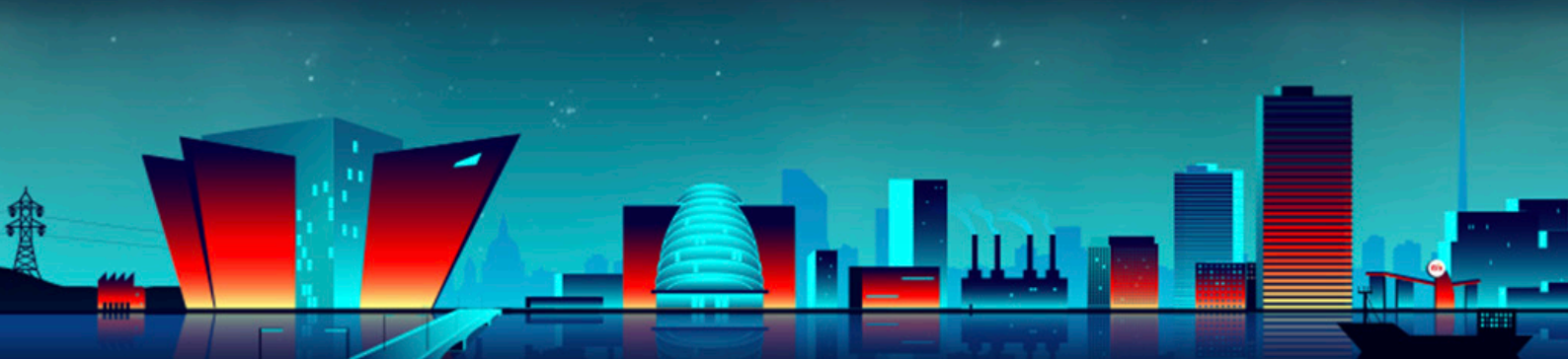




# Code of Practice on Disconnection

Go Power consider disconnection of customer's energy supply as the last course of redress and as something only to be contemplated after all other avenues have been exhausted



**If you're experiencing difficulties in paying your energy bills it is very important that you contact us and open up lines of communication as soon as possible. If you don't talk to us we cant help!**



## **Reasons for disconnection**

1. Failure to pay Go Power - Debt
2. Moving into or out of Go Power supplied premises
3. Breach of Contract.
4. In the event of an emergency power may be disconnected for safety reasons.
5. Go Power are requested, on behalf of the customer, to withdraw the supply from a premises

### **1 Debt**

If you contact us to advise that you are having difficulty in paying your bills we will try to come to an arrangement that allows you to manage your bills and prevent unnecessary debt accruing on your account. All our call handlers are trained to assess your circumstances fairly and treat you with respect and sympathetically. We're prepared to discuss with you alternative options for settling your account such as agreeing an amount for you to pay by instalments or if appropriate offering to install pay as you go meter(s). Any payment arrangement will be carefully considered and mutually agreed. Go Power are committed to engaging with you and working together we will do all that we can to assist you in addressing your difficulties.

If an agreement has been reached for a payment plan to specifically avoid disconnection, details of the payment plan will be sent to you, setting out a clear explanation, in writing (via post or electronic mail) no later than one week after the payment plan has been agreed. If you have failed to pay any amount when due and no contact is made with us to discuss your account then we may commence the disconnection process using the notice provisions detailed in the notification requirement section below. This is not a course of action we would want to undertake and we would encourage you to contact us and discuss your account at the earliest opportunity if you have any concerns.



## **2** Moving out of or into premises that Go Power supplies

If you are vacating a supply address, you must notify Go Power of the date and the closing meter read. Notification of leaving the supply address must be done in advance of the leaving date. This will prevent estimated bills. If you have not notified Go Power and no meter read has been provided, Go Power will estimate the closing read and date. Please see Go Power's terms and conditions for more information.

If you have just moved into a supply address that currently receives power from Go Power, you must contact Go Power's customer service team on 028 8676 0600, as soon as possible as you are responsible for all energy as soon as you move in or from the date of tenancy/ownership. If you fail to contact Go Power it may result in disconnection.

- Go Power will advise you via post/email that a contract is required and you will be taken to be on a deemed contract unless and until you enter into such a contract with Go Power. Along with this notice a deposit request may be issued. This will also give 14 days' notice of disconnection. For information on deposits please contact the Go Power customer service team on 028 8676 0600.
- To give you every opportunity to avoid disconnection, Go Power will phone you during this period if details are available.
- It is the responsibility of the owner/occupier to register the account.

