

EIWELGAS0823



Gas 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.



Gas Equaliser

To help you take greater control over your energy costs, we have introduced Gas Equaliser, which lets you spread your gas costs evenly throughout the year. You will pay exactly the same amount every month by direct debit, on a date that suits you, so there are no surprises in your winter bills. The amount is based on your previous year's usage. Sign up today: electricireland.ie/gas-equaliser

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

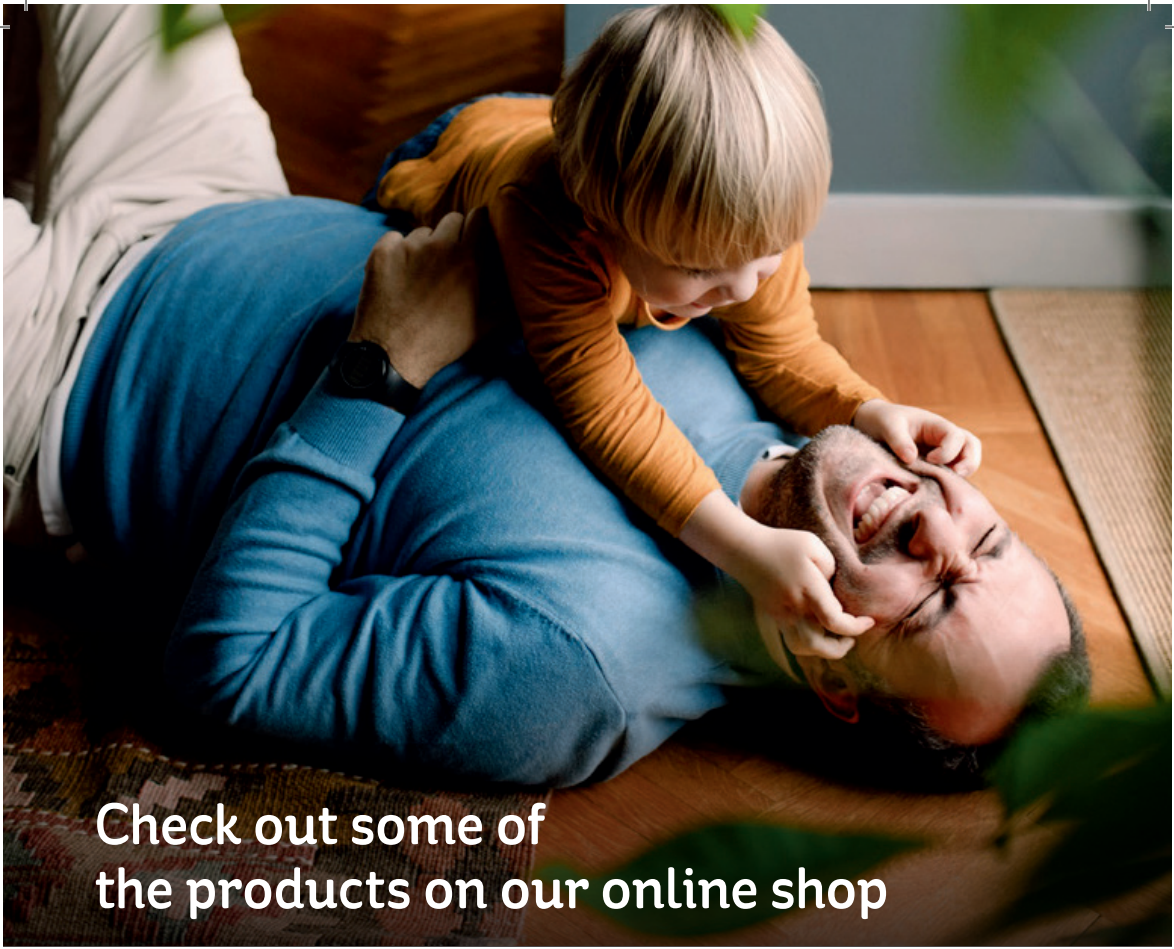


By Phone on **1800 372 372***
(8am to 8pm, Monday to Saturday)

SMART ENERGY TIP

Dual Fuel customers get 8.5% off every bill – this year, next year and every year. Switch your electricity 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.

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), **8c** (Price of Gas), **9g** and **9i** (Payment of Accounts), and the Data Protection and Marketing conditions in **24** and **25**.

Residential Gas 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.

"Appliances" means all cookers, boilers, heaters and other apparatus which consume Gas (including associated pipework) installed on the Premises beyond the Meter but does not include the Meter or any fittings and piping installed up to the Meter.

