COMMUNITY POWER

Code of Practice on
Smart Metering

Smart Metering

At *Community Power*, we are committed to providing you with excellent service and support across all our product offerings and available technology. This code of practice provides information about the smart services we can provide to all our customers with an ESBN installed Smart Meter.

Smart metering in Ireland

The Commission for Regulation of Utilities (CRU) has tasked ESB Networks with the roll-out of the National Smart Metering Programme (NSMP), which replaces all existing electricity meters with Smart Enabled Meters. ESB Networks began installing smart meters into Irish homes during Autumn 2019. They intend to install smart meters in all homes over the next 4 to 5 years. You will not be charged for the installation of your smart meter. Like other infrastructure upgrades, the cost of the smart meter upgrade will be recouped over time in charges paid for using the electricity network.

Community Power have worked alongside ESBN and the Regulator (Commission for Regulation of Utilities) ensuring that we are able to support and offer smart services facilitated by your new smart meter. We have updated our systems and some of our procedures in order to offer smart services to you. If you require further information about the NSMP, please go to ESBN website *www.esbnetworks.ie*

What is a Smart Meter

Smart meters installed in ROI are the next generation of electricity meters. Using digital technology, the meters can accurately record your usage or reads more frequently throughout the day. The meters can send this usage information across a secure 2G network to ESB Networks. This means that instead of sending out someone to read your meter, your meter automatically provides the reading/usage to ESB Networks remotely. It also means more accurate, regular meter readings are gathered and sent to ESB Networks and your Supplier. It follows that more accurate reads and usage lead to more accurate bills from us in *Community Power*.

You have the option to manage the frequency that this usage/read information flows from your smart meter to ESB Networks and to us in *Community Power*. You can decide if we receive data once every 2 months or once daily in half hour intervals. Some of our smart services are dependant on your usage data flowing to us once daily in half hour intervals.

Smart Meter Data Flow

It is important to understand the different data flow options that your smart meter supports. Your smart meter can support:

✳ A single 24-hour reading taken once every two months (what your current meter processes and what will happen if you do not take our Standard Smart Tariff (SST). This read will be taken remotely or manually by ESBN and sent to *Community Power.*

✳ 3 readings (a day read, night read and peak read) taken by ESBN once every two months remotely or manually and sent to *Community Power*.

✳ Half hourly snapshots of your consumption sent to ESBN once every day remotely if communications capability on the 2G network is working and sent to *Community Power* once every day.

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24hr data Flow

When ESB Networks installs your smart meter, they ensure that it is installed with the same data recording frequency attributes as your existing 24hr meter. That is, ESBN will ensure your new smart meter is operating as a 24hr meter in the same way that your old meter was operating as a 24hr meter. If you choose not to avail of any of our smart products or services, your smart meter will remain as a 24hr meter and ESBN will collect a single read every 2 months from your meter and pass it to us in *Community Power*.

If your communications capability is good, ESBN will gather this read remotely and pass it to us as they currently do. If the communications capability is not sufficient to support remote reading, ESBN will send out a meter reader to take a read and then pass to us as they currently do.

Some of our products and smart services require you to change the frequency that your usage data is gathered and sent to ESB Networks. You have two data flow frequency choices which are described below.

Day, Night, Peak data Flow

If you choose, the new smart meter allows your consumption to be measured in three-time bands. It does this by recording three reads (a day read, a night read, a peak read) for each time band. These time bands are:

Day	8am-5pm and 7pm-11pm
Night	11am-8am
Peak	5pm-7pm

The three reads are only taken once every two months by ESBN so you will not receive detailed data about your consumption during each day. The reads will be gathered either remotely or manually if the communication capability is not able to support remote capture.

Our *Community Power* Standard Smart Tariff (SST) requires, at a minimum the day, night, peak data flow configuration on your meter. You can avail of this data flow configuration and the *Community Power* SST even if the communications capability of your meter is low.

Half Hourly Data Flow Once Per Day

If you choose, and your communications capability supports half hourly data transfer, your smart meter can be configured to take a snapshot of your electricity usage every 30 minutes. The 30-minute usage data is saved on your smart meter. ESB Networks use the secure 2G network to gather this data once per day from your meter. They in turn pass this data once per day to us in *Community Power*. We receive your data from ESB Networks a day after you have used it.

