

Electric Ireland Home Electric + Standard Smart Tariff (Fixed Term)

If you are selecting a smart price plan for the first time, your meter will be reconfigured so that your supplier will receive a minimum of three meter reads (day/night/peak).

This change cannot be reversed. The frequency of these reads will depend on the smart price plan that you have selected and/or any consent you may have given.

If the signal from your meter is not sufficient to support the transfer of half-hourly data, we will contact you to discuss other suitable products.

If you are selecting a smart price plan for the first time, the full range of Smart Services may not be available until up to 12 months after the date at which full half hourly consent was given.

Product Terms and Conditions

This product requires the collection of half-hourly consumption data by Electric Ireland

- You must remain an Electric Ireland customer on this product for a minimum of 12 months from date of sign up or, if you are moving from an Electric Ireland non-smart price plan within the minimum term of that plan, until the end of that minimum term (“fixed term”).
- This product is only available to customers who have already had a smart electricity meter installed in their home by ESB Networks and have selected a smart electricity price plan.
- We will only collect data for the purposes of billing you according to your chosen billing cycle and providing you with insights based on your data.
- You will receive insights based on your half-hourly reads via email and can opt out of these emails at any time by following the opt out instructions at the bottom of each communication. If you chose to opt out, we will continue to prepare these insights and the most recent insights will be available in your online account.
- All the data that is collected from you will be handled in line with our Privacy Policy. For more information, please see www.electricireland.ie/privacy
- If you no longer wish to allow Electric Ireland to receive your half hourly data, you must switch to a different price plan. Electric Ireland may have other suitable price plans available without triggering an exit fee.

- If you are moving from another product, this change may only become valid in the next billing cycle.
- With this price plan, you may elect to be billed monthly. You may revert to bi-monthly billing at any time.
- If you cease to take electricity from Electric Ireland before the end of your fixed term, we will apply a €50 (incl. VAT) exit fee to your electricity account.
- After the end of your fixed term, the exit fee clause will cease to apply to your contract. Your savings will continue for as long as you remain a customer of Electric Ireland and continue with Savings conditions.
- Electricity standard unit rates and standing charges may be subject to change. This will not affect your price plan savings percentage.
- These price plan Terms and Conditions are in addition to the Electric Ireland General Terms and Conditions for Residential Customers.
- Electric Ireland reserves the right to vary and/or cancel this offer at any time for valid commercial, technical, operational and/or regulatory reasons.

Direct Debit Savings

- A 5% saving (variable after 12 months) is applied to the Electricity price plan standard unit rate.
- To avail of the Direct Debit Savings, payment by direct debit is mandatory.
- If you discontinue paying by direct debit for any reason, Electric Ireland has the right to remove the Direct Debit Savings.

Non-Direct Debit Pay on Time Savings

- A 4% saving (variable after 12 months) is applied to the Electricity price plan standard unit rate.
- Only available for customers who do not pay by direct debit and are not already availing of the Direct Debit Savings.
- Your electricity account must be kept up to date and all bills must be paid within credit terms.
- If you do not keep your electricity account up to date and pay within credit terms, Electric Ireland reserves the right to remove the Pay on Time Savings.

Online Billing Savings (or Ebill Savings)

- An additional 0.5% Online Billing unit rate reduction is

applied to the standard unit rate of the Electricity price plan.

- We will register you for Online Billing.
- You will receive notification by email to confirm online registration.
- Email notification will be sent when your bill is ready to view online.
- If you de-register for Online Billing, Electric Ireland has the right to remove the Online Billing Savings.

Switching Bonus

- If you receive a Switching Bonus, you must remain a customer for a minimum of 12 months.
- Switching Bonus is an energy credit and can only be used to offset charges on your Electric Ireland account. NO CASH ALTERNATIVES OR REFUNDS will be offered.
- If you receive a Switching Bonus and cease to take electricity from Electric Ireland before the end of your Electricity price plan term, Electric Ireland reserves the right to cancel the Switching Bonus and debit your account with an amount up to the value of the Switching Bonus.
- Only one application of credit per person in a twelvemonth period. Entries on behalf of another person will not be accepted. Applications in the joint names of two or more persons qualify for one allocation of Switching Bonus offer.
- The Switching Bonus value is inclusive of VAT.
- These Switching Bonus Terms and Conditions are in addition to the Electric Ireland Customer Offer Terms and Conditions for Residential Customers.

**Low Usage Standing Charge

Only applicable to customers who use on average 2kWh or less of electricity per day, equivalent to 122kWh for an average billing cycle of 61 days. The Low Usage Standing Charge does not apply to customers in receipt of a Free Electricity Allowance.