

EIWELEEC0523



Electricity for your home

Welcome to Electric Ireland.
We're brighter together.

electricireland.ie

**electric
ireland**

For a brighter energy future

Thank you for choosing Electric Ireland as your energy partner. Together, we can help you make the best energy choices for your home. That way, you use less and save more, now and in the future.

You'll enjoy more than great energy savings and practical advice. Here are some of the ways that we can add something extra to your everyday:

- **Electric Ireland Rewards is our way of saying thank you for choosing us. Enjoy free treats, get exclusive offers from popular brands and be in with the chance to win amazing prizes.**
- **Over one million customers are enjoying the best long-term savings on gas and electricity, with a discount rate that doesn't disappear.**
- **We're leading the way with new Connected Home technologies. You can control your heating from your smartphone.**

Have a question?

We're always just a phone call away. You'll also find helpful information, tips and advice at www.electricireland.ie



1800 372 372* is the number to call if there is anything at all (8am to 8pm, Monday to Saturday)



Send us an email directly to service@electricireland.ie



You can follow us on Twitter [@electricireland](https://twitter.com/electricireland) or visit our Facebook page at facebook.com/electricireland

We would love to hear from you.

*When you contact us, we may ask you some questions to confirm your identity. This is to protect the privacy of your account information. Callers from the North of Ireland or international callers need to refer to their telephone service provider for the costs of international calls.

Get 8.5% off every electricity bill and 8.5% off every gas bill. This year, next year and every year!

Dual Fuel Customers can get 8.5% off every bill

Electric Ireland is committed to being the best long-term savings energy supplier in the Irish market. No more switching provider for discounts that disappear after one year. We reward customers for staying, which is why we give our customers 8.5% off every single gas bill and 8.5% off every single electricity bill as long as you pay by direct debit and use online billing. No catches, no gimmicks, just long-term savings. Now that is smart!



Dual Fuel, Direct Debit and Online Billing - 8.5% Savings

Gas and electricity customers can save time, money and hassle, paying by direct debit and online billing.



Single Fuel, Direct Debit and Online Billing - 5.5% Savings

Electricity only customers or gas only customers also save 5.5% when paying by direct debit and online billing.

To set up a direct debit, visit electricireland.ie/directdebit and to set up online billing, visit electricireland.ie/youraccountonline



Pay on time and in full - 4% Savings

Some of our customers prefer not to pay by direct debit or get their bills online – that's no problem. You still get 4% savings off every bill.

To pay by card, please go to electricireland.ie/pay-by-card or if you would prefer to pay by cash, you can pay wherever you see the Payzone, PostPoint or An Post signs.

SMART ENERGY TIP #1

Enjoy huge savings where it counts using Electric Ireland Rewards. Find out more at electricirelandrewards.ie

Our Customer Charter – Your Guarantee

You want an excellent service from your gas and electricity supplier and that's exactly what we promise to provide. Our Customer Charter sets out a number of performance guarantees, designed to make sure that we provide the standard of service you expect at all times and exceed your expectations where possible. Read more at electricireland.ie/customercharter

Complaints

In the event that you need to make a complaint, email service@electricireland.ie or call **1800 372 372***. If your complaint is not resolved to your satisfaction, please write to:



Electric Ireland,
Complaints Facilitator, P.O. Box 12523, Dublin 9
or email complaintfacilitator@electricireland.ie

Following that, if you feel your complaint has not been adequately dealt with, you can contact the Commission for Regulation of Utilities:



call
1800 404 404



or email
customercare@cru.ie



or visit
cru.ie



NETWORKS



**Gas
Networks
Ireland**

ESB Networks and Gas Networks Ireland are responsible for the building and maintenance of their respective networks nationwide. For emergencies, dangerous situations, power failures, or supply interruptions, call ESB Networks on **1800 372 999** or Gas Networks Ireland on **1800 205 050**. To enquire about a new connection, or for other ESB Networks enquiries, phone **1800 372 757*** (8am to 8pm, Monday to Saturday). For new gas enquiries, call **1800 504 060**.

*See call rates on page 2.

Save an extra
0.5% OFF
every bill



Your Account Online

Get 24/7 access to your Electric Ireland account, make online payments and avail of the online billing savings, all from the convenience of your smartphone or computer.

- Print a copy of your bill
- Pay your bill and avail of the online billing savings
- Estimate the cost of how much you have used since your last bill
- Check your next bill date and compare previous bills
- Submit a meter reading
- Change your billing preferences

Sign up for Your Account Online

Sign up for online billing and you'll get an extra 0.5% off every electricity bill and gas bill. Sign up today:



Online at
electricireland.ie/youraccountonline



By Phone on **1800 372 372***
(8am to 8pm, Monday to Saturday)

SMART ENERGY TIP #2

Dual Fuel customers get 8.5% off every bill – this year, next year and every year. Switch your gas supply to Electric Ireland today and start saving at electricireland.ie/switch

*See call rates on page 2.



Check out some of
the products on our online shop

Products and Services for your home

Electric Ireland offers a range of Home Energy Products to help make your home more energy efficient and comfortable. Check out our online shop at electricireland.ie/shop for ways to reduce your energy consumption and bills.

Smarter Pay As You Go

With Smarter Pay As You Go, you can use your monitor to track your electricity usage and spend. Your monitor will also show you when you use electricity most. This information allows you to change your behaviour and reduce your cost.

Check out all of the above at
electricireland.ie/shop

Find out more at
electricireland.ie/payg

Get rewarded with Electric Ireland

Electric Ireland Rewards is our way of saying thanks to our customers. Sign up today and don't miss out!



Including Just Eat, Regatta, Lily O'Brien's, Irelandhotels.com, Q-Park and lots more.



Including once-in-a-lifetime holidays, exclusive tickets and the latest technology from Sony.

All of this is available and waiting for you at electricirelandrewards.ie

Not a member? It's easy! Sign up in 3 simple steps

- 1 Visit electricirelandrewards.ie and click 'Register to get started'
- 2 Enter your email address and account number (located at the top right of your bill)
- 3 Click 'Create my account' and start enjoying your rewards

Our Sponsorships



If you wish to opt out of marketing, you can do this by:

- Post: Electric Ireland, P.O. Box 841, South City Delivery Office, Cork T12 C825
- Email: service@electricireland.ie
- Phone: **1800 372 372**

Please include your name, address and account number in your opt out message.

Smart meters: the start of something special

Smart meters are currently being rolled out across all homes, farms and businesses within Ireland as part of a nationwide meter upgrade. If you have a smart meter, your meter reading will be automated, meaning no more estimated bills. Plus, you'll have access to smart products and services, like **Home Electric+** and time-of-use plans.

What is a time-of-use price plan?

A time-of-use price plan charges different prices for electricity usage depending on the time of day. Typically, these price plans charge cheaper rates when electricity demand is at its lowest (e.g. night-time 11pm – 8am) and higher rates at peak times (e.g. weekdays 5-7pm) when demand is at its highest.

