

## Electric Ireland Home Dual + Saver (Fixed Term)

If you are selecting a smart price plan for the first time, your meter will be reconfigured so that your supplier will receive a minimum of three meter reads (day/night/peak). This change cannot be reversed.

The frequency of these reads will depend on the smart price plan that you have selected and/or any consent you may have given. If the signal from your meter is not sufficient to support the transfer of half-hourly data, we will contact you to discuss other suitable products.

In line with the National Smart Meter Rollout plan, smart gas meters will only be integrated in Phase 3. Until that point, Smart Services will only be available to electricity customers who have had a smart meter installed and signed up to a smart price plan. Dual Fuel customers will still be subject to existing gas terms and conditions until their meter has been upgraded.

If you are selecting a smart price plan for the first time, the full range of Smart Services may not be available until up to 12 months after the date at which full half hourly consent was given.

If the signal from your meter is not sufficient to support the transfer of half hourly data, we will contact you to discuss other suitable products.

### Product Terms and Conditions

This product requires the collection of half-hourly consumption data by Electric Ireland

- This contract has a 12-month contract term from date of sign up.
- You must hold an electricity and a gas account for the full 12-month contract term.
- This product is only available to customers who have already had a smart electricity meter installed in their home by ESB Networks and have selected a smart electricity price plan.
- We will only collect data necessary for billing you according to your billing cycle and your price plan, and providing you with insights based on your data.
- You will receive insights based on your half-hourly meter reads via email and can opt out of these emails at any time by following the opt out instructions at the bottom of each communication. If you chose to opt out, we will continue to prepare these insights and the most recent insights will be available in your online account.
- All the data that is collected from you will be handled in line with our Privacy Policy. For more information, please see [www.electricireland.ie/privacy](http://www.electricireland.ie/privacy)

- If you no longer wish to allow Electric Ireland to receive your half hourly data, you must switch to a different price plan. Electric Ireland may have other suitable price plans available without triggering an exit fee.
- If you are moving from another product, this change may only become valid in the next billing cycle.
- With this price plan, you may elect to be billed monthly. You may revert to bi-monthly billing at any time.
- Payment by Direct Debit and receipt of bills electronically (Online Billing) are mandatory to avail of this price plan.
- If you cease to pay by Direct Debit or receive your bills electronically, Electric Ireland have the right to remove your discount.
- After the end of your fixed term, the exit fee clause will cease to apply to your contract and you will be moved to our Home Dual+ price plan.
- Electricity and Gas standard unit rates and standing charges may be subject to change. This will not affect your price plan savings percentage.
- These price plan Terms and Conditions are in addition to the Electric Ireland General Terms and Conditions for Residential Customers.
- Electric Ireland reserves the right to vary and/or cancel this offer at any time for valid commercial, technical, operational and/or regulatory reasons.

### **Effective Rates**

We quote the unit rate inclusive of your savings for information purposes only. The unit rate displayed on your bill will be the standard unit rate before savings. You will see your savings total as a separate line item on the bill.

### **Low User Standing Charge**

Only applicable to customers who use on average 2kWh or less of electricity per day, equivalent to 122kWh for an average billing cycle of 61 days. The Low User Standing Charge does not apply to customers in receipt of a Free Electricity Allowance.