

Electric Ireland Home Dual + 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.

In line with the National Smart Meter Rollout plan, smart gas meters will only be integrated in Phase 3. Until that point, Smart Services will only be available to electricity customers who have had a smart meter installed and signed up to a smart price plan. Dual Fuel customers will still be subject to existing gas terms and conditions until their meter has been upgraded.

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.

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.

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 (“fixed term”). If you are already an Electric Ireland customer, in some cases, the fixed term will be calculated from the start date of your previous price plan.
- 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 necessary for billing you according to your billing cycle and your price plan, and providing you with insights based on your data.
- You will receive insights based on your half-hourly meter 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 and/or gas from Electric Ireland before the end of your Electricity and Gas price plan, we will apply a €50 (incl. VAT) exit fee to your electricity and/or gas 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.
- The ValueSaver Standard Gas price plan is for customers with usage less than 73,000kWh per annum (on bands A, B and C as advised by Gas Networks Ireland). Where you have usage greater than 73,000kWh as advised to us by Gas Networks Ireland, then you will be put on the ValueSaver Large Gas price plan.
- Electricity and Gas 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 twelve month 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.

*Effective Rates

We quote the unit rate inclusive of your savings for information purposes only. The unit rate displayed on your bill will be the standard unit rate before savings. You will see your savings total as a separate line item on the bill.

****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.