## **3** Breach of Contract

If you have defaulted on the terms of your contract with Go Power we may commence the disconnection process. We will notify you immediately we are aware that there has been a contract default and afford you no less than 30 days to correct any such default. In the event that the defect is not remedied or is not capable of remedy at the expiration of the 30 days, then we may issue a disconnection notice in accordance with the notification requirements detailed below.

## **4** Disconnection due to safety reasons

At any time there are any safety concerns relating to the supply of Energy to your premises the Network Operator may disconnect the supply of energy to your premises. The network Operator will reconnect the meter when it is safe to do so. This is outside Go Powers control.

## **5** Disconnection at the Customer's Request

If you have an account with Go Power you can request a disconnection of the meter. Go Power will arrange this disconnection with the relevant operator on your behalf and you will be liable for the costs associated with same. Please contact the Go Power customer service team on 028 8676 0600 should you wish to do this.



## Notification requirements for disconnection

**Before a Go Power disconnect a customer, we will take the following steps:**

- Go Power will make at least two attempts to contact you in writing.
- Go Power will make at least two attempts to contact you either in person or over the phone.
- Each attempt to contact you should take place no less than three working days apart, or less if agreed with you.

If we cannot contact you or if agreement cannot be reached, disconnection may then be requested, however we would stress that Go Power views this as a last resort for both parties.

**It is important to be aware that the costs of disconnection are payable by the customer.**

Go Power will give the following notice of intention in the event that we seek to disconnect a premises:

- (a) Domestic Customers will receive 14 days notice in writing
- (b) Non Domestic customers will receive 5 working days' notice in writing.

The notice will detail the costs relating to the disconnection (as advised to Go Power) and costs for reconnection, all of which you will be liable to pay. The notice will display Go Powers contact details and request you to contact us to arrange payment. Finally, Go Power may add an administrative cost for the action taken, these will be displayed separately on the notice.

A request for disconnection will be made to the Network Operator at the expiry of the notice period. The Network Operator will make arrangements thereafter for the physical disconnection of the premises which may be within 48 hours of the request being made by Go Power.

Please note that the Network Operator representatives attending to disconnect a premises cannot accept payment in respect of your account.



## Go Power will not disconnect the meter for the following reasons:

- Where there is a mutually agreed payment plan and you are adhering to that arrangement.
- Where a registered welfare agency is acting on your behalf and has engaged with us to request a disconnection be put on hold. To facilitate the agency investigating your position we will put a disconnection hold on your supply for a reasonable period of time (as determined by us), provided such disconnection hold request is received by Go Power prior to us issuing the disconnection request to the Network Operator.
- Where you have genuine formal complaint about the amount of money you have been billed, Go Power will not disconnect you in relation to the disputed amount until the complaint process is completed. (all other bills must be paid as normal). The complaint must relate to the accuracy of charges that have been raised by GO Power.
- For failure to pay a bill which is not related to the supply of electricity/gas.
- If you are critically dependent on electrically powered equipment, which shall include but is not limited to life protecting devices, assistive technologies to support independent living and medical equipment.
- For failure to pay a bill based on a regular estimate unless it is fair and reasonable in the circumstances, (e.g. access to read a meter is refused).
- If you are registered as vulnerable, you cannot be disconnected during the winter months (1st November to 31st March) for non-payment of bills.

## Reconnection

Go Power may reconnect the meter once you have paid any outstanding arrears and reconnection fees and a contract is in place. In such circumstances Go power may ask you for a security deposit. Each case will be reviewed on an individual basis.

### Contact Go Power

Go Power  
16 Churchtown Road,  
Cookstown,  
County Tyrone  
BT80 9XD

**Debt Handling / Credit Control:** 028 8676 0600

**Email:** [support@gopower.energy](mailto:support@gopower.energy)



## Useful contact info:

### **A** For Customers in Northern Ireland

AdviceNI offer a confidential and free debt help advisory service and are found at 1 Rushfield Avenue, Belfast, BT7 3FP:

- To speak to an adviser about Business Debt contact their FREEPHONE helpline: 0800 083 8018 - Monday to Friday 9.00am to 5.00pm
- For help accessing general money and debt advice contact 0800 028 1881 - Monday to Friday 9.00am to 5.00pm

### **B** Customers in the South of Ireland

May wish to contact the Money Advice and Budgeting Service MABS  
MABS has a Helpline (0761 07 2000) that operates Monday to Friday from 9.00am to 8.00pm.  
For a call back from the helpline, email: [helpline@mabs.ie](mailto:helpline@mabs.ie)

