erova energy

CODE OF PRACTICE ON SMART SERVICES

For Non-Domestic Customers

Erova Energy Supply Limited (Erova) is committed to providing excellent customer service and support which includes helping small businesses with a smart meter optimise their cost management through controlling consumption patterns by using energy at different times of the day. In this Code of Practice, we give you more information about the smart services we can provide to small non domestic sites who have a smart meter.

1. GENERAL INFORMATION

ESB Networks has been installing smart meters across Ireland since late 2019. Smart Meters have been installed in customers' homes and small business in a phased approach which is expected to conclude in 2025. Small businesses will not be charged for a smart meter installation. Like other infrastructure upgrades, the cost of the smart meter upgrade will be recouped over time in charges paid for using the electricity network.

In order for a smart meter to operate in a smart mode, it requires a signal to transfer data to ESB Networks. The signal strength will determine how the meter can operate and ultimately what Erova products you can choose from and which smart services will be available to you. When the signal strength is sufficient, smart meters are read remotely, and can send half hourly consumption information daily to ESBN who then send to Erova. Receipt of accurate, half hourly data, allows us to calculate more accurate bills for you as well as providing you with detailed information about your consumption on a half hourly basis.

Smart meters can be configured to gather three different types of data, as follows:

- ▶ 24-hour reading (ESBN receives bimonthly)
- ▶ Day, night, and peak readings (ESBN receives bimonthly)
- ▶ Half hourly consumption data (ESBN receives HH consumption daily)

The frequency and regularity of the data which can be collected from your meter will depend on the signal strength in your area. The signal strength is indicated as being from 1 (poor) to 4(excellent).

- ▶ Meters with a signal strength of 3 or 4 can support half hourly data transfer.
- ▶ Meters with signal strength of 1 to 4 can support either 24hr or Day, Night, Peak bimonthly data transfer.

2. TIME-OF-USE TARIFF

A time-of-use tariff charges different unit rates for different time bands, giving you more control of your energy usage and costs by selecting cheaper times to use your electricity.

2.1. Standard Smart Tariff

Erova will offer a Standard Smart Tariff to customers who have a smart meter installed. Our Standard Smart Tariff is a time-of-use tariff, structured with three pre-defined time bands:

- ▶ Day - 8am to 5pm and 7pm to 11pm
- ▶ Night - 11pm to 8am
- ▶ Peak – 5pm to 7pm

These time bands apply every day during the year and have associated unit rates. The unit rates will differ meaningfully between day, night and peak, allowing you to make choices about when to use your energy. This tariff is designed to encourage your business to use electricity at certain times in the day when it is less expensive. The advantage of being able to move your consumption to cheaper times is reductions in your bill.

2.2. Time-of-Use Primer

To ensure you are made aware of our Standard Smart Tariff, we will send you a time-of-use primer within 3 months of being notified by ESBN that your smart meter is installed. You will receive the primer either via email or post depending on your communications preferences.

This communication, developed by the SEAI and CRU, will explain how time-of-use tariffs work and their wider benefits. The time-of-use primer will also detail how you can contact us for further information on our available time of use tariff.

2.3. Time-of-Use Reminder

If you choose not to switch to our time-of-use tariff 12 months after the receipt of the time-of-use primer, we will contact you to remind you about the advantages of our time-of-use tariff and how you could benefit from this type of tariff. We will aim to use your consumption information to illustrate how you could benefit from our time of use tariff. You will continue to receive the reminder at 12-month intervals if you have not transitioned to a time-of-use tariff.

3. PROVISION OF INFORMATION TO CUSTOMERS

3.1. Standardised Consumption Data File

If your signal strength allows and you have chosen a half hourly product, ESB Networks will gather the half hourly data from your meter and send it to Erova. We will provide you with a file of consumption data (and export half hourly data once available from ESBN) which you can securely download and analyse. The file will be structured in a standardised csv format. The file is referred to as the 'Harmonised Downloadable File' (HDF). The file is free of charge and can be requested through our website for download.

Your half hourly historical consumption data will be available up to 24 months or to the point that you started your half hourly contract with us, whichever is shorter. The data will be refreshed regularly, enabling us to provide you access to your up-to-date consumption data 48 hours after it has been recorded on your meter.

The data in the file will allow you to analyse your consumption pattern in order to gain more insight into how you could potentially move consumption to cheaper time bands. You can also

share this file with an alternative supplier or third party who can help you understand your consumption profile and what offers may be available to you in the wider market.

3.2. Smart bill

Erova has designed a smart energy bill which will present you with some key information to help you gain more understanding and make informed choices regarding your electricity usage. It provides detail on the usage per time band, using frequently refreshed and up-to-date data from your meter. This data can be used by you to help you make decisions on how to use energy more efficiently and economically. The design of the bill for the half hourly data flow will differ slightly to the design of the day, night, peak data flow.

4. FURTHER INFORMATION

For more information on our smart services, please do not hesitate to contact our customer care team using the following details:

- ▶ By email: info@erovaenergy.ie
- ▶ Phoning +353(0) 1 474 4817 (Lines open Monday to Friday 9am to 5pm)
  Note: calls are charged at Local rates from anywhere within ROI (charges may vary from mobiles)
- ▶ Via post to Molesworth House,1-2 South Frederick Street, Dublin D02 N820, Ireland

5. CRU SIGN OFF

This Code has been approved by the Commission for Regulation of Utilities (CRU) on 01.07.2021.