

yuno-
energy



**Code of Practice on Disconnection
for Domestic and Non-Domestic customer's**

Code of Practice on Disconnection for Domestic and Non-Domestic customer's

Our Commitment to you

We at Yuno Energy are committed to providing you with gas and electricity services to the highest standards. We only resort to disconnection in extreme circumstances such as vacant properties, meter tampering and non-payment of account. We facilitate all customer requested disconnections of ESB Networks/GNI Meters. 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**.

1. What does disconnection mean?

The word disconnection in this Code refers to locking/unlocking, de-energisation/reenergisation for non-payment.

2. Disconnection of the ESB Networks/GNI Meter

- We at Yuno Energy aim to reduce the instances of disconnection of the ESB Networks/GNI Meter at all costs and will do so only as a last resort.
- Our disconnection process is initiated under the following circumstance(s):

Upon your request; or

- If you have an outstanding debt and you do not agree to a payment plan or break an agreed payment arrangement or if we are unable to install a pre-payment Meter/budget controller for the purpose of paying off your debt; or
 - The property has been deemed vacant or if we do not have a contract in place with the occupant;
 - Arising from ESB Network/GNI actions for safety reasons and/or operational reasons where appropriate;
- ESB Networks/GNI may disconnect their meter independently of your supplier if they identify tampering on the meter. If this happens, GNI/ESB Networks will contact you directly.

2.1. Disconnection on Customer Request

- As the account holder, you are entitled to request the disconnection of the energy supply to the property. We can arrange this on your behalf provided that the costs of the site visit are paid in advance. Please see our schedule of charges for more detail.

2.2 Disconnection due to Non-Payment of Account or NonFacilitation of a Payment plan or Prepayment meter.

- Prior to physical disconnection of the ESB Networks/GNI Meter, we request that customers contact us to avoid disconnection taking place. We will discuss payment options openly and sympathetically with you. Any payment arrangements will be agreed at the discretion of the revenue protection team agent;
- Where a payment plan has been entered into specifically to avoid disconnection, details of the payment plan will be sent to you in writing no later than 1 week after the plan has been agreed;
- If you have an outstanding debt and you do not agree to a payment plan or break an agreed arrangement or if we are unable to install a pre-payment meter/budget controller for the purpose of paying off your debt, we will initiate our disconnection process (detailed below) on the basis that we are incurring charges from the network operators (ESB Networks/GNI) for your continued energy consumption. In these cases, we will request ESB Networks/GNI to disconnect their meter at your property;
- Before starting any disconnection communications, we evaluate your case in detail within our revenue protection team. We ensure that no customer that we have marked as Vulnerable on the Vulnerable Customer Priority and/or Special Services Register is disconnected. We only start our de-energisation communication once our revenue protection team have signed off on the case.

2.2.1 Domestic Customer Disconnection Process

Our disconnection process operates as follows:

- We will make at least 2 attempts to contact you in writing and at least 2 additional attempts, which may be by phone, text or email, to notify you which utility is at risk of disconnection;
- We will give you 10 days' notice in writing of our intention to disconnect your property due to non-payment of account. This notice will provide you with the outstanding balance along with any additional charges that may be levied in the event of disconnection. It will also contain the contact details for our revenue protection department who you contact to discuss/avoid the pending disconnection;
- We comply with regulatory requirements whereby each communication issued to you is done so at a minimum of 3 working days apart;
- All written communication is sent to the address we have on record for you. If the address we have on record is that which is to be disconnected (and not an additional contact address) we will send all correspondence to this address. This is particularly relevant in cases of vacancy.

2.2.2 Non-Domestic Customer Disconnection Process

- We will give you 5 days' notice in writing of our intention to disconnect your property due to non-payment of account. This notice will provide you with the outstanding balance along with any additional charges that may be levied in the event of disconnection. It will also contain the contact details for our revenue protection department who you contact to discuss/avoid the pending disconnection.
- In the event of any business where, in our opinion, there is a high risk of impending default, such as insolvency the notice period may be removed.
- For Large Energy users (LEU), Large Daily Metered (LDM), Quarter Hourly (QH) or Daily Metered (DM) customers disconnection notice periods will be set out in your bespoke supply contracts with us.