The wider benefits of time-of-use

Electric Ireland offers a range of time-of-use price plans to customers with smart meters. Depending on when you use your electricity, you could benefit from lower bills, particularly if you can shift your electricity usage to off-peak times. This puts less pressure on the electricity grid, so can help increase the use of sustainable energy sources (e.g. wind and solar) and reduce carbon pollution. If you are unable to change when you use electricity, a time-of-use price plan may not suit you as the peak rates are higher than standard.

Smart meters are good news

for you... With our new smart products and services, you'll see when you're using the most electricity and get tips on small changes to reduce your bills and carbon footprint.

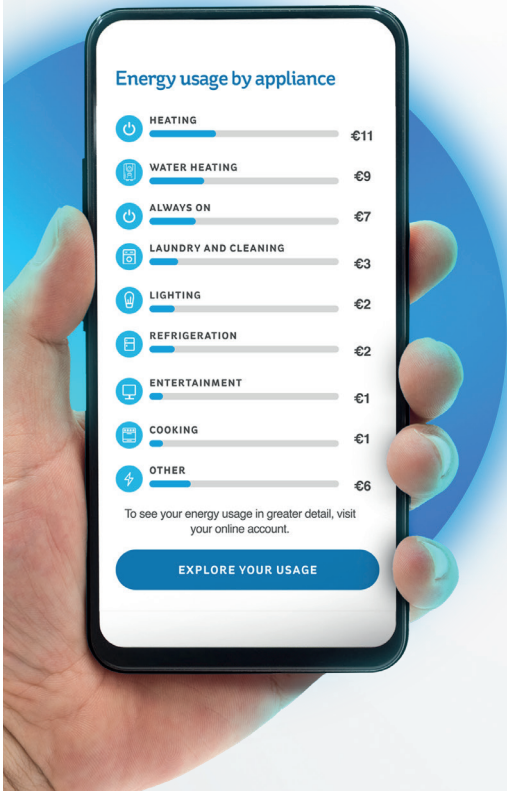
They're good news for us...

Your smart meter data will give us a better understanding of your electricity consumption, so we can develop smart services tailored to you, and you can make more sustainable, cost-effective choices for your home.

And they're good news for Ireland...

Smart meter insights can help you lower your electricity consumption. Together with Electric Ireland's 1.1 million customers, you can help Ireland reach its target to reduce carbon emissions by 7% each year and move towards a sustainable energy future.

To find out more about Electric Ireland's time-of-use and **Home Electric+** price plans, visit electricireland.ie/tou



Please note that as a customer of Electric Ireland, You are bound by the following Terms and Conditions. We would ask that You note in particular conditions **3a** and **3b** (Change of supplier), **7c** (Price of Electricity) and **8e** and **8g** (Payment of Accounts) and the (Data Protection) and (Marketing) conditions in **19** and **20**.

Residential Electricity Supply Terms and Conditions Valid as at 17th June 2023 until further notice

Application of General Conditions

These are Our standard Conditions, as a residential customer You will be deemed to have accepted these Conditions and be bound by them from the time that You become a customer of Ours.

1. DEFINITIONS

In these conditions, the words below have the following meanings.

"Us" "We" or "Our" means ESB, acting through its Electric Ireland business unit.

"You" "Your" or "Yourself" means the person who has entered into this Agreement.

"Conditions" means the standard terms and conditions of supply set out in this document.

"Agreement" means the Contract for the supply of electricity by Us to You incorporating any special conditions and which includes these Terms and Conditions.

"Assignment" means Our entitlement as an electricity supplier to transfer this right to a third party to perform Our obligation as an electricity supplier.

"AVT Message" means an Automated Voice Message from Us to You regarding Your account, Our products or Our Services.

"Charges" means the amount(s) payable by You for: (a) the supply of electricity by Us (b) any costs associated with the supply of electricity by Us, and (c) any Pass Through Charges.

"Commission" means the Commission for Regulation of Utilities which is the regulator for the electricity and natural gas sectors in Ireland.

"Connection Agreement" means an Agreement with the DSO under which You have the right for Your installation to be, and to stay, connected to the electricity distribution system in line with the terms and conditions of that Agreement.

"Customer Account" means any account with Us held in Your name for the purposes of the supply of electricity.

"Deemed Contract" means a legally enforceable agreement considered to have been made between the Electric Ireland and the owner or occupier of the premises. A deemed contract is considered to have come into existence because the owner or occupier (after receiving notice from Electric Ireland and where the premises continue to be supplied with gas or electricity by Us) did not inform Us that he or she continued to use the electricity or gas supplied to the premises concerned after the previous contract for supply to the premises concerned had expired, or was not cancelled when a previous owner or occupied vacated the premises or the new owner or occupied did not enter into a new contract of supply.

"DSO" means the Distribution System Operator, ESB Networks Limited.

"Electricity Bill" means the periodic invoice issued by Us to You requesting payment for electricity supplied under this Agreement.

"EURIBOR" means the 3 month Euro Inter Bank Offered Rate. "Licence" means the Licence to supply Electricity granted to Us by the Commission.

"Maximum Import Capacity" (MIC) means the maximum amount of electricity, expressed in kiloVoltAmps (kVA) that will be supplied to You at the point of supply.

"Meter" means the electricity meter installed by the DSO for the purpose of measuring the quantity of electricity used by You on the Premises and includes any such Meter or Meters of any type supplied to You at any time at the Premises.

"MRSO" means Meter Registration System Operator, a "ring fenced" function within ESB Networks who are responsible for the Change of Supplier process in the competitive electricity market.

"Point of Supply" means the point shown in the Connection Agreement, or in an application to supply at a specific point, where energy may flow between the local electricity distribution system and Your installation.

"Premises" means the Premises specified in the application for electricity supply completed by You or such other Premises as may be notified by You to Us and accepted by Us from time to time.

"Price Plan" means Our list of current prices and the pricing structure applicable to each.

"Register/Registration" means the registering by MRSO of You as a customer.

"Security" means a deposit of money paid in advance as a Security against the failure of an electricity account or Agreement being fulfilled to terms.

"Setworks" means any works carried out by the DSO in relation to Your electricity supply and any other piece of work as set out in the DSO's Setworks charges including, but not limited to the provision, installation, repair, maintenance, withdrawal or reinstatement of electricity supply or the Meter or equipment used in supplying electricity to Your premises.

"Start Date" means the date on which You join one of Our Price Plans.

"Statement" means the periodic statement issued by Us to You of consumption (debt outstanding, debt repaid if applicable) and payments made for electricity supplied under this Agreement.

"Vulnerable Customers" We have special services for those who register with Us as being elderly, dependent on electrical medical equipment, or who have hearing, sight or mobility difficulties.

1.1 References in the Conditions to a document shall be references to such document as amended or replaced from time to time.

