

## CODE OF PRACTICE ON BILLING AND DISCONNECTION for Non-Domestic Customers

Cenergise is committed to providing service to you of the highest standard. This Code of Practice sets out our processes in relation to billing, communication of billing information payment options, our debt collection policy including how and when we manage disconnections. This code applies to non-domestic customers.

### 1. BILLING

#### 1.1. General information

Cenergise calculates your bill based on actual or estimated readings provided by ESB Networks for your billing period. For non-domestic non interval customers who either do not have a smart meter or have a smart meter with a CTF of 1, we will accept a customer provided read. The read will need to be verified by ESB Networks prior to it being used for billing. The frequency of the reads that we receive to calculate your bill are aligned to the terms and conditions of your contract.

You will receive electronic format billing unless you request paper billing when you sign up with us. This may impact application of discounts or products available to you. The bills will be issued on either a monthly or bimonthly basis depending on the tariff you have selected with us.

Your bill can be paid by variable direct debit or over the phone using a debit or credit card. If paying by variable direct debit, your payment for the full amount owed on the bill will be processed and taken from your account 14 days after the date your bill is issued. Please contact us on the details below if you need to update your bank details. If you do not pay by direct debit then we expect payment before the due date on any bills issued.

#### 1.2. Security Deposit Policy

For new and existing customers, we may require a security deposit. Deposit amounts for our customers will vary depending on your business type, demand profile and volume and credit history. This will also determine the retention period of the security deposit.

Any security deposit provided to us will be returned to you when you close your account provided there is no outstanding balance. Further details about our security deposits can be gained through calling us on details below.

#### 1.3. Closing Your Account

You may wish to close your account with us for different reasons such as:

- ▶ Moving out of your business premises (change in tenancy)
- ▶ Disconnecting a premise which has been unoccupied for a long time, or
- ▶ Disconnecting a premise due to be demolished.

If you want to close your account and it is appropriate within your terms and conditions of contract with us, please contact us and provide the following information so that we can provide you with your final bill:

- ▶ Your company name,
- ▶ Your account number,
- ▶ The date you are leaving the premises,
- ▶ The final meter reading (if you are a non-interval customer), and
- ▶ A forwarding address.

In the event you cannot provide an up-to-date final meter reading (for non interval customers, we will estimate your usage for your final bill and any charges occurring from this estimate must be accepted as the due sum on your final bill. For interval customers, we will final bill you with the data that we receive from ESN on the date of your account closure. If you are a large energy user and your meter type requires us to, we will disconnect supply upon account closure.

If you are changing supplier, you do not need to contact us. We will be informed by your new supplier that you are leaving Cenergise and we will close your account only when the new supplier starts to supply you. Your account with us will only be finalised once all outstanding amounts are cleared or when we have refunded any credit.

Issuing your final bill with your closing balance, can take up to six weeks from the effective date of the change of supplier or account closure taking place. You must pay, in full, the outstanding balance on your final bill.

Should your final bill issue with a credit balance Cenergise will notify you of the credit balance and will credit it to your account within 8 weeks of your final bill date.

## **2. DISCONNECTION**

### **2.1. General information**

At Cenergise we are committed to ensuring our customers have continued access to electricity supply. We have procedures in place to deal with customers who may have difficulty paying their bills. We are open to discuss payment options and will work with you to agree a customised payment plan. We do ask that you contact us as soon as you get into difficulty so we can work with you to manage any payment difficulty and reduce debt accruing due to lack of engagement.

Unfortunately, however, if you are in arrears and do not engage with us, we have no option but to enforce our right to be paid for the energy we have supplied you with. If we are forced to disconnect for non-payment of account, we will comply with our commitments outlined in our terms and conditions of supply.

The instances which may lead to the disconnection of your supply may include:

- ▶ Failure to pay a bill relating to the supply of electricity,
- ▶ Upon request of the account holder,
- ▶ In line with the terms and conditions of supply which may require disconnection,
- ▶ No registered occupant at the property, or

- ▶ Where we have entered a payment plan with you and you have failed to honour the plan.
- ▶ For safety reasons as determined by ESB Networks (the Code does not apply in this case),

However, the disconnection of your supply will not be initiated for the following circumstances:

- ▶ Where you have entered a payment plan with us and are honouring the arrangement,
- ▶ Where you are pursuing a genuine complaint using the complaint handling procedures specified by us and the complaint is related to the reason for disconnection, until the complaint process is exhausted,
- ▶ Where you are disputing a bill – and this 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, but another service,
- ▶ For failure to pay a bill based on a regular estimate unless it is fair and reasonable in the circumstances (e.g., refusal to allow ESB Networks access to the meter)

## 2.2. Disconnection for non-payment

Cenergise follows a clear process of escalation prior to disconnecting you for non payment. The process is as follows;

- ▶ We will contact you once in writing (to the email address we have on record) and attempt via phone call (to the details we have on record) to inform you that you are in arrears.
- ▶ We will provide you with information on payment options
- ▶ Where appropriate and upon your request, we will facilitate a nominated third party to represent you.

After writing to and phoning you without successful resolution of overdue amount, we will issue you with a written notification advising of our intention to begin disconnection proceedings 5 days from the letter date. If, however, you are a large energy user defined as QH metered, disconnection proceedings will begin within 2 days of letter issue or in line with the individually negotiated contracts you have with us.

## 2.3. Reconnection following disconnection for non-payment

Where a settlement (payment plan or payment in full) has been reached between you and Cenergise we will reconnect you in line with the terms and conditions of our contract. We may request additional security to reconnect you following disconnection due to non payment of account. All details relating to the conditions of the security along with how the security will be repaid will be provided to you in writing.

## 2.4. Disconnection of premises with no registered account holder

For large energy users, a customer who moves out without a new occupant moving in, will involve immediate site disconnection.

Where Cenergise is supplying a property that does not require immediate disconnection of supply on vacancy and the existing account holder has closed their account with no new occupant advising of tenancy, we will issue a written notice addressed to the new occupant of the property 5 working days in advance of a request to disconnect the property due to no new account holder being registered. The notice will set out clearly that a cost will apply for disconnection and reconnection of the premises.