"Gas Networks Ireland" means the networks business of Bord Gáis Éireann, Gasworks Road, Cork, acting as the agent for and on behalf of Gaslink (and its successors and assigns).

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

"Assignment" means Our entitlement as a gas supplier to transfer this right to a third party to perform Our obligation as a gas 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 Gas by Us (b) any costs associated with the supply of Gas by Us, and (c) any Pass Through Charges

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

"Commission" means the Commission for Regulation of Utilities which is the regulator for the electricity and Gas sectors in Ireland. **"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'.

"Distribution System" means the system owned and operated by Gas Networks Ireland on behalf of Gaslink for the distribution of Gas around Ireland.

"EURIBOR" means the 3 month Euro Inter Bank Offered Rate.

"Emergency Response Service" means the Emergency Response Service designated by the Commission and operated for the purposes of receiving and responding to reports of actual or suspected Gas emergencies including suspected leaks or explosions.

"FAR" (Forecasting, Allocation and Reconciliation) is a method of estimating Gas consumption in the absence of an actual Meter read. It is carried out by Gas Networks Ireland and is approved by the Commission.

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

"GAS Card" means the uniquely numbered card(s) issued to You and assigned to your gas PAYG Meter and any additional or replacement cards.

"Gaslink" means Gaslink Limited, 6 Lapps Quay, Cork which has been appointed by the Commission for Regulation of Utilities as the licensed independent operator of Gas Networks Ireland Distribution System (and its successors and assigns).

"GPRO" means the Gas Point Registration Operator; the GPRO manages the registration of all Gas points across the country on behalf of all suppliers. Gas Networks Ireland operate the GPRO function on behalf of Gaslink: www.Gaslink.ie.

"Gross Calorific Value" means the number of GigaJoules produced by the complete combustion at constant pressure of 1013.25 Millibars Absolute at fifteen (15) Degrees Celsius under standard gravitational force of one (1) cubic Meter of Natural Gas at fifteen (15) Degrees Celsius with excess air at the same temperature as the Gas, when the products of combustion are cooled to fifteen (15) Degrees Celsius and when the water formed by combustion is condensed to the liquid state and the product of combustion contain the same total mass of water vapour as the Gas and air before combustion.

"Licence" means the Licence to supply Gas granted to Us by the Commission.

"Meter" means the Gas Meter and related fittings and pipes installed by Gas Networks Ireland for the purpose of measuring the quantity of Gas 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.

Terms and Conditions cont.

“**Gas**” means any Gas transported through the Gas system.

“**Gas Connection**” means the connection between the Gas network and the Premises up to and including the Meter.

“**Network**” means all of the transmission and distribution pipelines used for the transmission, distribution and supply of Gas to, from or within Ireland.

“**Network Emergency**” means an emergency endangering persons and/or property and arising from a deviation in Gas pressure or Gas quality in the Network or any part of the Network.

“**National Gas Emergency Manager**” means the person designated as such by the Commission who manages a Gas Network emergency.

“**PAYG Meter**” means the prepayment gas meter installed at Your Premises.

“**PAYG Tariff**” means the tariffs and rates from time to time available from Us for customers with PAYG Meters.

“**Premises**” means the Premises specified in the application for Gas 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 GPRO of You as a customer.

“**Security**” means a deposit of money paid in advance as a Security against the failure of a Gas account or Agreement being fulfilled to terms.

“**Siteworks**” means any works carried out by Gas Networks Ireland in relation to the customer’s Gas Connection and any other piece of work as set out in Gas Networks Ireland’ Siteworks charges as approved by the Commission, including but not limited to the provision, installation, repair, maintenance, withdrawal or reinstatement of the Meter or equipment used in the transportation and supply of Gas.

“**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, dependant on electrical medical equipment, or who have hearing, sight or mobility difficulties, or as defined by the Commission from time to time.

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 GAS

a) We will sell and supply Gas to You at the Premises subject to these Conditions until the Agreement is ended by You or Us in accordance with Conditions 15 and 16.

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

c) 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.

d) 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.

e) 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.

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

g) Characteristics of the Gas supply will be in line with the original Connection Agreement for your property with Gas Networks Ireland and these conditions. You are responsible for checking Your specific requirements with Your Gas contractor.