2. SALE AND SUPPLY OF ELECTRICITY

a) We will sell and supply electricity to You at the Premises subject to these Conditions until the Agreement is ended by either You or Us in accordance with Conditions 10 and 11.

b) It is a condition of supply that You have a Connection Agreement and keep to its conditions. Please read the DSO conditions for connecting You to the electricity distribution system, which You can get from the DSO website at www.esb.ie/esbnetworks. If You have taken over the supply to premises that were previously supplied in the name of another customer and You do not have a Connection Agreement for the premises, the DSO will consider that the previous customer's Maximum Import Capacity and the conditions of the previous customer's Connection Agreement apply to You. You will not have to enter into a new Connection Agreement Yourself, but You must keep to all the conditions of the previous customer's Connection Agreement. If You prefer to have a Connection Agreement in Your own name, you should contact the DSO at www.esb.ie/esbnetworks.

c) For existing customers this Agreement shall commence on the date of this Agreement. For new customers it shall commence on the date We receive notification from MRSO that You are registered as a customer of Ours.

d) You must give us all the information We need about the Premises, and all other details which We ask for to work out what kind of account/Price Plan You need.

e) You must provide Us with Your contact details e.g. a landline or mobile number and We are allowed to use these details to contact You in relation to Your account.

f) All the information You give Us must be truthful and accurate. You must tell Us about any changes to the information as soon as possible.

g) We will do all We can to process an application so that the electricity account is set up by the date You need it, as long as You have met all Our financial and other requirements.

h) Characteristics of the supply will be in line with the Connection Agreement and these conditions. The typical MIC for private dwellings is 12kVA. You should check Your specific requirements with Your electrical contractor. You are responsible for choosing the appropriate MIC.

i) You cannot extend Your supply for someone else to use. We will consider them to be a separate customer.

j) We accept no responsibility for the adequacy, safety or other characteristics of Your electrical installation.

Terms and Conditions continued

- k) For fixed term contracts, 30 – 60 days in advance of the expiry date, we will issue a notification to inform you of the options available to you when the contract expires.
- l) For customers not on fixed term contracts renewal does not apply and you will continue on your chosen price plan until we receive new instructions from You.
- m) Where You have been on the same energy tariff for the past 3 years or more, we will issue a notification on an annual basis to prompt You to review Your contract.

3. CHANGE OF SUPPLIER

- a) In the event that You are found to be in breach of approved debt thresholds should You choose to switch Your account to another licensed energy supplier a debt flag will generate on Your account at the point of switch. This debt flag will notify the acquiring supplier of this breach. The approved debt thresholds are as published from time to time by the Commission for the Regulation of Utilities and details can be obtained as at Condition 16 in this document.
- b) We also reserve the right to perform a credit check on Your account(s).
- c) You will give Us an electricity meter reading for the Start Date or allow ESB Networks to obtain an actual Meter reading at the premises.
- d) Customers will not normally be charged for changing supplier (for the avoidance of doubt an exit fee will only be applied for early termination of a fixed term price plan contract by customers).
- e) We will process customer switch requests on request and without delay, as far as practicable.
- f) Customers are entitled to avail of a cooling off period of 14 calendar days from the commencement of your contract, (or 30 days for contracts entered into at Your Premises). If you notify us within this period that you do not want to proceed with the switch, we will cancel the switch and you will remain a customer of your existing supplier.
- g) When your request to switch is processed, your current supplier may notify us if you are in arrears for more than the levels set for all customers by the Commission for the Regulation of Utilities. If we decide not to carry out the switch because of arrears, we will notify you without delay.

4. METERING AND BILLING

- a) The electricity supply will be measured by metering equipment that will be installed and maintained in line with the Connection Agreement, DSO staff, its agents or contractors will read the meters.
- b) We will send You bills for the electricity that you use at least every two months. Your bill may also include charges for services that We have agreed to supply to You and will include VAT and any other taxes or charges that may apply. Customers with prepayment or Pay As You Go meters will receive up to three annually.
- c) If We or You discover that any meter reading has been inaccurate or omitted, or the readings have not been converted into charges correctly, We or You, as the case may be, must pay any money that is due at the date of the next bill. Where a Pay As You Go meter is installed we will add the amount due to your Pay As You Go meter balance.
- d) If, for any reason, the DSO have not been able to get meter readings, We will use estimated readings. You can also provide Us with an actual reading by phoning Us at 1800 372 372 or submitting your reading online at www.electricireland.ie/reading.
- e) You are responsible for making sure that metering equipment including Pay As You Go meters and associated equipment are protected and kept in safe condition. You must let us or the Electricity Distributor (ESB Networks) know immediately if the equipment is interfered with or damaged.

5. ACCESS AND SITWORKS

- a) All equipment and installations from the distribution network, up to and including the Meter belong to the DSO and must be used in accordance with the DSO's instructions and terms and conditions. We have no responsibility for maintaining the Meter or any metering equipment.

- b) You agree to be bound by any conditions given to You by the DSO or by Us on behalf of the DSO regarding Your electricity supply and any related matters. These are available from their website at www.esb.ie/esbnetworks, by phoning ESB Networks at **1800 372 757** or by email at esbnetworks@esb.ie.
- c) You are responsible at all times for having due care towards the Meter. You will not interfere or allow any interference with the Meter, whether for repairs or for any other purpose without the DSOs consent, and shall notify the DSO and/or Us promptly of any defect in the Meter or if any alteration or other attention is required.
- d) You may request the DSO to carry out Siteworks at the premises in accordance with the terms of this Agreement.
- e) The DSO (and when appropriate We) will inform You at the time that You request the Siteworks of the cost and payment terms of the Siteworks.
- f) We may request that Siteworks be carried out at the Premises such as servicing of the Meter, withdrawal or reinstatement of electricity supply.
- g) You must allow the DSO's authorised personnel, agents or contractors entry to the Premises for the purposes of reading, inspecting, withdrawal or reinstatement of supply, or removing the Meter or Meters and for all other purposes in connection with providing electricity. Such entry is to be permitted at all reasonable times and at any time in case of any emergency or network emergency.

6. SECURITY

- a) If We decide it is required at any time, You may need to provide reasonable Security, which may be in the form of a deposit that We will decide.
- b) Any Security cover provided to Us which is in the form of a cash deposit will be repaid to You when You close Your account provided all sums due have been paid, or after a certain period (not more than twelve months) provided You have satisfied Our payment terms on a continuous basis, whichever is the earliest.
- c) You may have to give Us Your date of birth and/or other personal information for credit assessment purposes.

