

electricity, start saving today!

waterpower

Code of Practice on

Billing

Domestic/Household

Waterpower,
Strand St.,
Kanturk,
Co.Cork

T: (029) 50568 / (087) 165 11 65
E: customercare@waterpower.ie

www.Waterpower.ie

This Code of Practice outlines our policies on billing information, payment options and debt collection policies for domestic/household customers

Billing Information

- Waterpower will bill you every month for the energy you use. The amount of energy used, period of use you are being billed for, date of issue and payment due date will be shown clearly on the bill. We will notify customers of any excessive delays in billing if they should arise
- Your bill is based on meter reading (s). Your bill will be calculated on either an actual reading (where your meter will be read by Electricity Supply Board Networks (ESBN)), a customer reading (where the customer reads the meter) or an estimate which is generated when no reading is available
- Customers are invited to avail of e-billing or 'paperless' billing where an electricity bill is forwarded to the nominated email account each month. For customers not wishing to avail of this option, a physical bill will be forwarded to the billing address each month. Billing method is determined at sign up but can be changed at no extra cost (provided a discount was not applied to the account for paperless billing) upon direction from the customer
- Your bill will show your latest meter readings for energy used and the previous readings. The difference between the two readings is the number of units you have used. The cost of your energy is calculated by multiplying the number of units by the rate agreed at sign up
- Your bill will contain detailed information (including tariffs, standing charges, other service charges, VAT and levies) on the amount of energy to be charged to your account and any outstanding debit or credit amounts on your account
- Customers wishing to retrieve historical account information can do so by contacting our office via customercare@waterpower.ie . Please allow five working days to process your request

Tariffs and Prices

We will notify customers directly of any increase in charges 30 days advance of the new tariffs taking effect. We will communicate this with customers by post or email. If you have any queries about your bill please do not hesitate to contact our sales team on customercare@waterpower.ie

Changes in tariff will be clearly indicated on the bill and the way in which it was done will also be explained in an accompanying letter or email

Meter Information

Waterpower supports industry initiatives to improve the quality of meter reading by advising customers (through messages on the bill or information leaflets) of the importance of providing Electricity Supply Board Networks (ESBN) with access to meters

ESBN will endeavor to read your electricity meters up to four times a year. In the months they are not read, we rely on estimates to calculate your bill. We will contact you if your bill has been estimated over an extended period to remind you to submit a reading

You can submit a meter reading by either of the following methods:

- **Submit online:** www.esb.ie/esbnetworks/readings or email readings@esb.ie
- **Text** your Meter Point Registration Number (MPRN) followed by a space and then the reading to (087)960 92 23 E.g. 1000000000 2125 or call 1850 33 77 77

Waterpower will issue scheduled bills to customers no later than one month after the receipt of meter reading data for the billing period involved

If you are having trouble reading your meter or would like to know more about your bill please do not hesitate to give us a call on +353 (0) 29 50568

Payments (General)

Waterpower will issue scheduled bills to customers no later than one month after the receipt of meter reading data for the billing period involved. Waterpower offers several means of payment which is agreed upon at sign up. These are as follows:

- **Direct Debit:** Details of these will be forwarded to you at sign up. Direct debits are processed 14 days after your bill is issued. If you need to update your bank details with us, call +353(0)29 50568
- **Cash or Cheque:** Customers can submit cash or cheques personally to our head office located on Strand St., Kanturk, Co. Cork or by post to the same address. Please address cheques to 'Waterpower Engineering Ltd'
- **Credit/Debit Card:** If you would like to pay by card please call +353(0)29 50568

Payments (Vulnerable Users)

Waterpower will take every care to ensure that the needs of our vulnerable users are met. As per our Code of Practice for Vulnerable Users:

- Bills are available in larger print for the visually impaired and all customers have the option of availing of a 'Talking Bill'. Just call our office for further information on +353 (0) 29 50568
- In such cases where a 'Pay As You Go' or PAYG meter is requested we will take steps to ensure that this is the best option for them. Please refer to our Codes of Practice on PAYG Meters & Budget Controllers and also our Code of Practice on Vulnerable Users for further information.

Payments (Financial Difficulty)

We aim to provide the best service to all our customers. For customers experiencing genuine difficulty or prefer as a lifestyle choice we offer level/budget payment options. This will involve looking at the amount outstanding, your previous payment history and any other relevant information. We will be as flexible as possible in trying to agree a payment plan with you. Please refer to our Code of Practice for PAYG & Budget Controllers available from our website.

Security Deposits

Please refer to Waterpowers Policy on security deposits which is available from our website www.waterpower.ie

Closing account and issue of final bill

- If you wish to close your account with Waterpower please call +353(0)29 50568, Monday to Friday 9am-5pm or write to Customer Care, Waterpower, Strand Street, Kanturk, Co.Cork with your full account details. We will acknowledge receipt of your letter within ten working days
- Where a customer has switched supplier or closed their account the final bill will be issued within six weeks from the effective date of the change of supplier or account close taking place
- If you are closing the account because you are moving out it is important that you contact us directly with the following information a) Name & Account Number b) Date you are moving c) final meter reading and d) your forwarding address
- If you are closing your account because your premises has been unoccupied for a long period of time or is due for demolition, please refer to our code of practice on disconnections
- In order to close your account, we will ask you for an up to date meter reading so we can issue your final bill accurately. If you are unable to take a meter reading, you can close the account on an estimated read, however this is not guaranteed to be accurate
- In instances where meter readings are to be transferred to a new owner, occupant or landlord, we will need the new occupants name and contact details
- The total outstanding balance will include all charges associated with the supply of energy and any other charges deemed by Waterpower to reasonably apply to your account; such charges may from time to time include an early termination fee for termination in advance of the agreed contract end date

- If you switch to another supplier, your account with us will be closed only when the new supplier starts to supply you. The outstanding balance on your account must be settled at this time. Please note that, in the event that you choose to switch your electricity supplier but outstanding payments remain on your account which are in excess of the approved debt thresholds, a debt flag will generate on Your account from the point of switch. This debt flag will notify the acquiring supplier of this. Approved debt thresholds are published by the Commission for the Regulation of Utilities (CRU, formerly the Commission for Regulation of Utilities (CER) Reference Document CER/11/181) to you.
- Waterpower will contact you directly if there is a refund due on your account. In instances where there is an excess following the balancing of the final bill we will contact you to discuss how you wish for this to be refunded. Refunds can be forwarded by cheque if You have provided Us with a forwarding address or by bank transfer if We hold Your bank details

Security deposits are returned automatically after 12 months once credit terms are met. If you leave in advance of the 12 month period your security deposit will be returned once all amounts due are settled on your account. Please refer to our Security Deposit Policy available from our website

- Any credit/refund **due will be cited on the final bill** and issued promptly. In instances where this is not feasible it will be issued to the customer by cheque or bank transfer to their account no later than 2 months from the date when the final energy bill or energy statement was issued.

It is our aim to provide clear and transparent information to our customers. If you have any queries about any of our codes or require further information in relation to billing, please do not hesitate to contact our customer sales team using the following details:

By phoning: +353 (0) 29 50568 or +353 (0) 87 165 11 65

By email: customercare@waterpower.ie

By post: Waterpower,
Strand Street,
Kanturk,
Co. Cork