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

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

j) For fixed term contracts, we will notify You 30 – 60 days in advance of the expiry of Your contract with Us, the options available to You when the contract expires. 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.

k) Where You have been on the same energy tariff for the past 3 years or more, we will issue a written notification or email 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 and details can be obtained as at Condition 21 in this document

b) We also reserve the right to perform a credit check on Your account(s) with Your current supplier at the point of registration should You choose to use Us as Your energy supplier.

c) You will give Us a Gas meter reading for the Start Date or allow Gas Networks Ireland 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.

Terms and Conditions cont.

- 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).
- 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 Gas supply will be measured by the Meter and metering equipment that will be installed and maintained in line with the relevant Connection Agreement which sets out the main commercial terms for the connection of loads to the Gas Networks Ireland' Distribution System at your Premises. Gas Networks Ireland staff, its agents or contractors will read the Meter.
- b) In between readings of the Meter, estimations of your Gas consumption may be made by Gas Networks Ireland in line with the FAR process. An estimated Meter read will be calculated in line with the FAR process having regard to a number of factors including (but not limited to) prior Gas usage at the Premises.
- c) If we supply Gas to you but all or part of such Gas supplied is not registered by the Meter (due to a fault or unauthorised interference or any other reason), You must pay an amount equal to the charge that would have been payable had the Meter or metering equipment been working properly.
- d) We will send You bills for the Gas 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 statements annually.
- e) 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.
- f) If, for any reason, Gas Networks Ireland have not been able to get meter readings, We will use estimated readings. You can also provide an actual reading by phoning Gas Networks Ireland' automated meter reading service at 1800 427 732 or by submitting your reading online to Us at www.electricireland.ie/gasreading. 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 Gas networks Distributor (BGN) know immediately if the equipment is interfered with or damaged.

5. APPLICATION OF TERMS AND CONDITIONS TO YOUR CONNECTION FOR GAS SUPPLY

- a) In consideration, and as a condition, of being connected to the Gas Networks Ireland Distribution System in order to receive a Gas supply and for other good and valuable

consideration (the receipt and sufficiency of which is hereby acknowledged), You hereby accept and agree to be bound by the terms and conditions under which a connection to the Gas Networks Ireland' Distribution System is provided and operated.

- b) The "Gaslink, Gas Networks Ireland, Terms and Conditions for Gas Users at Non Daily Metered (NDM) Offtake Points", are available at www.Gaslink.ie and <http://www.gasnetworks.ie> or by contacting Gas Networks Ireland at 1800 464 464 and are entered into between You and Gas Networks Ireland, acting as the agent for and on behalf of Gaslink as and from the date of this Agreement.

6. ACCESS AND SITEWORKS

- a) All equipment and installations from the distribution network up to and including the Meter belong to Gas Networks Ireland and must be used in accordance with Gas Networks Ireland' instructions and terms and conditions. We have no responsibility for maintaining the Meter or any metering equipment or associated pipe work. Pipe work from the Meter into your Premises and Your Appliances connecting to it are Your responsibility. Neither Us nor Gaslink nor Gas Networks Ireland accepts any responsibility for maintaining these.
- b) You agree to be bound by any conditions given to You by Gas Networks Ireland or by Us on behalf of Gas Networks Ireland regarding Your Gas supply and any related matters in line with section 5(b). A copy of Gas Networks Ireland' terms and conditions can be found on their website at <http://www.gasnetworks.ie> or by phoning 1800 464 464.
- 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 Gas Networks Ireland' consent, and shall notify Gas Networks Ireland and/or Us promptly of any defect in the Meter or if any alteration or other attention is required.
- d) You may request Gas Networks Ireland to carry out Siteworks at the premises in accordance with the terms of this Agreement.
- e) Gas Networks Ireland (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 locking, unlocking of the meter, withdrawal or reinstatement of supply, or servicing of the Meter.
- g) You are responsible for all costs (including VAT) associated with the Siteworks whether requested by You or Us. This includes any costs incurred as a result of the cancellation of the Siteworks by You or because of Your default.
- h) You are also responsible for any fees payable where Gas Networks Ireland visits the Premises to carry out the Siteworks at a time agreed with You, but is unable to do so due to Your default.
- i) You must allow Gas Networks Ireland' authorised personnel, agents or contractors entry to the Premises for the purposes of reading, inspecting, withdrawal of supply, or removing the Meter or Meters and for all other purposes

Terms and Conditions cont.

in connection with providing Gas. Such entry is to be permitted at all reasonable times and at any time in case of any emergency or network emergency.

- j) If you fail to comply with Condition 4 (Metering and Billing) or 6 (Access and Siteworks) and this frustrates or delays payment for the Gas used by You, We will be entitled to treat this as a neglect or refusal to pay for the purposes of this Agreement.

