**Frequently Asked Questions / Useful information**

**Process for installation of the meter**

Call / Email Graham from PPP with the MPRN / address

PPP check status of supply

PPP then register through ESB networks to take over supply

Once registration is accepted – PPP arrange convenient install date picking up keys from HO / HM or the tenant if it is they who requested the install

Meter is installed by our RECI / ECSSA installers who give the tenant a full rundown on how the meter operates and what information the meter can tell them

PPP apply €5 starter credit (or whatever has been agreed with the HO). Pack can be left in property

We also take a meter reading and submit this to the previous supplier who will issue a closing bill

Supply is then secure (ringfenced from De-en)

**What happens if a property with one of these meters is void**

Based on the agreed deal, PPP will provide complimentary credit to cover all fixed daily charges for an agreed period. PPP will do a temporary transfer into the HO’s name. The [new] incoming tenant would then have the choice to remain a customer or move supplier. Obviously we would like the opportunity to retain them

**How the tenant can avail of the offer**

Any housing officer / manager / support worker can call me on my mobile 0871960972 / email [graham@prepaypower.ie](mailto:graham@prepaypower.ie) with the following details :

MPRN or address

Tenant name, number, email and DOB

*I would ask that tenants not be given my mobile number*

**Who will train the tenant in how to use the meter**

As above, our installers advise fully on how to use the meter and leave an instruction guide with the tenant. It is a very simple meter to operate and from which very useful information can be extracted

**Pricing schedule**

We are reducing our unit cost by 4% from June 1st. This will ensure we remain the supplier with the lowest standard unit rate in the country (11% unit rate reduction in last 18 months)

**Is there a minimum contract period**

If the HO install the meter into a vacant property, there is no minimum contract period. if a new tenant moves in and they wish to retain the service, we would ask that they sign up to a one year contract

If a tenant signs up to the service, this would be subject to a one year contract. This would be standard across all suppliers

**Contact details**

[**graham@prepaypower.ie**](mailto:graham@prepaypower.ie)

1800844613

I am happy for all Housing Associations to use me as a point of contact for all pre and post install queries.