7. PRICE OF ELECTRICITY

- a) The prices offered by Us are based on Our current Price Plans which may be varied by Us from time to time.
- b) Our Price Plans (with additional product specific terms and conditions, including contract duration and any related exit fees or obligations) are displayed on Our website (www.electricireland.ie) or may be obtained by contacting Us, see contact details at Condition 16.
- c) Unless your Price Plan states otherwise, we are entitled to change the price of electricity charged by Us. We will inform you of any change by at least two of the following methods: in writing, by e-mail, on or with your bill, by SMS or by notification on top up, by notice in the national media or on our website at least 30 days in advance of any change coming into effect. Any such notice or advertisement will state the date on which the price change is effective and will inform you of your right to terminate your contract.
- d) You may get advice from Us on choosing a Price Plan, but You are responsible for making the decision on what Price Plan best suits Your needs. In the event that You have chosen the incorrect Price Plan for You, We will not be held accountable for this or any charging that has occurred due to Your incorrect selection.
- e) We reserve the right to move You to Our standard Price Plan if You breach the terms and conditions of Your Price Plan.
- f) From time to time, We may (at Our sole discretion) offer certain specified categories of customers (which may or may not include You) special Price Plans for a certain period of time to be determined by Us.
- g) If You have both electricity and gas accounts with Us and You move Your gas supply to another supplier but We continue to supply You with electricity We may charge You Our electricity only price (which may be different to the price offered for taking both electricity and gas from Us) from the date that Your gas supply has moved to that other gas supplier.

Terms and Conditions continued

8. PAYMENT OF ACCOUNTS

- a) You must pay Us the cost of the electricity consumed at the Premises, or for any bill which is based on an estimated Meter reading during the billing period (plus VAT), and any other taxes or charges which may be applicable to the Price Plan You have chosen.
- b) Unless We have agreed otherwise, every bill, including bills based on estimated Meter readings, is payable on the date specified on the bill.
- c) You must also pay Us for any amount or charges which are specified on the bill as other services that We have agreed to provide to You.
- d) You must pay Us for any Siteworks that We or You have requested to be carried out at Your premises and for which We have been charged by the DSO.
- e) You must pay Your bill to the specific payment conditions of Your Price Plan. If you pay us by direct debit, We reserve the right to change our direct debit collection date and We will notify you in advance of doing this.
- f) All sums due to Us under the Agreement must be paid without deduction or set-off. If You do not pay Us any sum due under the Agreement You may be liable to pay us a late payment fee or interest from the due date at a rate equal to 3% above EURIBOR, accruing on a daily basis until payment is made.
- g) If You have an account with Us at another residential premise, We may transfer any credit or debit between Your accounts in order to recover money You owe Us.
- h) Further information on billing and payment options can be found in our Codes of Practice, see Condition 17.

9. VULNERABLE CUSTOMERS

We will provide certain services to Our customers who register with Us as Vulnerable Customers, including priority registers, in relation to their electricity usage. Information on these services, and how to access them and register, is available in our Codes of Practice, see Condition 17.

10. YOUR RIGHT TO END THE AGREEMENT

- a) If You are moving Premises and/or no longer wish to keep Your electricity account open You must give Us seven (7) calendar days' notice in advance of Your leaving the premises (or as otherwise agreed by us) by telephone or by writing to Us (in accordance with Condition 16) and pay the amount due for all electricity used up to the date of such termination and for any other charges and obligations in Your Price Plan or services that We have agreed to provide to You under this Agreement.
- b) In the event that You do not provide a reading or access to de-energise the premise, We will estimate the closing reading and any charges arising from this estimate must be accepted by You as the due amount on Your final bill.
- c) The ending of the Agreement will not affect any rights or duties which have accrued to You before the Agreement ends.
- d) Where the supply of electricity is withdrawn due to Your default, You will pay Us all expenses reasonably incurred and the cost of supply withdrawal and of subsequent reconnection, if any, in line with regulated charges and codes of practice.

11. OUR RIGHT TO WITHDRAW SUPPLY AND END THE AGREEMENT

Provided We have followed Our procedures set out in Our Codes or Practice, We may request the DSO to withdraw Your electricity supply (disconnection) if:

- a) You fail to pay any bill for the electricity We have supplied or any other amount under this Agreement for supplying electricity.
- b) You do not agree to an arrangement to pay by instalments or break an agreed arrangement or refuse a pre-payment meter/budget controller.
- c) Your installation or use of electricity interferes with the distribution system or disturbs other customers.
- d) You extend the supply to someone else who We consider to be a separate customer.
- e) You do not meet all of Your obligations under these conditions or the Connection Agreement, and fail to put things right.
- f) If You have used electricity without permission or committed theft of electricity.

- g) You become insolvent, have a receiver, liquidator or examiner appointed, or enter into an arrangement with Your creditors.
- h) We need to do so by law.
- i) Your Connection Agreement ends.
- j) It is no longer practical to supply electricity for reasons outside Our control.
- k) You have asked Us to.

12. COMPLAINTS

Our Code of Practice for Complaints Handling is available at www.electricireland.ie/residential/helpful-links/customer-service-guarantees. You may also request a copy of our Code of Practice for Complaints Handling or make a complaint in relation to any issue arising under the Agreement by contacting Our Customer Complaints Facilitator at PO Box 12523, Dublin 9 or by Email at complaintfacilitator@electricireland.ie.

13. VARIATION OF GENERAL CONDITIONS

We may amend, vary or add to these Conditions at any time on giving You thirty days (30) notice. We will inform you of any change in writing, by e-mail, on or with your bill, or by SMS at least 30 days in advance of any change coming into effect. This notice will indicate where You may view or obtain a copy of the new Conditions and will inform you of your right to terminate your contract. If any variation, addition or amendment is unacceptable to You, You may end the Agreement in accordance with Condition 10(a) (the unvaried Conditions applying during the thirty (30) day notice period) otherwise You will be deemed to have accepted the new Conditions. We will provide You with a copy of the new Conditions at least twenty-eight (28) days before the change comes into effect.

14. ASSIGNMENT

- a) You may not assign this Contract or Agreement without Our consent.
- b) We may, without Your Agreement, assign or transfer all or any part of Our rights and subcontract any of Our obligations under this Agreement to a party that holds the necessary authorisation(s).
- c) On such assignment or transfer, We may hand over Your Security deposit and any interest in same to the party mentioned in 14 (b) or refund it to You.

15. NOTICES

Except for price change notices issued under Condition 7c, We will have given You proper notice:

- a) If We send the notice by post to Your last known address.
- b) If We address the notice to some or all customers in an advertisement in a national newspaper. Notices may be included in any other communication We send You.
- c) You will have given Us proper notice if You send the notice by post addressed to Us at Our principal office in accordance with Condition 16.

16. CONTACT DETAILS

- a. Our Customer Service Department may be contacted at:

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

By telephone: 1800 372 372

By telephone (outside Ireland) +353 1 852 9534

By e-mail: service@electricireland.ie

Certain information as provided in the Conditions may also be obtained on Our website at www.electricireland.ie

- b. This contact information may be amended or varied from time to time. The up-to-date information in this regard will be displayed on Our website and on Your bill.

