



Our Customer Charter

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Ireland



Our Customer Charter

Dear Customer,

Electric Ireland is the division of ESB that is responsible for managing your energy supply account. We issue your bill and provide information to help you get the most from your use of energy, such as information on safety and energy conservation.

Electric Ireland is committed to offering you a quality service. Our service to you can be summarised in the following commitments:

- ▶ We will treat you with courtesy and respect as we ourselves would wish to be treated.
- ▶ We will try and understand what your needs are by carefully listening to what you have to say.
- ▶ We will act on our commitment as quickly as possible.

Our service standards are based on our seven Customer Codes:

1. The Domestic Code of Practice on Billing and Disconnection
2. The Domestic Code of Practice for Vulnerable Customers
3. The Domestic Code of Practice on Complaints
4. The Domestic Code of Practice on Marketing and Advertising
5. The Domestic Code of Practice on Sign Up
6. The Domestic Code of Practice on PAYG Metering and Budget Controllers
7. The Domestic Code of Practice on Smart Services.

Arising from these seven Customer Codes, we are making eight specific pledges to you on the following pages. It is well worth holding on to this booklet for future reference, should you ever feel the service you experience is not up to standard.

Thank you for your valued custom and we look forward to continuing to be of service to you into the future.

Yours sincerely

Marguerite Sayers
Executive Director, Customer Solutions
Electric Ireland

What we're committed to

1. Bill accuracy

We are committed to calculating your bill accurately. If you do have a bill query, it can usually be answered over the phone. However, if we need to make further enquiries, we will get back to you with a detailed response within 10 working days.

And, if we fail to meet this guarantee, we will pay you €40.

2. Understanding your bill

When it comes to receiving and paying your bill, you can depend on us for:

- ▶ Detailed billing information to help you understand your energy bill.
- ▶ A variety of ways and places to pay your bill.
- ▶ Fair and transparent collection policies and procedures if you have difficulty paying.

And, if we fail to abide by our commitments, we will pay you €40.

3. Refunds guaranteed

If, for any reason, we offer you a refund, we guarantee to issue it within 10 working days. If we don't, we will pay you €40.

4. Queries answered

Generally, we can answer your query when you contact us. However, some queries can be a bit more complex, especially if they involve third parties. So, if further investigations need to be made, we will get back to you with a detailed response within 10 working days.

And, if we fail to respond within 10 working days, we will pay you €40.

5. Complaints resolved

You are entitled to have any complaints resolved quickly and efficiently and, in our Code of Practice for Complaints Handling, we detail exactly how we will do this. It is our aim to resolve a complaint within 10 working days. However, if further investigations are required, we will get back to you with a detailed response within 10 working days.

If we don't meet the commitments we make in this Code, we will pay you €40.

6. Support for customers requiring special services

Our Code of Practice for Vulnerable Customers gives details of a range of special services that are available. They are summarised as follows:

- ▶ Customers who are dependent on emergency medical equipment can register as a Priority Support customer.
- ▶ Customers with a visual impairment requiring special means of communication can request a suitable bill format (e.g. talking bill, braille bill).
- ▶ If a customer has a mobility difficulty, please contact us and we will advise on the most suitable options available.
- ▶ In the case of elderly customers (defined as those who are 66 years and over) who are registered with us, Electric Ireland will not request that their energy supply be disconnected for any reason (other than if requested to do so or for safety/maintenance reasons) between the winter months of November to March. Please note that customers who are in receipt of the Department of Social Protection free electricity allowance, through their Electric Ireland energy bill, are automatically registered and do not need to contact us. Customers who do not receive the Department of Social Protection free electricity (or free gas) allowance through their Electric Ireland energy bill must contact us to register.

Customers who require or are eligible for these services must register with us (except as noted above). For a registration form, please contact us at **1850 372 372** (lines open 8am – 8pm Monday to Saturday).

Alternative contact options are provided at the end of this leaflet under 'Other Important Information'.

If you are registered for a special service and we fail to meet our guarantee under this Code, we will pay you €40.

7. Fair marketing

We are committed to protecting you against unwanted, unfair or misleading marketing from Electric Ireland. Full details of exactly how we do this – for example, taking all reasonable steps to make sure that marketing material is accurate, or providing information on time limits applying to any promotion – are published in our Marketing Code of Conduct.

And, if we don't keep any of these commitments, we will pay you €40.

8. Smart Services Commitment

Our new Code of Practice on Smart Services is now live. Smart meters are the next generation of electricity meters and are currently being installed in homes and businesses throughout the country.

Smart meters may bring benefits to customers including:

- ▶ More accurate billing, as the meter can be read remotely which will reduce the need to estimate bills.
- ▶ The option for you to receive a more detailed breakdown of your electricity usage, allowing you to make more informed choices regarding how and when you use electricity.
- ▶ The introduction of new smart products and services such as Time-of-Use Tariffs.

If we don't meet the commitments that we make in this code, we will pay you €40.

Other important information

You can get a copy of the Codes and the Special Services Registration Forms (Priority Support; Special Requirements; Caring For The Elderly) by contacting us.

By phone: 1850 372 372 (8am – 8pm Monday to Saturday)

By post: Electric Ireland,
P.O. Box 841, South City Delivery Office, Togher, Co. Cork.

By email: service@electricireland.ie

Online: www.electricireland.ie/customercharter

Issue resolution

If you do not believe that we have lived up to our Charter pledges, you can follow the Electric Ireland complaints procedure. Call 1850 372 372 or email service@electricireland.ie. If not resolved to your satisfaction, please write to Electric Ireland, Complaints Facilitator, P.O. Box 12523, Dublin 9 or email complaintfacilitator@electricireland.ie. If your issue is still not resolved having followed our complaints procedure, you can then refer the matter to the Commission for Regulation of Utilities (CRU).

CRU may be contacted as follows:

By post: Customer Care Team
Commission for Regulation of Utilities,
P.O. Box 11934,
Dublin 24

Online: www.cru.ie/customer-care

By phone: 1890 404 404

By email: customercare@cru.ie

Terms and conditions

Any payments made under this Charter for failure to meet the high standards that we have stated are made without any admission of legal liability on the part of Electric Ireland. In the case of any conflict or inconsistency between the Customer Charter and the Electric Ireland Conditions of Supply, the Conditions of Supply – available on www.electricireland.ie/termsandconditions or from our Customer Contact Centre at 1850 372 372 – shall prevail. In all other cases, you have the confidence of your Customer Service Guarantees.

This Charter and the supporting Codes of Practice have been approved
by the Commission for Regulation of Utilities (CRU) www.cru.ie/customer-care