll inform you 30 days in advance. The changes will also be clearly indicated on your bill.

## How and when to pay your bill

We'll issue bills depending on how you've chosen to pay.

You can pay by:

- **Variable Direct Debit:**  
we'll send you a bill every two months and we'll collect the money you owe by Direct Debit 14 days later. We'll take your payments from the bank account details you provide us
- **Online:**  
you can make a payment at any time with a debit card by logging into your online account at [iberdrola.ie/myaccount](http://iberdrola.ie/myaccount)
- **Cash:**  
you can pay over the counter at any AN Post outlet

If we supply your gas and electricity we'll collect two Direct Debit payments: one for gas and another for electricity.

In the event it's not possible for us to determine which fuel a payment has been made in towards, we'll apply the payment received to whichever invoice was generated first. With your consent we may provide your bill in electronic format (by email). You can choose to revert back to receiving paper bills at any time, at no cost, unless specified at sign up in our General Terms and Conditions.

## If you have difficulty paying

We know that, for many different reasons customers can sometimes have difficulty paying bills. Please let us know as early as possible if you think you might struggle to pay your gas and/or electricity bill so that we can try to help and provide support.

We will:

- Be understanding and sympathetic if you're finding it difficult to pay and we'll carefully consider all of your options to make repayment easier for you.
- Look to agree a payment plan with you, if relevant, and clearly explain the details and terms of this in writing no later than one week after the plan has been agreed
- Try to offer you a way to repay your debt in manageable instalments, taking into account your ability to pay
- Work with relevant agencies (with your full consent) that could be able to help with your situation
- Take all possible steps to avoid disconnecting your gas or electricity supply if you are experiencing payment difficulties

Remember, even if you can't pay your bill in full, making a part payment towards it will help to reduce the debt. If you find yourself having difficulties in paying your bills it may be helpful to contact MABS who can provide a free, confidential and independent money advice service. You can call their helpline on 0818 07 2000 Monday to Friday 9am-8pm.

## When we need a deposit

In certain circumstances we'll ask new and existing customers for a security deposit. We decide this on a case-by-case basis. If you're asked to provide a security deposit, we'll generally base the value of the payment on two months' estimated consumption and the deposit will be held on your account for 12 months.

If:

- You pay all bills on time we will return the deposit after 12 months
- Our credit terms are not met after the 12 month period, we'll notify you of this and we'll continue to hold the security deposit on your account. We'll also let you know the steps required to improve your credit worthiness. To improve your credit worthiness your account must perform within agreed terms continuously for a 12 month period
- You close your account we'll return the balance of your security deposit to you after using it to offset any outstanding balance

## When we need to disconnect

Whilst we are committed to supporting you through difficult times, if you don't engage with us, we have no option but to enforce, by law, our right to be paid for the energy we have provided you with.

Please be assured that withdrawal of supply happens only as a last resort and we have committed, as part of The Energy Engage Code, to never disconnect an engaging customer.

Before we disconnect your supply, we will ensure that we have:

- Contacted you at least four times to inform you that you are in arrears (with at least two in writing and an additional two by alternative methods such as phone, SMS or email). Each attempt will be no less than three working days apart.
- Provided information on any options you have to make payment and supplied contact details if you wish to enter into a payment plan
- Referred your account to a debt collection agency to find a solution to your debt

We will:

- Always tell you if we decide to take legal action against you
- Always tell you if we are making arrangements to cut off your energy supply
- Let you know when we plan to carry out the disconnection to allow you to engage with us

We only disconnect when:

- Your account is in arrears and continues to accrue debt, and
- You do not respond to our communications regarding your debt, or
- You do not enter into a payment arrangement or you break this payment arrangement
- You have requested to be disconnected
- We are told to do so for safety reasons by ESB Networks or Gas Networks Ireland
- If the existing registered account holder has closed their account and we're still supplying the premises. In this scenario, we'll issue a separate notice to the premises, in writing by letter at least 10 working days in advance of a formal request to disconnect the premises, due to no account holder being registered

Disconnection will not be initiated when:

- You contact us and agree a payment arrangement
- You are registered with us on our Priority Services Register as you are dependent on electricity for medical reasons or during the winter months (1st November to 31st March) if you are elderly. More information can be found in our Codes of Practice for Vulnerable Customers
- You have lodged a complaint with us and that complaint is relating to outstanding charges. You will, however, have to pay bills for the period following the outstanding charges
- Any outstanding bill is not for the supply of gas or electricity
- The failure to pay a bill is based on a regular estimate, unless it is fair and reasonable in the circumstances
- You are a member of any category of customer that the CRU may specify from time-to-time

We may hold you liable for any charges associated with following up your debt.

### When we need to reconnect

If you've been disconnected we can arrange to have you reconnected under our Standard Terms and Conditions of supply when:

- You pay the full amount you owe, including a fee for putting your supply back on, or
- You agree to a suitable payment plan, and/or
- You agree to pay a security deposit, if we ask you to, to guard against any payment default in the future

We'll ensure you are reconnected in line with the Network Operators Reconnection Schedule.

Please note that we have a statutory power to refuse to restore a supply where there has been criminal damage, such as meter interference.

## If you need to close your account

### When you're moving out

We'll advise you, depending on your tariff, whether you need to supply us with an up-to-date meter reading which will be used to calculate your final bill. We'll always require a forwarding address or confirm your email so we can issue your final bill. Depending on your tariff type, we may not require a meter reading if ESNB can provide us with one remotely. In cases where we require a read from you and you are unable to provide it, we will create your final bill using an estimated reading. If you don't tell us you are moving, you will be held responsible for any gas or electricity you use up to the date that a new customer registers at that property.

### When you're moving in

If you move to a new property and the electricity supply is already connected with Iberdrola, you must inform us straight away so that you can pay for the electricity you use. This is important as, if you don't let us know that you're using electricity, then we may charge you under a "Deemed Contract" under Section 16A of the Energy (Miscellaneous Provisions) Act 1995.

### When you're changing supplier

You don't need to contact us. Your new supplier will inform us that you're leaving and your account will be closed automatically when the new supplier starts to supply your energy.

### Your final bill

It can take up to six weeks from the time that you switch supplier or close your account for us to issue your final bill with your closing balance. Your bill will be based on the data we have available at time of billing and no adjustment will be made after this date so please ensure meter readings are up-to-date. You must pay any outstanding balance on your final bill in full. If you have a credit balance on your final bill we'll either credit it directly into your bank or send it by cheque within eight weeks of your final bill being issued. We'll normally credit the amount to your bank account via EFT but if you require a refund by cheque you should contact us on 1800 300 370.

### 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 Services Register (PSR), you are entitled to additional benefits and services. From bills that are easier to read, to letting your local distribution company know if you require a continuous supply of electricity, there are different 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](mailto: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).





**IBERDROLA**

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