17. OUR CODES OF PRACTICE AND CUSTOMER CHARTER

We have a Customer Charter and seven Codes of Practice - Complaint Handling, Marketing and Advertising, Customer Sign-Up, Billing and Disconnection, Pay As You Go Metering, Vulnerable Customers and Smart Services - which set out the way we do our business in each of these areas, the services provided, the service quality levels and any compensation and/or refund arrangement which apply if contracted service quality levels are not met, and also how to access these.

Terms and Conditions continued

To obtain free copies please call Us on 1800 372 372 or visit Our website at www.electriceireland.ie

18. DATA PROTECTION NOTICE

- a) In order that We may provide You with an effective service, and to comply with our legal obligations, it is necessary for Us to collect and use data relating to You ("Personal Data"). This includes Your name, address and contact details, information relating to your consumption of electricity and billing and payment data. Where appropriate, we may also hold information supplied by You, such as answers to security questions, bank account/credit card/debit card details and/or information relating to special circumstances you may have
- b) Where you switch to Us from another supplier, we may receive details of Your account history from that other supplier.
- c) We will hold, use and protect your Personal Data in accordance with data protection and privacy laws.
- d) We may disclose your Personal Data to persons who are providing services to us under contract. We are responsible for ensuring that those persons handle and protect your Personal Data to Our standards.
- e) Where the law requires, we may disclose Your Personal Data to authorities such as An Garda Síochána or Local Authorities. We may also disclose some or all of your Personal Data to another supplier in the following circumstances:
 - a. Where you switch your account to that other supplier; or
 - b. In the event of a market failure involving a supplier default, to the Supplier of Last Resort designated by the Commission for Regulation of Utilities
- f) Where necessary, we will seek your consent to specific uses of your Personal Data. Where you give that consent, you are entitled to revoke it at any time.
- g) You have significant rights in relation to the Personal Data that we hold about you. These rights include
 - a. Access to, and copies of, the Personal Data we hold about you
 - b. Correction of any Personal Data which is inaccurate
 - c. Deletion or erasure of Personal Data that we no longer require
- h) Your personal information may be transferred to the Distribution System Operator for the purpose of maintaining and operating supply to your premises.

To find out more about your rights and how We manage and protect them, please refer to our Privacy Notice, which can be found at www.electriceireland.ie/privacy or You can get a copy by contacting us in accordance with the contact details at Condition 16 in this document. Further detail can be obtained by contacting our Data Protection Officer by email at dpo@esb.ie or by postal mail at Data Protection Officer, ESB Head Office, 27 Fitzwilliam Street Lower, Dublin 2, D02 KT92.

19. MARKETING

We, and/or agents acting on behalf of Us may contact You by text message, e-mail, post, telephone or in person with information about products or services (relating to electricity, gas or other products and services, including those offered by third parties) which may be of interest to You. Please follow carefully the instructions below to ensure that Your marketing preferences are respected. If You do not wish to be contacted please exercise Your right of opt-out as described below:

How to exercise Your right of opt-out

You can exercise Your right of opt-out either by writing to Us in accordance with Condition 16 or by emailing Us at service@electriceireland.ie.

20. GENERAL

- a) The headings in these Conditions are for convenience only and will not affect their interpretation.
- b) If We waive a breach of the Agreement by You, that waiver shall not be considered to be or include a waiver of any previous or subsequent breach by You of the same or any other provision.
- c) If a competent authority determines that any provision of these Conditions is invalid or unenforceable in whole or in part the validity of the other provisions of these Conditions and the remainder of the provision in question shall not be affected by that determination.
- d) Where You are more than one person or entity, each such person or entity is jointly and severally liable for Your obligations under this Agreement.

21. EVENTS BEYOND OUR CONTROL

We will not have to carry out any obligation under this Agreement if We are prevented from doing so by any cause beyond Our reasonable control. This includes, but is not limited to, failure or shortage of power supplies, civil unrest, labour shortage or labour dispute, instructions or requests from the Government, an emergency services organisation, or any other competent authority, or legal obligations.

22. REFUNDS

We will process without delay any refunds due to our customers in accordance with agreed procedures.

23. DEEMED CONTRACTS

- a) A Deemed Contract will be automatically put in place where a premise is no longer subject to a contract for the supply of electricity by Electric Ireland but is connected to a supply where Electric Ireland is the registered supplier.
- b) A Deemed Contract will commence on the date You take electricity supply from Electric Ireland in the circumstances described in a) above.
- c) A Deemed Contract constitutes a legally enforceable agreement for the supply of electricity between You and Electric Ireland.
- d) General Conditions 1 to 22 apply to a Deemed Contract except to the extent that they are inconsistent with this Condition 23.
- e) Customers supplied under a Deemed Contract are free to enter into a contract of supply with Electric Ireland or another supplier.
- f) Where a Deemed Contract is in place, it will continue until You register and enter into a new contract with Electric Ireland, or You enter into a contract with another supplier.
- g) Under a Deemed Contract, you will be charged Electric Ireland standard rates and you are responsible for the payment of electricity supplied.
- h) Under a Deemed Contract, we will issue bills to your property based on actual or estimated meter reading which you are liable to pay.
- i) Where a premise is no longer subject to a contract of supply with Electric Ireland and is being supplied under a Deemed Contract, it will be at risk of disconnection.

To enquire about a new connection, or for any other ESB Networks enquiry, phone **1800 372 757*** (8am to 8pm, Monday to Saturday).

Tearmaí agus Coinníollacha ar leanúint

- d) Baineamh na Coinníollacha Ginearálta 1 go 22 le Conradh Measta seachas a mhéid atá siad ar neamhréir leis an gCoinníll 23 seo. Tá deis ag custaiméir a fhaigheann soláthar faoi Chonradh Measta conradh soláthair a dhéanamh le Electric Ireland nó le soláthóir eile.
- f) I gcás ina bhfuil Conradh Measta i bhfeidhm, leanfar leis an gconradh sin go dtí go gcláróidh Tu agus go ndéanfaidh Tu conradh nua le Electric Ireland, nó go ndéanfaidh Tu conradh le soláthóir eile.
- g) Faoi Chonradh Measta, gearrfaí rátaí caighdeánacha Electric Ireland ort agus beidh tu freagrach as an leictreachas a sholáthrófar a íoc.
- h) Faoi Chonradh Measta, eisíonnid billí ching do réadmhaoin bunaithe ar léamh méadair iarbhir nó léamh méadair measta, agus beidh an billé sin le h-íoc agat.
- i) I gcás nach bhfuil áitreabh faoi réir conradh soláthair le Electric Ireland a thuilleadh agus go bhfuil sé á sholáthar faoi Chonradh Measta, beidh sé i mbaol go ndícheanglófar é.

