



**COMMUNITY
POWER**

Customer Charter

Customer charter

We are Ireland's first community owned licensed electricity supplier. Our mission is to actively participate in Ireland's transition to renewable power, developed for people, by the people.

We grew out of Ireland's first community owned wind farm, Templederry Wind Farm in Co. Tipperary. Now we are working to build more community energy projects across Ireland.

As the electricity market moves away from traditional centralised fossil fuel power stations towards a low carbon energy economy, *Community Power* is working to promote and develop Local Energy Markets where residents and communities will actively participate in an evolving electricity market of decentralised renewable energy generation, distribution and energy efficiency.

We are a renewable electricity supplier that can see the bigger picture, providing innovative solutions for our customers while ensuring service excellence. Our professional service matches our thoughtful approach to our planet as it does to the people which means involving everyone. Our approach aims to facilitate the concept of ensuring that social, economic, and environmental benefits of community-based energy initiatives stays within the local community.

We, in *Community Power*, are committed to consistently providing you with excellent service.

Our service provision is always undertaken within the context of remaining true to our core values which are:

- * Local benefit and building resilience
- * Clean Energy
- * Fair Prices
- * Democracy and Cooperation

Our values underpin the service guarantees that we make to you through our 6 codes of practice, all of which can be found on our website www.CommunityPower.ie

The 6 *Community Power* Codes of Practice for all our domestic and non-domestic customers include:

1. Code of Practice on Marketing and Advertising
2. Code of Practice on Vulnerable Customers
3. Code of Practice and Complaints
4. Code of Practice and Sign up
5. Code of Practice on Billing and Disconnection
6. Code of Practice on Smart Metering

Our commitment

If you believe our service delivery falls short of our commitments detailed within the codes, please feel free to contact us. If our service has failed to comply with our commitments, you will be entitled to a compensation charter payment of €30.

You can be assured that we will always assess your claim fairly and thoroughly. If your claim is upheld, we will provide compensation through cheque or debit/credit payment refund within 30 days of agreeing compensation. We will engage with you throughout the process to ensure you are comfortable and aware of process and progress.

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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