



# Code of Practice on Smart Services

All Customers

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Our Smart Services Code of Practice outlines information about the Smart Metering rollout in Ireland along with our commitments to you about the smart services that we offer. It will provide you with information about what a smart meter is, how data from your smart meter is gathered and used as well as what to expect from our smart services.

## What are Smart Meters

Smart meters are the next generation of electricity meters. Using digital technology and the 2G mobile phone network, the smart meter will give you access, via your supplier, to accurate information on your energy usage throughout the day and significantly reduce the need for estimated bills.

## What is the National program to replace smart meters and offer smart services?

Under the National Climate Action Plan, ESB Networks will be replacing approximately 2.4 million analogue electricity meters with the next generation of smart meters for customers and businesses, that are currently being rolled out across Europe. The roll out of these meters will take a few years to complete but will help create a sustainable future for everyone in Ireland. You will not be charged for the installation of your smart meter.

The CRU provided regulation to support the rollout of the National Smart Metering Program which requires suppliers and ESBN to amend and develop all existing systems to support smart meters and the processing of smart metering data. All Irish Electricity Market Participants have been working towards ensuring a seamless transition from our existing infrastructure to a system supporting smart meters and smart metering data.

## Smart Meter Data Flow

Your smart meter will gather data and this data is passed to ESB Networks via a 2G network. ESB Networks will pass this data to us in Waterpower. The frequency that we receive data from ESB Networks depends on the WPE Product/Tariff you have chosen. The connectivity between your smart meter and ESB Networks is facilitated by the signal strength in your area. The **signal strength** will determine the success and frequency that data can flow between your meter and ESB Networks. If your signal strength is too weak half hourly data will not be supported which has a consequence that certain smart services and products that we offer, will not be available.

The frequency of data that is passed to us depends on the Tariff and product features that you selected when you joined us or changed to a smart tariff. There are 3 different types of data flow that your smart meter can support.

**24hr bimonthly data flow** – A single 24hr read is gathered by ESB Networks (remotely if signal strength is good or physically if not good) every 2 months and passed to us in WPE.

**Day, Night, Peak data flow** – three reads (a day, night and peak) read is gathered by ESB Networks (remotely if signal strength is good or physically if not good) every 2 months and passed to us in WPE.

**Half Hourly data flow** – a half hourly snapshot of your consumption is taken on your meter and passed to ESBN remotely the day after it has been taken. The half hourly (HH) or interval consumption reads are sent to us in WPE on the day after the actual reads have been taken on your meter.

## Time of Use Tariffs

A time of Use Tariff is a structure of charging where different charges are applied to different times of the day. You will be charged different unit rates for different time bands. A time of use tariff is designed to give you more control of your energy usage and costs by selecting cheaper times to use your electricity.

Waterpower has one time of use tariff called the WPE Standard Smart Tariff. The tariff is structured with three different time bands and associated unit rates.

The WPE Standard Smart Tariff structure is as follows

- Day - 8am to 11pm (excluding Peak times below)
- Night - 11pm to 8am
- Peak – 5pm to 7pm

These time bands apply every day, 365 days per year.

## WPE Standard Smart Tariff (WPE SST) Product Features

The WPE SST is structured into three time bands as above (day, night, peak). The WPE SST offers different unit rates for each of these time bands. By knowing the cost of energy in each time band will help you decide when to use energy helping you control costs and hopefully reduce your energy bills.

You can enjoy our WPE SST whether you have strong or weak signal capability. If your signal strength is good, you can avail of half hourly data flow. This will provide more detail about your consumption and will ensure more accurate billing. You will also be able to request a download of your half hourly data through our website.

## WPE Standard Smart Tariff (WPE SST) Product Features - cont

If your signal strength is poor or you do not wish for half hourly data flow, you can enjoy the WPE SST on a day, night, and peak data flow. You will however not receive a download of data via our website or any future smart services that we may offer.

You are able to choose your data flow frequency for the WPE SST. We will support you on our SST whether you choose half hourly data flow or day, night, peak data flow. If at any point you no longer want half hourly data, you can move to the day, night, peak data flow. This will mean that you lose some of the product features offered by our WPE SST with half hourly data.