2.3 No Registered Occupant & Vacant Property Disconnection.

- If we identify a property with no registered occupant, we will send a deemed contract notification to the property for the temporary continuation of supply. If the Gas/Electricity account for the property has no registered account holder for more than 30 days, Yuno Energy will request for the energy supply to be disconnected.
- If we have contact details on the account. We will make 2 attempts to contact the person responsible for the premises to highlight the pending disconnection.
- If no contact details exist, or the initial attempted contact has been unsuccessful, we will send a disconnection notice, in writing, to the premises 10 days in advance of the disconnection. This notice will detail the costs that will be incurred due to the disconnection/reconnection of the premises and the contact details for the new occupier to open an account.
- For non-Domestic accounts we will send a disconnection notice, in writing, to the premises 5 days in advance of the disconnection. This notice will detail the costs that will be incurred due to the disconnection/reconnection of the premises and the contact details for the new occupier to open an account.

3. Payment Difficulties and Arrangements

Our staff are trained to handle difficult and sensitive circumstances. Please contact us as soon as you become aware that you may have difficulty with paying your account.

If you require, we will assist you to nominate a third party to represent you when dealing with your energy account. Please notify us at the details below if you require a nominated third party to be added to your account.

When you contact us we will:

- Assess your ability to pay;
- Agree an appropriate payment arrangement which suits your circumstances, while avoiding a situation where the debt becomes worse;
- Where a payment plan has been agreed we will send you details of this arrangement in writing no later than 1 week from after the plan has been agreed;
- Where appropriate and with your express agreement we may request the installation of a pre-payment meter;
- Refer you to your local MABS or your local Community Welfare Officer.

Business customers can also nominate a financial advisor to assist them.

We reserve the right to revoke a payment plan where you do not adhere to the agreed repayment schedule or have a record of failing to make agreed re-payments.

4. Where Yuno Energy will not request disconnection of your ESB Networks/GNI Meter

We will not request ESB Networks/GNI to disconnect your Meter if:

- You have entered into a payment plan with us and are honouring that arrangement;
- Where you have an open dispute/complaint with us that is related to the outstanding balance associated with the disconnection;
- In the event that a customer is disputing a bill. This clause only applies to the disputed bill and not any previous or subsequent bills which must be paid as normal;
- For failure to pay a bill which is not related to the supply of electricity/gas;
- Where you rely on a recognized life support system and have been appropriately registered on the priority or special services register by returning your registration form;
- During the winter months (1 November to 31 March), and you have appropriately registered with us on our priority and or special services register as a Vulnerable Customer or during CRU mandated disconnection moratoriums;
- Where you belong to any category of customer that the CRU

5. Reconnection of your ESB Networks/GNI Meter

5.1 Reconnection following non-payment disconnection

- You will be required to contact Yuno Energy in order to request a re-energisation of your ESB Network/GNI Meter. You can contact us at the details at the end of this **Code of Practice**.
- The Yuno Energy revenue protection team will discuss your situation with you. They will provide you details of the required payment necessary for reconnection.
- Once you and Yuno Energy have agreed a settlement, we will arrange for ESB Networks/GNI to reconnect your ESB Networks/GNI Meter. You are entitled to be reconnected under the standard terms and conditions offered by Yuno Energy. Please note that the standard ESB Networks/GNI time for reconnection is 48 working hours.
- If Yuno Energy deem it appropriate to request a security deposit in relation to reconnection, it will be applied according to our terms and conditions, at <https://www.yunoenergy.ie/termsandconditions>. Details of the security deposit agreement/repayment will be provided to you in writing.
- If you choose not to accept the reconnection terms/settlement, your site will remain disconnected for a period of 3 months whereupon it will be de-registered.