Chun fiosrú a dhéanamh faoi cheangal nua, nó le haon cheist eile a bhaineann le ESB Networks, glaigh ar 1800 372 757* (8am go 8pm, Luan go Satharn).

lantar ort a thabhairt ar aird go mbeidh tu faoi cheangal, mar chustaiméir de chuid Electric Ireland, ag na Téarmaí agus na Coinníollacha seo a leanas. Iarrimid ort aird ar leith a thabhairt ar choinníollacha 3a and 3b (Aithriú Soláthair), 7c (Fraghas an

Téarmaí agus Coinníollacha

Ginearálta maidir le Leictreachas

Comaithe do gach custaiméir le héifeacht ón 17ú Meitheamh 2023

Na Coinníollacha Ginearálta a Chur i bhfeidhm

Is iad seo Ar Coinníollacha Cairgnéadánacha, mar chustaiméir cónaithe measfar gur ghlac Tu leis na Coinníollacha seo agus go mbeidh tu faoi gceangal don uair a thiocfaidh Tu chun bheith i do Chustaiméir dar gcuidsean.

1. SAIMNHNHINTHE

- Ta na cialla seo a leanas leis na focail thíos sna coinníollacha seo.
 - Ciallaim "Muidne", "Muid" nó "Ar", "ESB, agus é ag gníomhú
 - trina aonad gó Electric Ireland.
 - Ciallaim "Tu" nó "Tus" an Dume nó an Chuideachta a bhfuil an Comhionannú seo deantú acu.
 - Ciallaim "Coinníollacha" téarmaí agus coinníollacha cairgnéadánacha an soláthair ara na leagan amach sa doiciméad seo. Ciallaim "Comhionannú" an Conradh trina soláthraíonn Muid leictreachas Duit agus a n-ionscortaítear leis an choinníollacha spiseilaita agus a gcuimsítear leis na Téarmaí agus Coinníollacha seo.
 - Ciallaim "Sanathair" Ar dteidilocht mar sholáthraí Comhionannú an ceart sin a aisriú ching tuir páirt chun Ar leictreachas mar sholáthraí leictreachas a choinníollacha. Ciallaim "Teachtair AVT" Teachtaireacht Ghutha Uathobhrthe Uainne Chugastais maidir le Do Chunnas, Ar DTáirgí nó Ar Ceirbhísí.
 - Ciallaim "táillí" an tsuim/suimeanna atá le h-íoc Agastais as: (a) leictreachas a sholáthraíonn Muidne (b) aon chostas a bhaineann le soláthair leictreachas a dhéanamh Muidne, agus (c) aon Táillí. Ciallaim "Dátaí Tosailg" an dáta a théann Tu isteach i gceann dár Páraghsphléannanna. Ciallaim "Ráiteas" an ráiteas treimhsíúil a eisiomn Muidne Chugastais maidir le hidliú (fiacha gan íoc, fiacha a aisíocáil mas infheirme) agus focal/ochtaí a rimeadh ar leictreachas ara sholáthair faoin gComhionannú seo. Ciallaim "Custaiméirí Leictreacha" Teirbhísí spiseilaita againn doibh siúd a chiallaíonn Lín Mm mar dhavone scothaostas a bhraitearann ar threalam léighis nó a bhfuil deacraíocht éisteachta, radhairc nó Iarnreacht acu.
 - 1.1. Beidh tagairtí sna Coinníollacha do dhóiciméad mar thagairtí don doiciméad sin a eisíocáil go ham go ham.
 - 2. DÍOL AGUS SOLÁTHAR LEICTREACHAIS
 - 2.1. Dífíneadh leictreachas Leat agus soláthraíocht leictreachas Duit ag An Aitheacht faoi leith na gCoinníollacha seo go dtí go gcuirfidh Tu na nó Muidne deirdeadh leis an gComhionannú de réir Choinníollacha 1.1 agus 1.1. Ciallaim "Comhionannú" Ceanngail Agastais agus DSO le do thoir chun Tu a nascaidh leis an gCúras dáileacháin leictreachais atá ar fáil ar shíonmh ghréasán an DSO ag www.esb.ie/eshbnetworks. Ní ghlac Tu an soláthair ching an leictreachais a bhí á sholáthair romhe seo in ainnm cústaiméara eile agus nach bhfuil Comhionannú Ceanngail Agastais ann, measatáil an DSO go mbeidh Úsáiceann íompórtála an chustaiméara romhe sin agus coinníollacha Ceanngail an chustaiméara romhe sin i bhfeidhm maidir Leasra. Ní bheidh an Comhionannú Ceanngail nua a dhéanamh Tu féin, ach beidh ort cloí leis na coinníollacha uile i gComhionannú Ceanngail an chustaiméara romhe seo. Was fearr leat teagmháil a dhéanamh leis an DSO ag www.esb.ie/eshbnetworks. Cuirrear tus leis an gcomhionannú seo ar dháta an Chomhionannú seo i gCás cústaiméirí reatha. Maidir le cústaiméir nua, tosoidh sé ar dháta a bhraimimid fógra an MRSO go bhfuil Tu cláráithe mar chustaiméir da gcuidsean.
 - 2.2. Ní mór duit an thaisnéis ar fad a theastáinn Uainn faoin Aitheacht a chreid cuntas/Praghsphléann ara uat a oibriú amach. Ní mór duit Do shonraí teagmhála a sholáthar dinnm e.g. líne thiallun chinnel a sholáthraí Duitse ag an Aitheacht an ar bhí. Ciallaim "MRSO" Oibríteoir an Chúras Clárúcháin Meadar, ar feidhm "mtháilthe" láisigh de ESB Networks é agus a bhfuil an fheargacht ar as an bpróiseas Aithreithe Soláthra sa mhargadh iomaíoch leictreachas.
 - 2.3. Ciallaim "Pointe Soláthair" an pointe ara leirniú sa Chomhionannú iomaíoch leictreachas.

Duinn a luaithe is féidir. agus crúinn. Ní mór Duit aon aithreithe ar an bhraisnéis a chur i n-íol

Méadair Chliste: tús ré nua

Tá méadair chliste á gcur i bhfeidhm faoi láthair ar fud na dtíthe, na bhfeirmeacha agus na ngóthas uile in Éirinn mar chuid d'uasghrádu náisiúnta méadar. Má tá méadar cliste agat, is uathoibríche a bheidh do léamh méadair. Dá bharr sin, ní bhfaighidh tú aon bhíll measta a thuilleadh. Anuas air sin, beidh rochtain agat ar tháirgí cliste agus ar sheirbhísí cliste amháil Home Electric+ agus am úsáide.

Cad is praghasphlean am úsáide ann?

Le praghasphlean am úsáide, gearrtar praghsanna difriúla as úsáid leictreachais de réir an ama sa lá. De ghnáth, gearrtar rátaí níos saoire leis na praghasphleananna sin ag amanna ag a mbíonn an t-éileamh ar leictreachas ag an leibhéal is ísle (e.g. san oíche idir 11 pm agus 8am) agus gearrtar rátaí níos daoire ag buaicamanna ag a mbíonn an t-éileamh ag an leibhéal is airde (e.g. idir 5pm agus 7pm ar laethanta den tseachtain).

