

Government Emergency Credit FAQs

How do I sign up?

You will not need to sign up, a credit note will be placed on your account and can be used towards future bills.

Why did I not receive €200 credit?

A credit note totalling €200 including will be applied to your account and sent to you in the same way you normally receive your bills. Please see a sample credit note below.

[Redacted]

Supply Address:

[Redacted]

Your Panda Energy Credit Note Details

MPRN [Redacted] Profile 03
MIC 12 kVA MCC MCC01
DG DG2
ESB Networks 24/7 emergency contact 1800 372 999

Account Number: [Redacted]

Credit Note Date: 17/12/2021

Credit Note: 2361375

Description	Quantity	Unit Price	Line Amount
Government Electricity Credit	1.000	€176.2200	€176.22

Net Amount:	€176.22	
VAT @ 13.5%:	€23.78	
Credit Note Total:	€200.00	You are in credit to the amount of € 200.00

Who is eligible?

The scheme will apply to all domestic electricity accounts which are registered with Panda Energy in the Republic of Ireland on the 29/03/2022.

When will I receive the payment?

Account holders will receive the credit between April 1st and June 30th, 2022.

How will the credit be applied to my account?

The credit will be automatically applied to your account, either as a credit note that is reflected on the balance of your bill or as a top-up on your prepay meter.

Should your first billable amount after the credit is applied to your account, be lower than the value of the credit, the credit will remain on your account and pass onto your following bill(s).

My electricity bill is included in my rent, will I still get the credit?

For operational reasons the scheme can only credit the domestic electricity account holder. This will be resolved with your landlord.

If a dispute should arise, there are existing dispute resolution mechanisms provided by the Residential Tenancies Board (RTB) to landlords and tenants. The RTB encourages parties to engage with its mediation service where agreements are reached in over 70% of cases.

Will people with multiple residences for example holiday homes be eligible?

Yes, it will be applied to every residential MPRN registered with Panda Energy in the Republic of Ireland on the 29/03/2022.

Is the scheme means tested?

No it is not means tested, as the application of such criteria would override the automatic nature of the current scheme, be cumbersome for customers by requiring formal application and significantly delay the automatic crediting of customer accounts.

Can the credit be used to re-connect electricity supply?

Yes. The credit can be used towards the fee to re-connect a domestic electricity supply user (DG1 or DG2).

Can the credit be used to pay off debt?

Yes. The credit can be used to pay off debt that a domestic customer has on their electricity account.

My account is currently paid up to date or in credit – how can I access the government credit?

Should your first billable amount after the credit is applied to your account, be lower than the value of the credit, the credit will remain on your account and pass onto your following bill(s).

What if I switch electricity supplier, will I still get the credit?

Yes. If you switch electricity supplier between 29 March 2022 and 30 June 2022, it is the supplier you were with on 29 March 2022 that will be responsible for providing you with the credit. A supplier may apply the credit to your closing bill if applicable or credit you back via the means by which you pay your bills.

If there is a change in account holder (i.e. if I move out), will I still get the credit?

It is the account holder registered to the supplier on the 29 March 2022 who is eligible to receive the credit.

If I switch supplier, will I receive the credit twice?

It is the electricity supplier that you are registered with on 29 March 2022 that will be responsible for providing you with the credit. Customers will not be credited twice.

Who should I contact if I don't receive the credit?

If you haven't received your credit by 30 June 2022 you should contact your electricity supplier in the first instance. You can find the contact details for Panda Energy on your most recent bill or statement.

What if I have contacted my supplier and still need help?

If you cannot resolve the issue with your supplier, you can contact the CRU's Customer Care Team for assistance.

The CRU provides a free and easy to use complaint resolution service for customers with unresolved complaints. We will deal with all complaints as quickly as possible and provide you with an outcome that is clear and easy to understand. Please note that you have to complete your supplier's complaint process first – this makes sure they have an opportunity to address the issue first.

You can contact the CRU Customer Care Team on 1800 404 404 or email customer care@cru.ie