5.2 Reconnection following customer requested disconnection.

- When you contact us for reconnection following a customer requested disconnection, we will take payment from you for the reconnection, (see schedule of charges on our website) and send a market message to ESB Networks/GNI instructing them to reconnect.
- At this stage we will advise you to contact ESB Networks/GNI directly to arrange a mutually suitable appointment with them for the reconnection. You will need to be present at the property at the time of reconnection for safety purposes.

5.3 Reconnection following ESB Networks/GNI disconnection due to safety/operational reasons

- ESB Networks/GNI will initiate the reconnection once safety or operational concerns have been removed/completed. This is outside of our control and this code of practice.



Get in touch

If you have any queries regarding our Code of Practice,
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POWER.ie**
Smart control of your energy



**Code of Practice on Disconnection for
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Our Commitment to you

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**.

1 What does disconnection mean?

As you are a PAYG customer, disconnection may have different meanings depending on what piece of equipment you are referring to. It is important to understand the different types of disconnection terminology and what each type of disconnection means for you. Please refer to our schematic in the **Code of Practice for PAYG** a description of our technical set up as well as definitions of all our equipment and metering.

1.1 Prepayment Meter Self-Disconnect

- **Electricity** - If we have installed an electricity PAYG Meter at your premises, this meter will measure your electricity consumption alongside the ESB Networks (ESBN) Meter of Record. The PPP PAYG Meter is the property of PrePayPower and the ESBN Meter of Record will remain the property of ESBN who will continue to read that meter as normal. If you do not keep your PPP PAYG Meter topped up with credit, it will self-disconnect and your electricity supply will cut off. You will need to top up enough to bring the meter balance back into a positive balance in order to self-reconnect.
- **Gas** - If we have installed a Gas PAYG meter, this meter belongs to Gas Networks Ireland (GNI) and will replace the existing gas meter you had at the premises. We will receive meter reads every time you top up your gas PAYG meter and GNI will independently perform a physical read on your PAYG meter once per year. If you do not keep your Gas PAYG meter topped up with credit it will self-disconnect. Cutting off your gas supply. In order to self-reconnect you can top up by any amount (minimum €10), your gas supply will reconnect and a % of your top up will go towards the negative balance on your Gas meter.

1.2 Disconnection of ESBN/GNI Meter of Record

- You as a PrePayPower Customer can request the disconnection of your ESBN/GNI Meter provided you are the named account holder on the PrePayPower account associated with the property that you wish to be disconnected.
- If, following no payment from you and/or no engagement from you in order to facilitate payment, you will, as a last resort, enter our Non Payment of Account Disconnection Process (detailed below). In these cases, we will request ESBN/GNI to disconnect their meter at your property.

2 PPP Financial Hardship Support

- If you do not keep your gas and/or electricity PPP PAYG meter topped up, the PAYG meter will disconnect supply to your home. It is important that you understand that even with your meter/s self-disconnected, your daily standing charges will still be levied.
- Our Prepay service allows you to budget for and manage your energy consumption. We understand that sometimes making payment and keeping your meter in credit can be difficult. We will always listen to your case sympathetically and with your permission, we may refer your case to support agencies who may work with you to help manage the supply of energy to your home that will meet your needs.
- Please contact us as soon as you become aware that you may have difficulty with paying your account.
- If you require, we will facilitate you nominating a third party to represent you when dealing with your energy account. Please notify us at the details below if you require a nominated third party to be added to your account.

3 PPP Recoup

3.1 What is recoup?

- Recoup is our payment arrangement facility that we activate if debt exists on your account. This enables you to repay any balance that may be owed to us in small manageable instalments each time you top up. When a recoup has been activated on your account, a % of your top up (max 25%) will go towards the outstanding balance with the remainder being made available for energy consumption, (see section 3.3 for more detail)
- If you are in arrears and experiencing genuine financial difficulty in making a payment, we will work with you to reach a mutually agreeable repayment arrangement based on your ability to pay.