Receiving this data allows us to provide you with detailed information about your usage. Understanding your usage pattern gives you the opportunity to use energy at a cheaper time of the day. It does also mean that using during peak periods can result in more expensive usage. Receiving this information will, over time, allow *Community Power* to understand your consumption pattern better enabling us to create new tariffs that better reflect your usage requirements.

Our *Community Power* Standard Smart Tariff (SST) provides optimal product features when your meter is configured to allow half hourly data to flow.

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If you change your mind and no longer wish for half hourly data to be passed to us in *Community Power*, please contact us at the contact details below and we can discuss the process for changing the data flow frequency. It must be noted that some *Community Power* SST product features are dependent on a half hourly data flow frequency. If you no longer allow half hourly data transfer some product features will be lost.

If the communication capability provided over the 2G network degrades we may have to move you from a half hourly data flow frequency to a day, night, peak data flow frequency to ensure that your meter gets read by ESBN every 2 months. If your communication capability is not able to support half hourly data due to technical issues advised to us by ESBN, we will get in touch with you to discuss and effect the change process. If this happens, your rates for the *Community Power* SST will remain the same but some product features will no longer be available.

Time of Use Tariffs

What is a Time of Use (ToU) Tariff

A time of use tariff charges different rates for using electricity at different times during a specific period. The specific period is usually a 24-hour period. In its simplest form a time of use tariff is the day / night tariff which currently exists where we have a different rate for using electricity in the day versus using it at night.

Our time of use tariff is *Community Power* Standard Smart Tariff (SST) and divides the day into three-time bands (day, night and peak). You will be charged a different rate for the energy consumed within each of the time bands. Knowing which time band has cheaper

energy rates allows you to save money by using energy during these periods and using less during expensive periods.

Moving your usage to off peak times not only can save you money, it also helps support a cleaner, greener energy system for Ireland. At peak times of usage (when everyone typically uses a lot of energy), energy systems rely on increasing fossil fuels to generate reliable energy to meet the increased demand. We can't always rely on renewable energy during peak times as renewable energy by its nature is not always reliable. The sun does not always shine, and the wind does not always blow. If we were to spread our energy usage throughout the day and use more at off peak times, we could rely more on renewable sources of energy making our Irish energy systems cleaner and greener.

The Community Power Standard Smart Tariff (SST)

The CRU has mandated that all suppliers have available a Standard Smart Tariff which is structured into three pre-defined time bands.

The time bands are:

Day	8am-5pm and 7pm-11pm
Night	11am-8am
Peak	5pm-7pm

The *Community Power* SST is available to customers who have either a day, night, peak data flow or a half hourly data flow (See section above on Smart Meter Data Flow). Our *Community Power* SST will charge you different unit rates for each of the above time bands. The unit rates will differ meaningfully between day, night and peak allowing you to make choices about when to use your energy. It is hoped that you can move your energy usage to times when the unit rate is cheaper thus helping you save on your energy costs.

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You are unable to receive our *Community Power* SST tariff if you remain on a 24hr meter data flow configuration. If you do not avail of our *Community Power* SST, ESBN will continue to read your meter as they currently do, and you will remain on your current tariff.

Half hourly data flow allows for more smart services to be offered for the *Community Power* SST tariff than the day, night, peak data flow. If the communications capability of the network can support half hourly data flow, we encourage our customers to opt for this SST product as it will allow you greater insight into your usage patterns as well as allowing us to offer you more product features.

The *Community Power* SST day, night, peak unit rates will not change if your data flow frequency changes.

Although we recommend and encourage you to avail of the half hourly data flow frequency because of energy usage insights and product features, we understand if you no longer wish to avail of this data model. The *Community Power* SST allows you to step down from half hourly data frequency to day, night, peak data frequency without penalties. Please contact us at details below to discuss.

Over time, *Community Power* hopes to offer more Time of Use tariffs. As we learn more about our customers consumption patterns, we hope to develop tariffs that suit your needs and usage patterns.

When can I sign up to the Community Power SST – The Community Power Smart Primer

You can move to our *Community Power* SST once ESBN has installed a smart meter and has established the status of your connection to the 2G network.

