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Top up

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Customer Charter

**Prepay
Power**

PrepayPower Limited
Paramount Court, Corrig Road,
Sandyford Industrial Estate, Dublin 18,
D18 R9C7

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Our Commitment to you

At PrepayPower our Customers come first. We are committed to providing you with consistent, high quality Customer Service. We will provide your domestic and small non domestic gas and electricity energy needs through our flexible and easy to manage pre-payment product offerings.

At PrepayPower our service commitments are guaranteed to you based on our 8 Codes of Practice. All codes can be found on our website.

Our codes are:

- Code of Practice on Marketing and Advertising
- Code of Practice on Sign Up
- Code of Practice on Billing
- Code of Practice on Disconnection
- Code of Practice on Complaints
- Code of Practice on Vulnerable Customers
- Code of Practice on PAYG Metering & Budget Controllers
- Code of Practice on Smart Services

Arising from these codes are 8 pledges that we make to you as our customer. These pledges, along with the detail in the Codes of Practice form our Customer Charter and can be read on the following pages.

If you believe that we have not adhered to the commitment(s) in our Codes of Practice, there may be certain circumstances where you are entitled to a compensation payment of €30.

We ensure your claim is assessed fairly. We will engage with you in relation to your claim and if the claim is up- held, we will provide a compensation payment, either as credit on your meter, a cheque payment or debit/credit card refund.

Marketing and advertising

We are committed to protecting you against unfair, unwanted or misleading marketing and advertising. Our commitment to you is explained in our **Code of Practice on Marketing and Advertising**. In summary we promise:

- To give you accurate, clear, fair and transparent representation of us and our competition through our marketing
- To provide easy access to all our available tariffs on our website

Sign up

We are committed to ensuring that your switch to PrepayPower is conducted in a fair, transparent and easy to follow manner. Our commitments to you in relation to sign up are detailed in our **Code of Practice on Customer Sign Up**. In summary we promise:

- To verbally confirm major relevant terms and conditions and the details of the product on the initial recorded sign up telephone call, regardless of whether first contact with PrepayPower was via door to door agents, from our website or directly into our call centre
- To send a copy of our terms and conditions to you via email or post. You will be advised of how to view the T&C on our website as well
- That all our agents, whether door to door or telesales, will provide appropriate identification and follow required protocol, as required by CRU, to you.
- To provide you with details in relation to your rights to avail of the cooling off period
- To advise of your suitability for our prepayment product/s

Annual energy statement and billing

We are a prepay electricity and gas provider and do not bill our customers. We provide you with an annual energy statement on the anniversary of your sign up with us. Our commitments to you in relation to the energy statement is contained within our **Code of Practice on Billing**. In summary, we promise:

- That your annual statement will be accurate and easy to understand
- We will respond to any queries you may have in relation to your annual statement within 10 working days
- To issue a refund to you within 10 working days of agreeing to it

Disconnection

We at PrepayPower are committed to providing you with gas and electricity prepayment services to the highest standards. We only resort to disconnection in extreme circumstances such as vacant properties, meter tampering, non-payment of account and refusal to have a PPP meter installed once you have signed up to us. We facilitate all customer requested disconnections of ESBN/GNI Meter/s of Record. It is important to understand our policy in relation to disconnection of our PPP Meters versus disconnection of the ESBN/GNI Meter/s of Record. Our commitment to you in relation to disconnection of domestic and non-domestic customers is contained within this document, our **Code of Practice on Disconnection for Domestic & Non Domestic Customer's**.

Prepayment Meters

We will ensure that you understand your Prepayment meter, how it works, how to operate the meter and keypad and any key considerations you must be made aware of if using a prepaid service. Our commitment to you

in relation to our prepayment products is highlighted in our **Code of Practice on Pay As You Go (PAYG) Metering**. In summary we promise:

- To provide you with information to enable you to understand how your meter works, how to operate your meter and any relevant steps to help you get started using your meter.
- To provide you with an annual energy statement

Support for customers requiring special services

We recognise that a prepaid service for gas and electricity may not always be suitable for every customer. To ensure service continuity, Gas and Electricity prepayment products require customers to actively top up their meter.

We consider that a prepaid service is not suitable for customers who are critically dependant on gas or electrically powered equipment. During our sign up process, our agents will identify your suitability for our products and advise you accordingly. Should you have any concerns about your suitability for our service please inform us at time of sign up and we will advise you on whether or not our service is suitable. If, as a PrepayPower customer, you become critically dependent on gas or electrically powered equipment please contact us immediately so that we can identify if our service is still suitable for you.

Our **Code of Practice on Vulnerable Customers** provides details on a range of special Services that are available to our customers. In order to avail of these services it is essential that customers register with us by completing our Priority Services and Special Services Customer Registration Form. <https://www.PrepayPower.ie/termsandconditions>. We will in turn share this with ESNB and or GNI who require the information to assist them in recognising customers who may be at risk when there is interruption to your supply. In summary, we promise:

- To advise you of your suitability to avail of our prepayment products for gas and or electricity at sign up. If our products become unsuitable due to a critical dependence on electrically or gas powered equipment, we will assist you with a move to a new supplier.

Smart Services

Our commitments to you in relation to Smart Services is as follows:

- To ensure that you are provided with a Time of Use primer that will explain how a Time of Use tariff works as well as its benefits in order to allow you to efficiently use electricity and save money;
- To publish on our website a cost comparison (based on average consumption) of the cost of the Time of Use tariff compared to your current tariff.

Complaint resolution

Excellent Customer Service is one of our core values meaning that your complaint will be handled quickly and effectively and wherever possible, to your satisfaction. We use any customer feedback, good or bad, to continually re-evaluate our service, processes and how we can support you. A detailed explanation of how we will handle complaints is explained in our **Code of Practice on Complaint Handling**. In summary, we promise;

1. To make it easy for you to contact us with your complaint by phone, email, post or via our website

Phone: 0818 919 487

Email: complaints@PrepayPower.ie

**Write to us: PrepayPower Limited, Customer Experience, paramount Court,
Corrig Rd, Sandyford, Dublin D18 R9C7**

2. To respond to you within 2 working days of complaint receipt with a resolution to your satisfaction or where necessary request for further information.
3. To escalate your complaint to our Customer Experience Manager if our front line agents cannot resolve within the first 2 working day period above. Our Customer Experience team will aim to resolve your complaint (or engage with you if further information is required) within 8 working days from receipt from our agents in step 2.
4. You will be updated on progress if your complaint is not resolved within 8 working days.
5. If your complaint is not resolved to your satisfaction in step 3, it will be escalated to the head of Customer Experience where your complaint will be given a complete review and a final position in writing will be set out and issued to you. We aim to provide you with a resolution from our Head of Customer Experience within 5 working days from escalation.
6. To provide you with CRU contact details and our support to contact CRU if you are not satisfied with your complaint resolution outcome following point 5. The CRU customer care team can be contacted via **energycustomers@cru.ie**, telephone on **1890 404 404** and their website is **<https://www.cru.ie/home/complaint-form/>**

Terms and conditions: Any payments made under this Charter for failure to meet the high standards that we have stated are made without any admission of legal liability on the part of PrepayPower. In the case of any conflict or inconsistency between the Customer Charter and the PrepayPower Terms and Conditions, the Terms and Conditions – available on www.PrepayPower.ie or from our Customer Contact Centre at 0818 919 487 shall prevail. In all other cases, you have the confidence of your Customer Charter Guarantees.