Code of Practice on Smart Services

General

This is our code of Practice for the provision of Smart Meter Services.
Our goal is to help customers to get the benefits of smart meters, have better information about their electricity consumption and take advantage of new types of tariffs that smart meters make possible. We will do this whilst having regard for the data protection and privacy rights of our customers.

Who is this document for?

This document is for those customers who have had a smart meter installed as well as those enquiring about smart services and data associated with smart meters.

This document is our Code of Practice on Smart Services and is relevant if you have had a smart meter installed. This document relates to the provision of Smart Meter Services for customers with a smart meter (also called an RM106 meter type).   If you do not have a smart meter, this document may not be relevant to you. If you need assistance in confirming if you have a smart meter or not, please call us and we will confirm if you do or do not have a smart meter. If you do not have a smart meter, you cannot opt into the features, billing and data services associated with smart meters.   If you do have a smart meter, we encourage you to review this document and discuss how adopting a time of use tariff such as the Standard Smart Tariff may benefit you. Ask our team for the latest tariffs.

What is a smart meter?

A smart meter is a new style of meter that records consumption in time periods or digital registers. In the case of domestic supply, your smart meter will have the capability to record your consumption in half hourly intervals. There are 48 half hourly intervals every day.

Customers who have a smart meter have the ongoing choice of whether they want their usage and consumption data collected by ESB Networks and sent daily or bi-monthly to the supplier (in this case Glowpower).

Glowpower customers may choose to opt in to smart meter services, and those who do will need to give consent to have their meter data retrieved by ESB Networks daily. If a customer opts into half-hourly data sharing, data is recorded by ESB Networks in half hourly intervals and provided to Glowpower for billing and reconciliation.

Customers who transition to smart meter services **may not** opt back. However, customers on smart billing will have the option of deciding on whether they want to opt for daily data or bi monthly data, as is explained below.

GL🔆W|POWER   📞   **PHONE**
01-960-9690   ✉   **EMAIL ADDRESS**
info@glowpower.ie

Opting in or out of Data collection of your energy consumption.

Opting in: If a customer opts into half hourly interval data retrieval from their ESB Networks meter, the customer agrees to have their half hourly usage data sent via ESB Networks to Glowpower which will allow Glowpower to provide the customer with up to date usage data, accurate time of use data and patterns of consumption. This will assist Glowpower and our customers to identify and suggest improvements in energy consumption time periods. This may benefit customers looking to maximise their energy savings.

Not opting in: Not consenting to daily data retrieval may impact or limit the type of offers made available to customers and this may limit the way information around usage and consumption is provided. Customers will be restricted to non interval, bi-monthly reading with a day, night and peak register.   Monthly billing will be estimated based on national averages and may not be based on actual usage until this is provided by ESB network.

Opting out after opting in: The choice to opt in and out of how frequently you want your meter usage data retrieved is ongoing and may be changed at your request.

Not opting in or out. If you do nothing, you will remain on a non-smart tariff and continue to be billed as you are currently (monthly or bi monthly depending on your agreed billing cycle), however ESB network will continue to collect reads up to 4 times per year with planned estimates carried out up to twice a year.

Customers can opt in or out via the following methods:

- Email
- Telephone to our Customer Service Centre
- Customer Portal

Readings are read 'remotely' by the ESB networks for half hourly daily readings (a meter reader is not required) or where a customer chooses not to have daily consumption retrieved, usage is recorded on digital registers over a reading period (usually two months) by ESB networks subject to ESB's reading frequency and terms.

Standard Smart Tariff.

Glowpower's Standard Smart tariff will enable customers to make informed decisions about their energy consumption. The Standard Smart Tariff will include a three-rate time band that covers hours and unit pricing. Ask our Customer service team by calling or emailing for the latest tariff. Glowpower may offer discounts on Time of Use tariffs or

Standard Smart tariffs and these discounts may be subject to conditions such as ebilling only and direct debit only offers.

Standard Smart Tariff/Time of Use Tariff (TOU)	Time Period (IST)	Price per time band (for pricing, please ask our staff.)
Day	08:00 to 23:00 (excluding Peak)	Our daily tariff cents per kwh rate. This will be less expensive than the peak rate and more expensive than the off peak / night rate.
Night (single night rate)	23:00 to 08:00 (single night rate)	The night rate is often called 'off peak' and the cents per kwh rate will be at their cheapest
Peak	17:00-19:00	the highest cents per kilowatt period during the day

The Benefits of Time of Use Tariffs including our Standard Smart Tariff

Customers looking to understand their consumption more will benefit from obtaining more granular data about their consumption. Time of Use tariffs allow customers to look at their consumption patterns and make informed decisions around how they want to continue using electricity and when. Customers will be able to benefit from changing the time they use appliances to different times of the day and will be able to take advantage of competitive tariffs, as well as making choices around limiting consumption during the peak (most expensive) time periods every day. By optimizing their consumption at certain times of the day, customers may see real price differences in their billing, saving them money in the long run.