To ensure you are made aware of our *Community Power* SST, we issue an information pack known as the *Community Power* Smart Primer within 3 months of ESBN advising us that they have installed a smart meter at your property. This information pack will cover

* The benefits of the *Community Power* SST

* How the *Community Power* SST will work

* How the *Community Power* SST is structured

* Where you can find details about our *Community Power* SST

* How you can switch to our *Community Power* SST

For customers who have received a smart meter prior to the launch of smart services (expected to be March 2021), you will receive the *Community Power* Smart Primer within 6 months from the launch date.

Reminders about our Community Power SST

If we have previously sent our *Community Power* Smart Primer to you but k but you have chosen not to avail of our *Community Power* SST, we are obliged to get in touch every 12 months from first Primer issue to tell you about any of our current smart tariffs that may be of interest to you. The reminder will make best use of available consumption pattern information in order to make the reminder about our time of use tariffs as relevant to you as possible.

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Smart Energy Information

If you have moved to our *Community Power* SST with a half hourly data frequency, we will provide you with access to your half hourly data in a standardised format via a secure portal on our website.

✳ You will receive a login and password which allows you to access and download your half hourly data securely.

✳ The half hourly data file will contain up to 2 years' worth of half hourly data or data to the point that you registered with us if it was less than 2 years.

✳ The file will only contain data for the period that you enabled half hourly data flow to operate.

✳ The data will be regularly refreshed every 24 hours. The latest data will exclude the previous 24 hours meaning you will not see today's data in your file.

✳ When Microgen or export data is available from your smart meter and this data is provided to us, it will also be contained in the file. The half hourly data is designed for you to gain insight into your energy consumption patterns. You can share this with alternative suppliers or third parties who offer services dependant on consumption profiles.

✳ The half hourly data which we receive from ESBN will only be shared with you through your online account which requires a secure login and password.

We provide hints and tips on our smart bills to help you decide on how to save energy, use energy efficiently and save on energy costs. We structure your bills to show you as much information as we can based on the data we receive about your consumption. We publish information about energy saving and energy efficiency on our website at: *www.communitypower.ie*

Smart Billing

Community Power will provide your billing in accordance with our Code Of Practice (COP) on billing which can be found at www.communitypower.ie. If you have availed of the *Community Power* SST with half hourly data flow, you may see some differences in your bill.

✳ We no longer receive meter reads from ESBN rather we receive half hourly snapshots of your usage. We show your usage on the bill (in kWh) per time band (day, night, peak) linking it to the cost per unit within each time band.

✳ We advise you how much of the billed period is made up of actual data from your meter versus estimated data from ESBN. This will be shown in a percentage of your total usage for the billed period.

✳ We advise you of adjustments on your bill. Adjustments will be performed if and when we receive more accurate data from ESBN after we have already billed you. The adjustment ensures you are being charged for your usage. An adjustment may be a credit or a debit to your account.

Please contact us if you have any questions about your new smart bill.

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Objecting to a Smart Meter

ESB Networks manage all objections to smart meters. *Community Power* will however send ESB Networks your objection request and they will get in touch with you accordingly. You may also contact ESBN directly to object to a smart meter. Please see details on *www.esbn.ie*

If you previously objected to a smart meter but have changed your mind and would now like a smart meter installed, please contact us on the details below and we will advise ESBN of your change in preference. Once ESBN have been notified they will add your property to their list for meter installations. We unfortunately are unable to advise you of when you will receive a smart meter following the removal of your objection as the decisions and planning for meter installs fall within ESBN responsibility.

Requesting a Smart Meter

ESB Networks manage the roll out of smart meters across Ireland. If you are interested in having a smart meter installed before ESB Networks schedules a visit to your area, please contact us and we can forward your details to ESBN. You may also contact ESBN directly to request a smart meter install on www.esbn.ie

I need more information

Smart metering is new to everyone in Ireland. It is highly likely that you will want to know more or may have questions that are not covered here. If you do, please look at our website FAQ *www.communitypower.ie* or contact us at the details below – we are always here to help.

Please see our privacy policy on our website which provides further information about how and what we use your data for.

Data protection

Community Power respects the rights of our customers under GDPR legislation. Please view our privacy policy on our website *www.CommunityPower.ie* where we provide further information about how and what we use your data for. We will only ever use personal information for marketing purposes in accordance with our Codes 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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🌐 www.communitypower.ie