

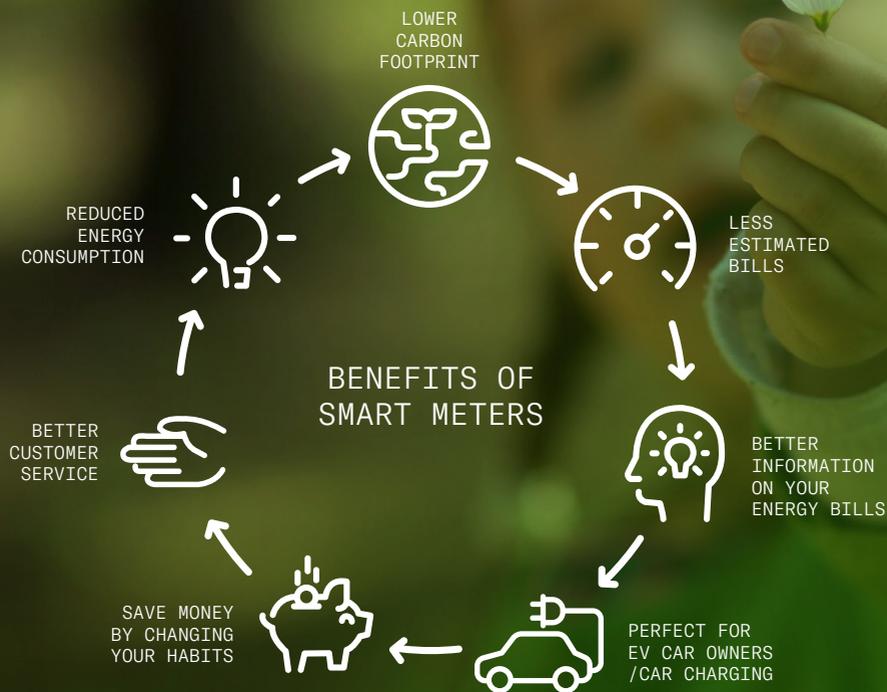


Welcome to a Greener Future

Smart Electricity Meters



Welcome to a Greener Future



Flogas has been supplying Irish homes and businesses with energy since 1978. Now as one of Ireland's newest and fastest-growing electricity suppliers, and as part of our commitment to sustainability, we are delighted to be introducing our new Green Future Smart Meter offers to all our Smart meter customers.

We believe that Smart meters are energy **game-changers** and over time will help all Irish customers to:

- **Save time** – less meter reading required and less estimated bills
- **Save money** – by switching to our innovative Green Future Smart meter rates you can pay even less for your electricity by making small changes to the times that you use it
- **Be more informed** – you can be provided with information on your daily and weekly consumption
- **And not least** – to help the environment by using less energy when it is more expensive to produce

Committed to sustainability

We are committed to becoming one of Ireland's most sustainable energy supply companies and to helping you to reduce the carbon footprint of your home energy use.

All the electricity we supply now comes from 100% renewable sources, including some wind farms and solar power generating facilities here in Ireland. And because we want to make the environmental-friendly choice the easy choice, all our tariffs use 100%* renewable electricity, and there is no additional cost for choosing renewable.

Fuel Mix

| | Coal | Gas | Peat | Renewable | Other | Total | tCO ₂ /MWH |
|----------------|-----------|-----------|-----------|-------------|-----------|-------------|-----------------------|
| All Island | 6.8% | 38.5% | 4.6% | 48.9% | 1.2% | 100% | 0.291 |
| Flogas* | 0% | 0% | 0% | 100% | 0% | 100% | 0 |

The chart above shows the average fuel mix (*as per CRU 2019*) ie where the energy is generated. *Flogas data is subject to verification by the CRU under the CRU's Green Source Verification Process. Providing 100% renewable electricity means that the carbon footprint of your electricity use is zero.

With Flogas you can also carbon offset the gas you use to heat your home, if you want to minimise your environmental impact even further.

