

**Prepay
Power**



Code of Practice:

Marketing and Advertising for Domestic
and Non-Domestic Customers

Code of Practice on Marketing and Advertising for Domestic & Non Domestic Customers

Our Commitment to you

At PrepayPower we believe that all our customers, domestic and non-domestic, must be protected against unwanted, unfair or misleading marketing and advertising methods across all marketing channels. Our practise is to ensure all marketing is conducted fairly and transparently.

We will take all reasonable steps to ensure that our marketing material and messages are easy to understand, are accurate and clearly specify the product that we are marketing to you. Our commitment to you regarding our advertising and marketing practise is explained in this document, our **Code of Practise on Marketing and Advertising for Domestic & Non Domestic Customers**.

1. Marketing Information

We commit that the information we provide to our customers either in writing or verbally through marketing and advertising campaigns will:

- Be accurate, transparent and not misleading in terms of information that is provided or omitted
- Specify clearly the offer or product being marketed
- Identify the period that an offer or special promotion covers (including a deadline for sign up and the duration of the offer) and highlight any changes in conditions that may apply once the period of promotion expires.
- Be communicated in plain and accessible language
- Relate to the products or services which are appropriate to the customer to whom it is directed
- Be fair in both term of its content and format of presentation

2. Our Agents

We commit to:

- Ensure our employees or representatives / agents do not misrepresent us or portray any rival suppliers in a negative or inaccurate way
- Ensure our employees or representatives / agents do not exploit a person's inexperience or vulnerability or apply undue pressure when marketing to a customer.
- Be communicated in plain and accessible language
- Relate to the products or services which are appropriate to the customer to whom it is directed
- Be fair in both term of its content and format of presentation

3. Tariffs

We commit to:

- Publish all publicly available tariffs for household (domestic) and non-household (non-domestic) customers on our website.
- Ensuring our tariffs are easily identifiable and accessible from a prominent position on our home page of our website.
- Comply with the regulation stipulated by the Commission for Regulation of Utilities (CRU) in relation to tariff presentation and comparison on all advertising and marketing material, written and verbal.

Get in Touch

If you have any queries regarding our Code of Practice on Marketing and Advertising for Domestic and Non-Domestic Customers please get in touch:



Phone us:
0818 919 487



Email us:
COP@prepaypower.ie



Write to us:
Yuno Limited t/a PrepayPower,
Code of Practice, Paramount
Court, Corrig Road, Sandyford,
Dublin 18, D18R9C7.



yuno-
energy



**Code of Practice on Marketing and Advertising
for Domestic & Non-Domestic Customers**

Code of Practice on Marketing and Advertising for Domestic & Non-Domestic Customers

Our Commitment to you

At Yuno Energy we believe that all our customers, domestic and non-domestic, must be protected against unwanted, unfair or misleading marketing and advertising methods across all marketing channels. Our practise is to ensure all marketing is conducted fairly and transparently.

We will take all reasonable steps to ensure that our marketing material and messages are easy to understand, accurate and clearly specify the product that we are marketing to you.

Our commitment to you regarding our advertising and marketing practise is explained in this document, our **Code of Practise on Marketing and Advertising for Domestic & Non-Domestic Customers**.

Marketing Information

We commit that the information we provide to our customers either in writing or verbally through marketing and advertising campaigns will:

- Be accurate, transparent and not misleading in terms of information that is provided or omitted;
- Specify clearly the offer or product being marketed;
- Identify the period that an offer or special promotion covers (including a deadline for sign up and the duration of the offer) and highlight any changes in conditions that may apply once the period of promotion expires;
- Be communicated in plain and accessible language;
- Relate to the products or services which are appropriate to the customer to whom it is directed;
- Be fair in both term of its content and format of presentation.

Our Agents

We commit to:

- Ensure our employees or representatives / agents do not misrepresent us or portray any rival suppliers in a negative or inaccurate way;
- Ensure our employees or representatives / agents do not exploit a person's inexperience or vulnerability or apply undue pressure when marketing to a customer.

Tariffs

We commit to:

- Publish all publicly available tariffs for household (domestic) customers on our website;
- Ensuring our tariffs are easily identifiable and accessible from a prominent position on our home page of our website;
- Comply with the regulation stipulated by the Commission for Regulation of Utilities (CRU) in relation to tariff presentation and comparison on all advertising and marketing material, written and verbal.



Get in touch

If you have any queries regarding our
Code of Practice for Domestic Customers,
please get in touch:

T: 1800 661 133

E: COP@yunoenergy.ie

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Corrig Road, Sandyford, Dublin 18, D18R9C7

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Company registered in Ireland Number: 467144

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