



## Code of Practice on Billing & Disconnection

We want our customers to feel comfortable with the way they pay their bills, and this is why we have made available a range of payment methods to suit your needs. This code of practice offers advice and assistance on the payment of your gas bills. If you are having difficulty with the upkeep of your bills, please get in touch and we will help as best we can.

Customer Helpline: 042 969 2172  
Monday – Friday (9:00 am - 5:30 pm)

Go Power offers our customers a variety of payment options such as:

- Direct Debit
- Paypoint (PAYG)
- Credit/ Debit Card

At any point, you are free to cancel your direct debit with your bank or building society and by notifying us. However, please note that you must pay your remaining balance in full.

### Billing

We will send you a bill every month considering the Network Operator reading except for customers who use a Pay As You Go (PAYG) meter. Each bill will show the amount of units used from the beginning to the end of the billing period as shown on your statement. Your bill will also have an opening and closing meter reading for the billing period. Your bill will indicate whether it is based on an actual or estimated meter reading, and you can correct any estimated bill by providing us with an up-to-date meter reading. It is important to keep your bills accurate and therefore where there is a history of estimated readings, we will contact you to prompt you to provide a corrected reading. You can provide this meter reading by phone on 042 969 2172 or by email at [gasread@gopower.energy](mailto:gasread@gopower.energy). An annual bill is available for PAYG meter customers. The bill you receive will be clearly laid out, simple and easy to understand. PAYG customers will have the option to get a statement which will show their gas usage throughout the year.

We will ensure that your bill is as accurate as possible and is billed for the energy you have used at your agreed rates. Our bills will also state your GPRN/MPRN, account number, the period your bill relates to, the details of the energy used, how it was calculated, details of any balance carried forward, the issue date and the payment due date. We will also include contact details for emergencies and our customer service department. In the event of any tariff changes, Go Power will notify its customers of such changes at least 21 days in advance. Should you have any problems understanding the breakdown of charges laid out in your bill, please contact us and a trained member of staff will be happy to help you go over your bill and explain each one of the charges.

### Refunds

If you have overpaid, the balance might be carried over into the following month's payments or, if you wish, it can be refunded directly into your bank account. If your account has been billed using an up-to-date meter reading and there is credit remaining, you can request to have this refunded to you. Direct Debit customers will be refunded directly into their bank account unless a refund by cheque is requested.

## Go Power Statements

Go Power customers who pay monthly can request to receive a statement between the 11<sup>th</sup> and 14<sup>th</sup> of every month. This statement will include your energy usage for the past month, the agreed tariff you have chosen and payments we have received.

## Estimated Bills

GNI will attempt to read your meter once every quarter. In absence of an actual meter reading, we will estimate your bill

You can provide us with a meter read on the following methods:

By email: [gasreads@gopower.energy](mailto:gasreads@gopower.energy) (please include your meter number and customer account code as shown on the top right-hand corner of your bills); or

By Phone: 042 969 2172 (you will be asked to provide your account code)

## Managing your Go Power Account

Once you register with Go Power, as a customer, you agree to receive and pay for gas under our terms and conditions of supply. A copy of our terms and conditions can be obtained on our website [www.gopower.ie](http://www.gopower.ie), or you can get a free copy by contacting our Customers' Service department

As a customer of Go Power, you will have access to an online portal to view your monthly bills.

## Disconnection of Gas Supply

Should you experience any difficulty in paying your bills we will work with you to find a suitable mutually, acceptable arrangement to manage your arrears and continued consumption. We will establish a suitable repayment period before setting up a payment arrangement on your account via Direct Debit, Cash/Cheque. We will actively monitor payment arrangements and re-assess levels of repayment. If you are struggling with the repayment arrangements, it is important that you contact immediately.

Should your arrears continue, and you fail to engage with us following our contact attempts we will issue you with a disconnection notice. We will only request a disconnection as the last resort. Should you fail to respond to our contact attempts and our disconnection notice, we will instruct Gas Networks Ireland to isolate your gas supply following the 5 working days disconnection notice. We will also issue disconnection instructions following your request or in the case of a vacant/non-registered supply account. We will not disconnect in the circumstance where there is an active engagement with the customer working to solve the issue or a repayment plan in place which is being met. You are liable for all the disconnection/reconnection costs. These will be added to your account with us

## How does reconnection work?

In order to have your natural gas supply reconnected you must pay the full amount you previously owed. In addition, there will be a reconnection fee. We might request a security deposit from you. The payment of this deposit will be required before we instruct Gas Networks Ireland to restore supplies to your premises. The value of this deposit will depend on the associated credit risk with your account based on your average consumption patterns. Any deposit paid will be held on your account until your account has closed. Any deposit held to your account until closure shall be offset against your final bill. If you are moving out of your premise you must contact us in advance. Please note that you are liable for all charges associated to the supply of energy until you provide us with the information required to close your account. You must provide a meter reading and where you cannot read the meter you must accept an estimated closing read.

**Note: We will try to recover the amount owed by taking legal action if your supply has been disconnected and we still cannot get in contact with you.**

## Meter tampering

Interfering with your meter is a dangerous and illegal action. If we suspect your meter has been tampered with we will seek to recover the full amount of the unpaid natural gas including the costs of meter replacement. Your supply could be disconnected permanently for health and safety reasons.