

Electric Ireland's response to Implementation of a New Supplier Code of Practice on Energy Bills and Statements – Second Consultation Paper

Electric Ireland welcomes the opportunity to respond to this second consultation on a new code of practice on Energy Bills & Statements. We believe that the proposals in this paper will promote best practice energy billing and facilitate customer engagement in energy markets in Northern Ireland.

We expect that the six months from the publication of the new code of practice will be sufficient to begin to produce bills and statements which are compliant with the code. However to be compliant within this timeframe and on the more general point of estimating costs, Electric Ireland would request that possibly following a workshop or interaction to clarify the detail on a number of points presented in this important consultation, that suppliers would be offered further opportunity to assess cost where more certainty might exist on the precise requirements.

The points of clarification include the issue of statements to customers that have requested to receive bills or statements electronically, the issuing of final bills and statements to prepayment customers and the wording of the proposed mandatory statement to make customers aware if there are cheaper tariffs available to them.