Flogas is the only energy company in Ireland that offers Green Carbon Neutral Gas. For every kwh of gas you use we offset the carbon impact by investing in renewable energy reforestation and other emission reduction projects around the world.

Find out more about Flogas Green Future Gas and Dual Fuel offers at [flogas.ie](https://www.flogas.ie)

Smarter ideas from Flogas

The Smart revolution will bring a lot of benefits to Irish consumers and at Flogas we are committed to doing even more.



Remember all Electricity you get from Flogas is from 100% renewable sources.

Smart metering offers

We are delighted to introduce a range of Green Future Smart/TOU tariffs that:

- 1) Introduce a Day (off-peak), Peak and Night rate with different pricing to allow you benefit from switching your usage away from the most expensive 5-7pm time slot**
- 2) Includes a tariff specifically designed for electric car/EV owners with a reduced night rate for low-cost charging depending on the level of consumption data you want access to**
- 3) Enables to select online account management and paperless billing**
- 4) Gives you the choice of a no-commitment/no contract variable rate or discounted 12 and 24 month contract rates.**

(You can switch to a Smart tariff whether you're already in contract with us or not, just talk to our Smart Experts on 041 214 9555 or email smart@flogas.ie.)

Smart Meter FAQs



Smart meters are the next generation of electricity meters. By using digital technology, the meters give you accurate information on energy usage throughout the day.

What is a Smart Meter?

Smart electricity meters replace the existing electricity meter in your home or business. This is carried out by ESB Networks, and means you no longer have to submit readings or have someone read the meter. Smart meters can relay this information to you and Flogas, giving you more control over your energy, help you reduce your bills and your carbon footprint by always reflecting the electricity you've used.

Time of Use Tariff

Time of Use (ToU) tariffs are a new way for homes with Smart Meters to pay for electricity. You pay different rates at different times of the day. ToU will enable you to save money by shifting some of your electricity consumption from daytime to night-time when energy is cheaper. Time of use tariffs are available from Flogas for all customers with a Smart meter.

| Time band | Time | Price |
|-----------|------------------------|-------|
| Day | 8am - 5pm & 7pm - 11pm | €€ |
| Peak | 5pm - 7pm | €€€ |
| Night | 11pm - 8am | € |

Will my data be safe?

Flogas is committed to ensuring that we are compliant with GDPR and that all personal customer data is safe and secure.

Are the new meters a risk to my health?

Flogas is committed to your health and safety. The upgraded smart meters will be safe and will comply with all requirements and international standards.

Are Smart meters more expensive?

There are no additional charges for having a Smart meter, the only difference is you have a choice of tariffs that are linked to the time of day or night that you use your electricity.

You have more control over your electricity bill

How much you save will depend on whether you change your habits and use appliances that need a lot of energy (*washing machine, dishwasher, etc.*) at night instead of at peak times

Anything else I need to know?



What else do I need to be aware of:

Smart meters have two settings, one enables you to see your real-time half hourly usage data (interval data), and bills you monthly. To benefit from this you need to opt into the sharing of your interval data with our billing system. This step is included to ensure you have full control of the data that is shared on your energy use.

The other setting called non-interval data bills bi-monthly, as your account is billed now, and while you benefit from the Time of Use tariff, you can't see the specific details of the half hourly or daily usage. If you want to move to a Smart tariff, but don't opt in to sharing your interval data this is the tariff setting you will be set to automatically. The rates on both settings are exactly the same.

1

We are working with our staff, customers and suppliers to reduce unnecessary energy, water and paper use throughout our business.

2

We are working with our teams to help increase remote working, to reduce commuting times and the associated emissions.

3

As a company where we can't reduce the associated emissions directly, we offset the carbon impact of all our business activities, including offices, transport etc.



Contact Flogas for more info:

To discover more on Smart meters, our tariffs, or switching to 100% renewable energy get in touch today.

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