



YOUR HELPFUL GUIDE TO LEVEL PAY

Energy bills can be frustrating. As your usage changes with the seasons, it's possible you may receive high bills at a time when your budget is most under pressure. So we've built a payment method to help smooth out your energy costs across the year.



So how does it work?

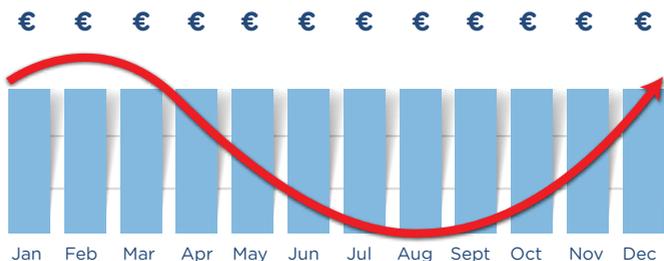
Already a Bord Gáis Energy customer:

- We take the gas or electricity usage of your home over the last 12 months and apply our current prices to calculate your annual bill. We then simply divide by 12 to create monthly payments.

New to Bord Gáis Energy:

- We can treat you as an existing customer if we have the usage history of your current address, or if you can supply us with your previous annual usage. If not, we'll estimate based on the information you have given us.

As a new or existing customer you can choose the date for your monthly Direct Debit payment.



■ Energy Usage ■ Payments

What happens next?

Each month we'll deduct the agreed payment amount by Direct Debit. You'll receive a bill every two months and the upcoming monthly deductions and due date will be shown on the bill.



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Will my monthly payments change?

We carry out regular reviews because we know your usage can change, so it may be necessary to change your monthly payments.

- Before we send you a bill we review your usage to ensure your monthly payments are in line with what you've used.
- We review annually what you've paid and used over the last twelve months to make sure there has been no over or under payment.

Following the annual review if there's a balance of less than €120, it will be carried over into the next year and used to adjust the monthly payment amount for the next year.

If you've in excess of €120 credit, this can be refunded, however if there's a debt, we will need to recover this outstanding amount.



How will I know my monthly amount has changed?

If your monthly Direct Debit amount changes, we'll let you know with a text message and the updated amount will appear on your next bill.

If you've an online account you can also see your most recent bill there.



What happens if I decide to cancel my Level Pay?

Changed your mind? That's no problem.

If you're in credit, then the balance will be held on your account and we'll use this towards future payments. If you've an outstanding balance then our standard credit terms will apply. By removing Level Pay you may lose any discounts associated with it on your account.

For more helpful information and FAQ's on Level Pay see [bordgaisenergy.ie/levelpay](https://www.bordgaisenergy.ie/levelpay)