

Eligibility Criteria

Subject to the eligibility criteria, certain tariffs may or may not be available to you, or you may be required to pay a deposit. Details of the eligibility criteria are detailed below and include (but are not limited to):

1. Introductory tariff discounts (“Tariff Discounts”) are available to new customers only. If you are an existing customer or you are returning to Panda Power, contact our Customer Services team on 01 829 8989 to find out the best rate available to you.
2. Tariff Discounts may vary by meter type. Your discounts are against the Panda Power standard tariff rates (“Panda Power Standard”). Panda Power Standard rates may be amended from time to time during the term of the tariff, but this will not affect your Tariff Discounts.
3. Our maximum Tariff Discounts are available to customers who choose to pay by Direct Debit and receive their bills by eBilling. If you would like to switch from cheque payment and/or postal billing to Direct Debit and eBilling to receive our maximum discounts, contact our Customer Services team on 01 829 8989.
4. If you are a homeowner and choose to pay by cheque, you will be required to pay a security deposit. Your security deposit will automatically be credited in full if you switch to Direct Debit. Alternatively, your security deposit will automatically be credited to your account after 12 months of good payment history (which means payment received on time i.e. within the 14 day period starting from the date of your bill).
5. If you are a tenant, you will be required to pay a security deposit. Your security deposit will automatically be credited to your account after 12 months of good payment history (which means payment received on time i.e. within the 14 day period starting from the date of your bill).
6. Rental premises, where Panda Power is the existing energy supplier for electricity and/or gas, are not eligible for introductory tariff discounts. Please contact our Customer Services team on 01 829 8989 to find out the best rate available to you.
7. In accordance with the Debt-flagging Code of Practice introduced by the Commission for Energy Regulation and which applies to all energy suppliers in the Republic of Ireland, a debt-flag will be raised on an account where a customer requests to switch supplier if the account is 60 days overdue* and it is above €200 for a single fuel type. It is up to the new supplier to then choose to accept or reject the switch request. Panda Power does not accept account switches where a debt flag has been raised by another supplier until confirmation is received that the debt issue has been resolved with the current supplier and the debt flag has been removed.
*60 days overdue means the number of days after the date at which the bills states that payment is due by. “Days” are taken to mean calendar days unless otherwise specified.
8. Where a waste credit is promoted, this can only be applied to an active Panda Waste, Mahons or Greenstar residential customer.