Some practical examples may include the following:

- If you set your heater to turn on at 5pm to heat the house, try turning the heating on at 4 and off at 5pm then on again at 7pm. Also turn your timer off before 8am if heating overnight, to take advantage of lower rates.
- If you use a tumble dryer or use the hot wash on your washing machine, where possible use these between the hours of 11pm and 8am. Use timer delays on appliances where possible.
- Try to limit the amount of power used between 5pm and 7pm and use your appliances as best you can on either side of this timeframe.
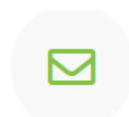
Time of Use (ToU) Primer; Customers who have a smart meter installed will receive a TOU Primer. The Time of Use Primer will be simple and jargon free and will provide Glowpower customers with a clear overview of how time of use tariffs work and how they may benefit customers.

Customers who had their smart meter installed prior to smart services 'go-live' (February 2021) will receive a Time of Use Primer within six months of the commencement of Smart Services. Customers who received their smart meter after 'go-live' (February 2021) will receive their primer within three months of installation. The primer will include information on our Time of Use Tariffs that Glowpower may offer which will include the Glowpower Standard Smart Tariff available at the time.

Time of Use (ToU) Reminders Customers who have a smart meter but have not yet opted into a Time of Use tariff within 12 months of receiving the Primer will be sent a reminder by Glowpower This reminder will encourage customers to review any time of Use tariffs available with the purpose of highlighting the potential benefits of switching to a TOU tariff. This reminder shall be issued every 12 months for those customers who have not availed themselves of a TOU tariff.

Customers with a smart meter who have not previously opted in to half hourly data sharing may also communicate with us at any time via the Customer portal or phone and email, if they wish to avail themselves of a Time of Use tariff.

If you have not switched to a time-of-use tariff, we will make best use of available information on your consumption pattern to make our communications with you on the Time-of-Use Primer, as relevant and tailored as practicable.

Any pricing and any discounts available on any Time of Use Tariffs will be clearly written. Pricing will be variable and may change from time to time according to Glowpower's Terms and Conditions and according to the Glowpower Billing Policy.

Provision of information to Customers. Accessing and understanding your data and your usage.

If you have opted in to sharing your half hourly data and where half hourly interval data is available from the ESB networks, Glowpower will:

- Accept data on behalf of the customer.
- Enable access to a secure customer portal where customers can review their consumption data. This portal can be accessed via our website www.glowpower.ie.
- The data can be requested via the customer portal and will be sent via email to the customer's primary email address. The data will display consumption/usage in half
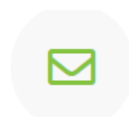
hourly intervals (48 time periods in 1 day) and will show the MPRN and meter number associated with the data.

- The data will be accessible for customers for period of up to the previous 24 months or the start of the supply contract, whichever is the shorter. Data will be presented in accordance with CRU guidelines, in a harmonised downloadable format.
- Data consumption patterns will be viewable in the online secure customer portal and where possible this will be refreshed regularly.
- Glowpower may review customer consumption patterns and may contact the customer with suggestions or usage highlights. This information as well as suggestions for improving energy consumption may also appear on the customer portal and customer bills to assist customers in understanding and monitoring consumption patterns and usage behaviors. This will allow customers to understand when adjustments need to be made and may assist in reducing the overall cost of usage, by moving some consumption in to off peak periods.
- Accessing your bills and your historical bills can be done through the customer portal or by contacting our customer service team and asking for copies of bills.
- We will not share customer data with third parties without customer consent unless we are required to do so by law.

Customers with additional communication requirements should get in contact with Glowpower in the most practical way suitable, to discuss options.

Breaching our Code of Practice

If we fail to meet any of the commitments as set out in our Code of Practice - Smart Services, you may be entitled to a payment of €30.

Getting in touch with us.

Email: customerservice@glowpower.ie

Telephone 01 960 9690 (9.30 to 5.30 Monday to Friday, excluding bank holidays)

Customer portal: (existing customers only) log in to your customer portal by clicking the my account option at www.glowpower.ie and entering your account number and password.