## A smart meter but no smart Tariff

If ESN has installed a smart meter but you do not want to avail of our WPE SST, you can simply remain on your existing 24hr tariff. We will remind you of our smart tariffs annually and will aim to make best use of the data you know we are gathering on your behalf when providing information to you in communications

## Energy Information

If you have availed of the WPE SST, your bill will show more information about your consumption in each time band. It will show the cost and consumption within each time band. This information will allow you to make decisions about when you use energy and how you can reduce costs by using your energy at different times of the day. Our bill also provides a link to the SEAI website where you can find out more about energy saving and energy efficiency.

## Moving to the WPE SST

**Existing Customers** – ESB Networks will advise us once you have had a smart meter installed. They will then notify us of your signal strength which takes approximately 30 days from the time your meter is installed. We will issue a communication to you about our smart tariff at that point advising you that you can now avail of our smart tariff and how to go about contacting us to effect the change. This notification is called a Smart Primer and is required by the CRU. The communication will also include benefits of time of use tariffs as well as how to find more information about our tariffs. All tariff changes will take place at the start or end of a billing period. We will advise you of this when we discuss your change in tariff.

**New customers** – If you switch to WPE, we will be able to advise you whether you have a smart meter at the time you join us. We can offer you our WPE SST along with information about your signal strength at the time and you can decide on the data flow that best supports your needs.

## Smart Primer

If you are one of our customers, ESNB will notify us through the market systems that you have had a smart meter installed. Approximately 30 days following your meter install, ESNB will notify us of your signal strength between them and your meter. Once we have this information, we will issue you with a communication either via email or post. This communication is known as the Smart Primer. Waterpower will be using a primer developed by the SEAI and CRU. For those customers who have had a smart meter installed before the 01 March 2021, we will ensure you receive a primer by the 31 August 2021. For customers who receive a smart meter after the 01 March 2021, we will provide you with a smart primer within 3 months of your meter being installed. The Smart Primer will contain easy to understand information about how time of use tariffs work and the benefits of time of use tariffs. The smart primer will also reference how you can make contact with WaterPower to find out more about our available time of use tariffs.

## Time of Use Reminder

If you are one of our customers with a smart meter and received a smart primer but chose not to opt for one of our time of use tariffs, we are obliged by the CRU to send you a 12 month time of use reminder communication. We will send you a time of use reminder every 12 months (using the initial primer date as our starting point) if you have not opted for a time of use tariff.

## Smart HH Information – Half Hourly/Interval data flow only

If you have opted for the WPE SST with HH data flow, you will be eligible to receive your Half hourly data by requesting it through our website. The data is free of charge and can be requested via our website and provided to you in a csv file. The data will comply with all CRU regulated requirements ensuring a standard harmonised format is maintained. The file will contain up to 24 months of interval data (in half hours) or interval data to the point that you started a HH contract if it is less than 24 months. The data will be refreshed regularly. The data can be used by you to analyse your consumption or can be shared with an alternative supplier or third party to understand your consumption profile with the view of offering different products. All suppliers offering half hourly/interval tariffs will be obliged to provide you with access to this data in a similar format. If and when export data is facilitated through your smart meter in half hourly intervals, we will include this data in the file that you download from the internet.

## Smart Bill

Waterpower has developed a smart energy bill which helps you gain more understanding about your energy usage. It provides detail on the usage per time band. The design of the bill for the WPE SST - half hourly data flow will differ slightly to the design of your bill if you have the SST WPE - day, night, peak data flow. If you require any further information about your bill, please contact us on the details below.

## Objecting to a Smart Meter

If you do not wish ESB Networks to install a smart meter at your premises you can either contact ESB Networks directly or WaterPower at the contact details below. If you contact us, we will pass your objection to ESB Networks who manage the deployment of all smart meters to consumers across Ireland.

## More information

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 smart services, please do not hesitate to contact our customer sales team using the following details:.

- a) By phoning +353 (0) 29 50568 or +353 (0) 871651165
- b) By emailing [customercare@waterpower.ie](mailto:customercare@waterpower.ie)
- c) By writing to

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