Na mórhnáisi a bhaineann le ham úsáide

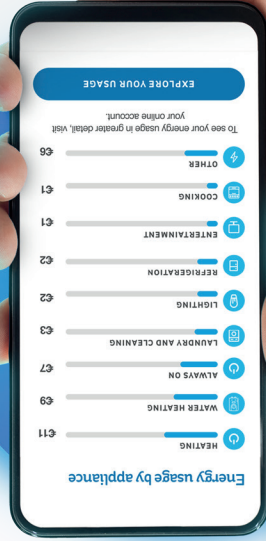
Tairgeann Electric Ireland praghasphleananna éagsúla am úsáide do chustaiméirí a bhfuil méadar cliste acu. Ag brath ar cén uair a úsáideann tú do leictreachas, d'fhéadfá tairbhe a bhaint as billí níos ísle, go háirithe más féidir leat d'úsáid leictreachais a aisriú chug a bhaint as billí níos ísle. Cuirtear níos lú brú ar an eangach leictreachais dá bharr. Dá bharr sin, is féidir leat cabrú le níos mó úsáide a bhaint as foinsí fuinnimh inbhuanaithe (e.g. fuinneamh gaóithe agus fuinneamh gréine) agus le truailliú carbóin a laghdú. Mura féidir leat na hamanna ag a n-úsáideann tú leictreachas a athrú, is féidir nach n-oirídh méadair chliste a bhaint ar an gnáthráta a bhíonn na rátaí buaicama.

Is dea-scála duit iad méadair chliste...

Trínár raon nua táirgí cliste agus seirbhísí cliste, feicfidh tú cén uair a bhíonn tú ag úsáid an leictreachais is mó agus gheobhaidh tú leideanna maidir le hathrúithe beaga chun do bhíll agus do lorg carbóin a laghdú. Is dea-scála duinn iad... Le do shonraí méadair chliste, tabharfar tuiscint níos fearr duinn ar d'úsáid leictreachais chun go mbeimid in ann seirbhísí cliste a bheidh curtha in oiriúint duitse a fhorbairt agus chun go mbeidh tusa in ann roghanna níos inbhuanaithe agus níos cost-éifeachtúla a dhéanamh le haghaidh do thí.

Agus is dea-scála d'Éirinn iad... Is féidir le léargais

mheadair chliste cabrú leat d'úsáid leictreachais a ísliú. I dtéannta an 1.1 milliúin custaiméirí atá ag Electric Ireland, is féidir leat cabrú le hÉirinn a spríoc a bhaint amach maidir le hastalochtaí carbóin a laghdú faoi 7% gach bliain agus aistriú i dtreo todhchaí fuinnimh inbhuanaithe. Chun níos mó faisnéise a fháil faoi na praghasphleananna am úsáide agus Home Electric+ de chuid Electric Ireland, féigh chug electricireland.ie/ton



Faigh luach saothair le Electric Ireland

Is Electric Ireland Rewards an tsli atá agaim le buíochas a ghabháil lenár gcustaiméirí. Cláraigh inniu agus ná cail seans!

Tá sé seo go léir ar fáil agus ag feithiamh ort ag electricirelandrewards.ie

Ní ball thú? Tá sé chomh héasca! Cláraigh i DTRÍ chéim shimplí

- 1 Oscail electricirelandrewards.ie agus cliceáil ar 'Cláraigh chun tús a chur leis'
- 2 Cuir isteach do sheoladh ríomphoist agus d'úimhir chuntais (gheofar iad ar bharr do bhille, ar dheis)
- 3 Cliceáil 'Cruthaigh mo chuntas' agus tosáigh ag baint tairnimh as do luach saothair

Ar nUrraíochtaí



Más mian leat d'áim a bhaint den liosta margálochta, ní gá ach:

- Post: Electric Ireland, P.O. Box 841, Oifig Sheachadta na Cathrach Theas, Corcaigh T12C825
- Ríomphost: service@electricireland.ie
- Fón: 1800 372 372

Cuir d'áim, do sheoladh agus d'úimhir cuntais sa teachtaireacht chun d'áim a bhaint den liosta.



Seiceáil cuid de na táirgí
inár siopa ar líne

Táirgí agus Seirbhísí do do bhaile

Tá réimse de Tháirgí Fuinnimh Baile á

dtairiscint ag Electric Ireland mar chabhair

duit chun do bhaile a dhéanamh níos tiosal

ar fhuinneamh agus níos teolaí. Caith súil

ar ár siopa ar líne ag [electricireland.ie/](http://electricireland.ie/shop)

shop, áit a bhfaighfear beal chun d'ídiú

leictreachais agus do chuid billí a laghdú.

Íoc Mar A Úsáidtear Níos Cliste

Agus leas á bhaint agat as Íoc Mar

A Úsáidtear Níos Cliste, feadann tú

do mhonatóir a úsáid chun d'úsáid

leictreachais agus an méid a gcaitheann

tú air a rianú. Tabharfaidh do mhonatóir

le fios duit an t-am a bhfuil sé de nós

agat an méid is mó leictreachais a úsáid.

A bhfuil leis an eolas seo beidh tú in ann

athrú chun feabhais a dhéanamh maidir le

do chuid nósanna agus do chuid costas

a laghdú.

[Seiceáil na rudat thuas ag
electricireland.ie/shop](http://electricireland.ie/shop)

[Gheofar tuilleadh eolais ag
electricireland.ie/payg](http://electricireland.ie/payg)



Sabháil
.5% EILE
 ar gach bille

Do Chuntas ar Líne

Bíodh teacht agat fa agus oíche ar do chuntas Electric Ireland, déan focailochtáil ar líne agus bain leas as coilgíteas as billeáil ar líne, ó d'fhón cliste nó do ríomhaire áisiúil.

- Priontáil cóip de do bhille
- Foc do bhille agus bain leas as coilgíteas as billeáil ar líne
- Déan meastachán den chostas atá ar an méid a d'ídigh tú ó do bhille deiridh
- Seiceáil dáta do chéad bhille eile agus cuir billí ríomhe seo i gcomparáid
- Cuir isteach léamh méadair
- Athraigh do shainroghanna billeála

Cláraigh le haghaidh Do Chuntais ar Líne

Cláraigh le haghaidh billeáil ar líne agus gheobhaidh tú lascaine breise 0.5% ar gach bille leictreachais agus ar gach bille gás. Cláraigh inniu:



Ar líne ag

electricireland.ie/youraccountonline



Ar an bhfón ag 1800 372 372*
 (bam go 8pm, Luan go Satharn)

*Féach na glao-rátaí ar leathanach 2.

LEID FUNNIMH CHLISTE #2
 Coilíonn custaiméirí débhréosa 8.5% ar gach bille – i mbliana, an bhliain seo chugainn agus gach bliain. Aistrigh do sholáthar gás chuig Electric Ireland inniu agus tosáigh ag coilgít ag electricireland.ie/switch

Faigh 8.5% de laghdú ar gach bille leictreachais agus 8.5% de laghdú ar gach bille gás. I mbliana, an bhliain seo chugainn agus feasta!