3.2 Scenarios which may lead to debt accrual are:

1. If you have not been keeping your meter in credit, the standing charge will continue to be levied daily. When you go to top up you may find debt accrued on your meter. This will need to be paid in full to self-reconnect.
2. For Electricity - If we identify a discrepancy between the consumption on the ESNB Meter of Record and our PPP PAYG meter this may lead to a balance accruing on your PrePayPower account.

This could be due to:

- a. Unmetered electricity consumption in your home due to electrical works that have taken place after we installed our meter. Your ESNB Meter of Record will have recorded the consumption but your PPP PAYG meter may not have.

3. For Gas & Electricity

- a. If you were a credit customer with a previous supplier and signed up to our PAYG service but failed to allow us to install a PAYG meter while on our supply, we will need to bill you for the period while on our supply with no PAYG meter installed.
- b. PAYG Meter tampering. If tampering has been identified on your meter you will be responsible, as the account holder, for paying back the unrecorded Gas/Electricity units arising from the Tamper.

Please note – Meter Tampering of any kind is extremely dangerous, is considered a criminal offence and may result in prosecution.

3.3 How does recoup work

- If there are arrears on your account, we will notify you of such through issuing you an invoice highlighting the outstanding debt.
- Recoup involves a set percentage being deducted from each top up until such a time as the debt balance is cleared. The default deduction is 25%. For example, if you top up with €10.00, we will deduct €2.50 as part of the recoup process in order to settle outstanding debt on your account.
- Once your debt is repaid, the recoup process stops automatically.

4 When PrePayPower will not request disconnection of your ESNB/GNI Meter of Record

We will not request ESNB/GNI to disconnect your Meter of Record if:

- You have entered into a payment plan with us via recoup and your balance is decreasing.
- Where you are pursuing a complaint using the PrePayPower complaint handling procedure and the complaint is related to the outstanding balance associated with the disconnection.
- For failure to pay a bill which is not related to the supply of electricity/gas;
- For failure to pay a bill based on a regular estimate unless it is fair and reasonable in the circumstances;
- Where you rely on a recognized life support system and have been appropriately registered on the priority or special services register by returning your registration form;
- It is during the winter months and you have registered with us on our priority and or special services register as a Vulnerable Customer.
- Where you belong to any category of customer that the CRU may specify from time to time.
- In the event that a customer is disputing a bill this clause only applies to the disputed bill and not any previous or subsequent bills which must be paid as normal.

5 Disconnection of the ESNB/GNI Meter of Record

- We at PrePayPower aim to reduce the instances of disconnection of the ESNB/GNI Meter of record at all costs and will do so only as a last resort. Our service by virtue of being PAYG enables you to budget and manage your usage. Our recoup programme is designed to help recoup any disproportionate consumption by facilitating a payment plan with manageable repayments, over a period of time.
- Where a payment plan has been entered into specifically to avoid disconnection, details of the payment plan will be sent to you in writing no later than one week after the plan has been agreed.
- Our disconnection process is initiated under the following circumstance:
 - 1 Upon your request; or
 - 2 Arising from ESNB/GNI actions for safety reasons and/or operational reasons where appropriate; or
 - 3 Failure to engage with us to adequately address an outstanding balance on your account/ PPP PAYG meter/s; or
 - 4 Failure to facilitate the installation of a PAYG Meter while on PPP Supply.
 - 5 The property has been deemed vacant.
- ESNB/GNI may disconnect their meter independently of your supplier if they identify tampering on the meter. If this happens, GNI/ESBN will contact you directly.

5.1 Disconnection on Customer Request

- As the account holder, you are entitled to request the disconnection of the energy supply to the Property. We can arrange this on your behalf provided that the costs of the site visit are paid in advance. Please see our schedule of charges for more detail.

