Panda

Code of Practice on Smart Metering

Table of Contents

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Further Information

1. Introduction

Panda is committed to providing you the highest standards in the provision of energy services. We've grown our business at Panda by focusing our services around our customers, with particular emphasis on billing and payment options. In return, we expect our customers to pay their bills on time. This Code of Practice outlines our process in relation to billing, payment and disconnection for smart meters.

Disconnection is always the last option but unfortunately it is an option for non-payment of your bill. Should you, as a customer of Panda, get into difficulty with paying your bill, please get in touch with us immediately so that we can arrange a suitable payment plan. Disconnection only occurs in extreme circumstances after every possible solution has been exhausted.

If we break any of the guarantees and our standards contained within this or any Code of Practice, you're entitled to a payment of €30 from us. This will be credited to your account within one billing period.

2. Billing

Panda will ensure that customers have an ongoing choice over whether or not data from the smart meter(s) used for billing the customer are retrieved daily or not. The alternative to remote data collection every day will be remote data collection once every two months.

3. Transition to Time-of-Use

Panda will take the reasonable and effective steps to migrate all relevant customers to an appropriate Time-of-Use Tariff in a timely manner and ensure that there are Time-of-Use Tariffs available for electricity customers who wish to avail of smart services.

Panda will provide customers with a 'Time-of-Use Primer' through an appropriate channel of communication, no later than six months post smart services 'go live' and no more than three months after their meter install, for those customers who receive their smart meter three months after smart services 'go-live'.

Panda will ensure that the 'Time-of-Use Primer' is communicated in a clear and structured format.

4. Time of Use Reminder

Panda will contact all electricity customers, who have a smart meter, but have not switched to time-of-use 12 months after receiving the 'Time-of-Use Primer' and promote awareness, understanding and the benefits of time-of-use. Panda will endeavor to contact customers who have not transitioned to time-of-use, after each subsequent 12-month period. Where customers have not switched to time-of-use, Panda will take best use of available information on a customers' consumption pattern to make this engagement as relevant and tailored as practicable.

5. Standard Smart Tariff

Panda will see seek to promote a more efficient use of electricity by applying meaningful price differences that reflect the costs borne by the supplier in supplying that customer.

Panda's Standard Smart Tariff will have the following features:

a. Time Bands across the three periods:
- I. Day = 08:00 to 23:00 (excluding Peak)
- II. Night = 23:00 to 08:00 (single night rate)
- III. Peak = 17:00-19:00

b. Unit rates across the three periods:
- I. Unit rates (time bands) must have meaningful price differences and reflect the costs borne by the supplier in supplying that class of customer.
- II. Unit rates will be limited to a maximum of three and apply to all days over the course of a year.

6. Provision of Information to Customers

Panda will provide customers with the ability to access their half hourly interval consumption data on request via the customer portal. This will allow customers to make real time decisions on how to use energy more efficiently and economically.

Panda will provide customers with access to their historical consumption data for at least 24 months or from the start of their supply contract, whichever is shorter. This data will contain the MPRN/GPRN and the associated Meter Serial Number (MSN), split by date showing the consumption/export in each of the 48 half hourly periods within the day for the selected time period.

Where a customer requests export data, and it is available, Panda Power will make this available to the customer through the same process.

Further Information

Data Protection

Panda take GDPR and customer data very seriously. For more information about our GDPR practices, please visit the Panda privacy statement at www.panda.ie.

Contact Details
- Please see our details below:
- Phone Lo-call: 01 829 8992
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- Website: www.panda.ie

Please note that to maintain the highest level of service we may monitor and record calls