



**COMMUNITY
POWER**

**Code of Practice on
Sign-up**

Signing up

We in *Community Power* want your experience to be positive when becoming our customer or during any communication with us. This code of practice explains our commitments to you during the *Community Power* sign-up process. We want our sign-up process to be fair, transparent, easy to understand and entirely focused around you. Whether you sign up over the phone, over our website, by being contacted by one of our agents or through a broker service, we commit to ensuring the following principles are met.

Signing up to Community Power

During your sign-up process to us, we commit to:

- * Ensure that you have the authority to open an account with us and confirm that you will become the named account holder or nominated representative for the premises and the account.
- * Explain our product and energy offer to you ensuring you understand all associated charges and what you are signing up to. We will advise that you will receive a copy of the product rates that you have signed up to within your welcome pack.
- * Advising how and when you will receive a copy of our contract terms and conditions and drawing your attention to any specific T&C for your new product which will be sent to you in your welcome pack.
- * Explain the 14 day cooling off period you have in relation to signing up with *Community Power*. We will highlight your right to cancel a contract with us and how you must go about doing so within the Cooling off period. We will also confirm when your Cooling off period starts.
- * Providing you with a Cancellation Form and a Doorstep Checklist if you signed up to *Community Power* through a face-to-face sale or through a sale with an agent at your premises.
- * Advise you that if you are eligible to register as a vulnerable customer, how this can be done through *Community Power* and what it will be mean for you.

Marketing to you

In *Community Power* we may market to you but will always ensure we comply with the following:

Call times

We will never phone you or make sales calls to your home outside the following times:

9am to 9pm weekdays

9am to 7pm Saturdays

We will never phone you or make sales calls to your home on the following times:

Christmas Eve

Any Public or Bank Holiday

Sundays

Marketing by telephone

If a *Community Power* agent phones you, they will clearly identify:

- * Their name.
- * That they are calling on behalf of *Community Power*.
- * Our contact number if requested.
- * Why they are calling you as well as ensuring they have permission to proceed and ceasing the call if you do not wish to proceed.

Marketing through door-to-door agents

If a *Community Power* agent call to your home, they will always:

- * Produce an identity card which clearly identifies their full name, their photograph, our *Community Power* name, address and contact number.
- * Explain the purpose of their visit and establish that you would like to proceed with the engagement.
- * Stop the sales process and leave the premises if you do not want to proceed and advise how you can be removed from our contact list if you have asked to be.
- * Provide you with a standard doorstep checklist prior to starting the sales pitch as well as ensuring you have read and understand what the check list is for prior to leaving the premises.

Marketing through email and SMS

If we in *Community Power* send you marketing emails or SMS's we will ensure the following is included:

- * Our name and address
- * Our email address
- * Our telephone number
- * An explanation of how to unsubscribe from receiving emails or SMS's at no extra cost.

Opting out of marketing

If you no longer wish to be contacted by *Community Power* for the purpose of marketing, you have the right to opt out and we will ensure we respect that right.

- * You can contact us through email, phone or post to advise that you no longer wish to be contacted for Marketing.
- * We will note your request to opt out of all forms of marketing receipt and we will remove you from our marketing database.
- * If you only wish to change your marketing preferences, we will update your preferences accordingly.
- * You have the right to request written confirmation from us that you have been removed from our database or marketing lists.

Our commitment

Our aim is always to provide the best possible service to you. If, however, we do not meet any of the above commitments within this code, you are entitled to apply for compensation under the terms of our customer charter, setting out why you believe we have not followed this code.

Where we agree that you are entitled to receive a charter payment, the amount will be credited to your electricity account within one billing period.

If you are no longer an account holder with *Community Power*, we will arrange an alternative method of awarding your charter payment within 10 working days.

CRU sign-off

This Code has been approved by the Commission for Regulation of Utilities (CRU) on 25.11.2019.



Data protection

Community Power respects the rights of our customers under GDPR legislation. Please view our privacy policy on our website www.CommunityPower.ie. We will only ever use personal information for marketing purposes in accordance with this Code and in alignment with your marketing preferences.

Contact us

Please contact us at the below details if you have any query or concern in relation to our code of practice.



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