Is féidir le custaiméirí Debhreosla 8.5% de laghdú a fháil ar gach bille



Tá Electric Ireland tiomanta do bheith mar an soláthraí coigitheas fuinnimh fadéarmach is fearr i margadh na hÉireann. Ní bheidh gá le soláthraithe a aisstrú níos mó le haghaidh lascairí a imeoidh i ndiaidh bliana. Tugaimid luach saothair do chustaiméirí as fanacht, agus is é sin an fáth a bhfuil lascaire 8.5% ar gach uile bille gás agus lascaire 8.5% ar gach uile bille leictreachais a thairiscint againn ar an gcoinníoll go n-íocfaidh tú trí dhochar díreach agus go n-úsáidfidh tú billeáil ar líne. Níl lúb ar lár, cleasa ar bith ann, ní ann ach coigitheas fhadéarmacha díreach. Anois tá sin cliste!

Debhreosla, Dochar Díreach agus Billeáil ar Líne - 8.5%



Is féidir le custaiméirí gás agus leictreachais am, airgead agus iarracht a choigilt, ach íoc le dochar díreach agus billeáil ar líne.

de Choigitheas

Breosla Aonair, Dochar Díreach agus Billeáil ar Líne - 5.5% de Choigitheas




Sabhalann custaiméirí leictreachais nó gás amháin 5.5% ach íoc le dochar díreach agus billeáil ar líne.

Chun dochar díreach a shocrú, oscar electricireland.ie/directdebit agus chun billeáil ar líne a shocrú, oscar electricireland.ie/youraccountonline

LEID FUINNIMH CHLISTE #1

Bain mórchoigiltí fuinntacha amach ach Electric Ireland Rewards a úsáid. Faigh tuilleadh faisnéise ag electricirelandrewards.ie

4% de choigitheas  íoc in am agus go hiomlán -

Is fearr le cuid dá gcustaiméirí íoc ar mhodh eile seachas dochar díreach agus gan bill ar líne a fháil – tuigimid é sin. Gheobhaidh tú 4% de choigitheas ar gach bille fós. Chun íoc le cárta, oscar electricireland.ie/pay-by-card nó má's fearr leat íoc le hairgead tirim, is féidir é sin a dhéanamh áit ar bith a fheiceann tú comharthaí Payzone, PostPoint nó An Post.

Ár gCairt do Chustaiméirí – An Rátháíocht atá Agat

Bionn tú ag súil le seirbhís den scoth ó do sholáthrair leictreachais agus gáis, agus sin go díreach an rud a gheallaimid duit. Leagtar amach inár gCairt do Chustaiméirí roinnt rátháíochtaí maidir le feidhmíocht, a ceapadh le cinníú go gcuirtear an cáighdeán seirbhíse a mbíonn súil agat leis ar fáil duit i gcónaí, agus go sáraithear an méid a bhfuil súil agat leis, nuair is féidir.

Léigh tuilleadh ag electricireland.ie/customercharter

Gearáin

Mas gá duit gearán a dhéanamh, seol ríomhphost chuig service@electricireland.ie nó glaoigh ar 1800 372 372*. Mura mbíonn tú sásta leis an réiteach, feadfáidh tú scríobh chuig:

Electric Ireland, Éascaitheoir na nGearán, Bosca poist
12523, Baile Atha Cliath 9 nó seol ríomhphost chuig
complaininfacilitator@electricireland.ie



Ina dhiaidh sin, más dóigh leat nár réitíodh do ghearán ina iomláine, is féidir teagmháil a dhéanamh leis an gCoimisiún um Rialáil Fóntas:



glaoigh ar
1800 404 404



nó seol ríomhphost chuig
customer-care@crui.ie



nó oscail
crui.ie



NETWORKS



Gas
Networks
Ireland

Tá cúram ar ESB Networks agus Gas Networks Ireland as a líonraí faoi seach a thógáil agus a chothabháil ar fud na tíre. I gcás eigeandála, contúirte, cliseadh cumhachta, nó cur isteach ar sholáthar, glaoigh ar ESB Networks ar 1800 372 999 nó ar Gas Networks Ireland ar 1800 205 050. Chun ceangal nua a fhiosrú, nó chun ceist ar bith eile a chur ar ESB Networks, glaoigh ar 1800 372 757* (Bam go 8pm, Luan go Satharn). I gcás iarratas nua ar ghás, glaoigh ar 1800 504 060.

Le haghaidh todhchail fuinnimh níos fearr

Go raibh maith agat as Electric Ireland a roghnú mar do chomhpháirtí fuinnimh. Le chéile, is féidir linn cuidiú leat na roghanna fuinnimh is fearr a dhéanamh do do theach. Ar an dóigh sin, úsáidfidh níos lu agus sábháilfidh tú níos mó, anois agus sa tochtchal.

Beidh tú ábalta leas a bhaint as coigiltis fuinnimh agus comhairle phraiticiúil. Seo roinnt de na bealaí ar féidir linn rud éigin breise a chur le do ghnáthá:

- Is é Electric Ireland Rewards an tsíle atá againn chun buíochas a ghabháil leat as muid a roghnú. Bain taitneamh as rudal deasa saor in aisce, faigh tairiscintí eisiacha ó bhrandaí cointianta agus bíodh seans agat duaiseanna iontach a bhuanachan.
- Tá leas á bhaint ag os cionn milliúin custaiméir as na coigiltis fhadéarmacha is fearr ar ghás agus ar leictreachais, le ráta lascaíne nach n-imeoidh.
- Táimid chun tosáigh le teicneolaíochtaí úra Títhe Nasctha. Beidh smacht agat ar do theamh as d'fhón cliste.

An bhfuil ceist agat?

Níl agat ach glao a chur orainn. Gheobhaidh tú eolas, leideanna agus comhairle úsáideach chomh maith ag www.electricireland.ie



1800 372 372* - sin an uimhir i gcás faidhbe (Sam go 8pm, Luan go Satharn)



Seol ríomhphost díreach chugainn ag service@electricireland.ie



Is féidir muid a leanúint ar Twitter [@electricireland](https://twitter.com/electricireland) nó ar ár leathanach facebook ag facebook.com/electricireland

Ba bhreá linn cloisteáil uait.

*Is féidir go gcuirfidimid cupla ceist ort nuair a ghlaonn tú orainn, le bheith cinnte gur tú féin atá ann. Déantar é sin chun próbháid do shonraí cuntais a chosaint. Níl mór do ghlaoitheoirí ó Thuaisceart Éireann agus do ghlaoitheoirí idirnáisiúnta praghais glaonna idirnáisiúnta a lorg óna soláthraithe seirbhíse teiléifón féin.

Fáilte chuig Electric Ireland. Táimid níos fearr le chéile.

Leictreachas i do theach féin