5.2 Disconnection due to Non- Payment of Account or Non Facilitation of a Prepayment meter.

- Our disconnection process operates as follows:
 - Before starting any disconnection communications we evaluate your case in detail within our Revenue Protection team. We ensure that no customer that we have marked as Vulnerable on the Vulnerable Customer Priority and/or Special services register is disconnected. We only start our de-energisation communication once our Revenue Protection team have signed off on the case.
 - We comply with regulatory requirements whereby each communication issued to you is done so at a minimum of 3 working days apart.
 - All written communication is sent to the address we have on record for you. If the address we have on record is that which is to be disconnected (and not an additional contact address) we will send all correspondence to this address. This is particularly relevant in cases of vacancy.
 - We will make at least 2 attempts to contact you in writing and at least 2 additional attempts, which may be by phone, text or email, to notify you which utility is at risk of disconnection,.
 - We will give you 10 days' notice in writing of our intention to disconnect your property due to non-payment of account. This notice will provide you the outstanding balance along with any additional charges that may be levied in the event of disconnection. It will also contain the contact details for our revenue protection department who you contact to discuss/avoid the pending disconnection.
- Prior to physical disconnection of the ESBN/GNI Meter of record, we request that customers contact us to avoid disconnection taking place. We will discuss payment options openly and sympathetically with you. Any payment arrangements will be agreed at the discretion of the Revenue Protection Team agent.
- We are a Prepayment service provider only. We are unable to provide credit or bill pay service to you. When you sign up to us, it is clearly stated that you are mandated to avail of a PAYG meter in order to be supplied by us.
 - If you do not facilitate the installation of a PAYG meter, we will initiate our disconnection process on the basis that we are incurring charges from the network operators (ESBN/GNI) for your continued energy consumption.

6 Reconnection of your ESBN/GNI Meter of Record

6.1 Reconnection following Non Payment Disconnection

- You will be required to contact PrePayPower in order to request a re-energisation of your ESBN/GNI Meter of Record. You can contact us at the details at the end of this **Code of Practice**
- The PPP Revenue Protection team will discuss your situation with you. They will provide you details of the required payment necessary for reconnection.
- Once you and PrePayPower have agreed a settlement, PrePayPower will arrange for ESBN/GNI to reconnect your ESBN/GNI Meter of Record. You are entitled to be reconnected under the standard terms and conditions offered by PrePayPower. Please note that the standard ESBN/GNI SLA on reconnection is 48 working hours.
- If PrePayPower deem it appropriate to request a security deposit in relation to reconnection, it will be applied according to the security deposit policy within the terms and conditions and held on the PrePayPower website here <https://www.prepaypower.ie/termsandconditions> Details of the security deposit agreement/repayment will be provided to you in writing.
- If you choose not to accept the reconnection terms/settlement, your site will remain disconnected for a period of 3 months whereupon it will be de-registered

6.2 Reconnection following customer requested disconnection

- When you contact us for reconnection following a customer requested disconnection, we will take payment from you for the reconnection, (see schedule of charges on our website) and send a market message to ESBN/GNI instructing them to reconnect.
- At this stage we will advise you to contact ESBN/GNI directly to arrange a mutually suitable appointment with them for the reconnection. You will need to be present at the property at the time of reconnection for safety purposes.

6.3 Reconnection following ESB/GNI disconnection due to safety/operational reasons

- ESBN/GNI will initiate the reconnection once safety concerns or operational reasons have been removed/completed. This is outside our control and this code of practice.

6.4 No registered occupant & Vacant Property Disconnection.

- If we identify a property with no registered occupant, we will send a deemed contract notification to the property. If the property continues to accumulate standing charge arrears, the property will enter our vacant arrears disconnection process.
 - 1 If we have a contact number on the account. We will make 2 attempts to contact the person responsible for the premises via this number to highlight the pending disconnection.
 - 2 If no contact number exists, or, the initial attempted phone contact has been unsuccessful, we will send a disconnection notice, in writing, to the premises 10 days in advance of the disconnection. This notice will detail the amount of the arrears as well as any additional charges that will be believed as a result of the disconnection/reconnection.

Get in Touch

If you have any queries regarding our **Code of Practice on Disconnection for Domestic and Non-Domestic customer's** get in touch:

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