



Our Customer Charter for Non-Household Customers

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Our Customer Charter for Non-Household Customers

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, which 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 commitments as quickly as possible.

Our service standards are based on our Customer Codes:

- The Customer Code of Practice on Billing and Disconnection
- The Customer Code of Practice on Complaints
- The Customer Code of Practice on Marketing and Advertising
- The Customer Code of Practice on Sign Up
- The Customer Code of Practice on Smart Services.

Arising from these Customer Codes, we are making five specific commitments to you on the following pages.

Yours sincerely,
Dermot McArdle
Head of Business Markets
Electric Ireland

What we're committed to:

We aim to achieve all the standards listed below in all cases.

1. Accurate and Timely Billing

We are committed to ensuring your bill is calculated accurately and in a timely manner. Once we have received your full set of consumption readings from the relevant meter operator and have received market charges appropriate to your billing requirements, we will issue your bill. Where we become aware of an unexpected delay in billing that exceeds one full billing period, we will take reasonable steps to contact you to notify you of the late billing.

2. Account Queries

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

3. Complaints Resolved

You are entitled to have any complaints resolved quickly and efficiently. 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 progress update within 10 working days. Full details of our Complaints Procedure are published in our Complaints Code of Practice.

4. 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– are published in our Marketing and Advertising Code of Practice, and our Sign-up Code of Practice.

5. Smart Services Commitment

We are committed to providing Smart Services to our Smart Meter Customers. These include: more accurate billing, the option to receive a more detailed breakdown of your electricity usage (allowing you to make more informed choices regarding how and when you use electricity), and the introduction of new smart products and services, such as Time-of-Use Tariffs.

Other important information

You can get a copy of the Codes of Practice by contacting us:

Our Small and Medium Enterprise Customers:

- Phone: 1800 372 787 (9am – 5.30pm Monday to Friday)
- Email: business@electricireland.ie

Our Industrial and Commercial Customers:

- Phone: 1800 200 513 (8.30am - 5pm Monday to Friday)
- Email: info@electricireland.ie

Post: Electric Ireland, PO Box 841, South City Delivery Office, Cork T12C825

Online: electricireland.ie/business/helpful-links/customer-service-guarantees

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 1800 372 787 or email business@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: 1800 404 404
- By email: customercare@cru.ie

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