7. 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.

8. PRICE OF GAS

- a) The prices offered by Us are based on Our current schedule of prices 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 penalty clauses or obligations) are displayed on Our website, www.electricireland.ie, or may be obtained by contacting Us in accordance with Condition 21.
- c) We are entitled to change the price of Gas 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, 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 electricity supply to another supplier but We continue to supply You with Gas We may charge You Gas only price (which may be different to the price offered for taking both electricity and Gas from Us) from the date that Your electricity supply has moved to that other electricity supplier.

9. PAYMENT OF ACCOUNTS

- a) You must pay Us the cost of the Gas 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 are payable on the date specified in the bill.
- c) You must also pay Us for any amount 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 Gas Networks Ireland.
- e) Gas is charged in kWh. To convert the Meter read or estimated Meter read into kilowatt hours (kWh) a conversion factor is applied. This conversion factor is provided to Us by Gas Networks Ireland and is shown on Your bill.
- f) The unit cost of kWh is applied to the number of kWh used or estimated to have been used during the Billing Period to produce the cost of Gas used by You at the Premises. Other taxes or charges may be payable (including a supply charge) depending on the Price Plan You have chosen.
- g) 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.
- h) All sums due to Us under the Agreement must be paid without deduction or set-off. If You do not pay Us a late payment fee or interest 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.
- i) If You have an account with Us at another residential premises, We may transfer any credit or debit between Your accounts in order to recover any money You owe Us.
- j) Further information on billing and payment options can be found in our Codes of Practice, see Condition 22.
- k) We may install a PAYG meter at the premises if:
- You ask Us to and pay Our charge for the installation (details of the charges are available at Electric Ireland website www.electricireland.ie or by telephoning Us on 1800 372 372)
 - Your gas Account is or has been in arrears and We consider it appropriate to install a PAYG Meter at the premises.

You will be charged for Gas on Our Standard PAYG Tariff.

Please note that some or all of any savings which you were receiving before having a PAYG Meter installed may not be available under the relevant PAYG Tariff.

When Gas Networks Ireland install a PAYG Meter at the premises they will issue to you free of charge [1] [2] GAS Card(s). These GAS Cards will be assigned to Your PAYG Meter. If You lose or damage your GAS Cards You may purchase a replacement at Your nearest Payzone outlet (or any other agent authorised by Gas Networks Ireland to issue GAS Cards).

Terms and Conditions cont.

When you have a PAYG Meter installed, You will no longer receive Gas bills from Us. Instead, We will send you statements of Your use of Gas and prepayments made by You. These statements will be sent to You every two months or at such longer intervals as may from time to time be approved by the Commission.

10. SPECIAL SERVICES CUSTOMERS

We will provide certain services to Our customers who register with Us as requiring special services, including priority registers, in relation to their Gas usage. Information on these services, and how to register, are available in our Codes of Practice, see Condition 22.

11. CALCULATION OF GAS SUPPLIED

- a) You will be charged for the number of kilowatt hours (kWh) of Gas consumed, or estimated to have been consumed, or passed through the Meter, or estimated to have been passed through the Meter during the Billing Period, in accordance with the Gross Calorific Value of the Gas as determined by Gas Networks Ireland.
- b) To convert the Meter reading or estimated Meter read into kilowatt hours (kWh), a conversion factor is applied. This conversion factor is provided to Us by Gas Networks Ireland and is shown on Your bill.
- c) The calculation of Gas supplied will conform to the requirements of directive 2004/22/EC on measuring instruments or any amendment or re-enactment of that directive.

12. GAS/NETWORK EMERGENCY

In the event of and for the duration of a network emergency or in the case of an escape, or suspected escape, of Gas:

- a) We may at the request of the National Gas Emergency Manager, the Emergency Response Service or Gas Networks Ireland discontinue the supply of Gas to the Premises and
- b) You must refrain from using Gas immediately upon being told by Us or Gas Networks Ireland or the National Gas Emergency Manager that You should do so.

13. EMERGENCY RESPONSE SERVICE

- a) The Emergency Response Service is operated by Gas Networks Ireland on behalf of all customers.
- b) The 24-hour telephone number of the Gas Networks Ireland Emergency Response Service is 1800 20 50 50.
- c) We will, in so far as is practicable, take steps to inform You of any change in the details of the Emergency Response Service before such change becomes effective. In any event the up-to-date information about this service will be displayed on Gas Networks Ireland's website or may be obtained by contacting Us in accordance with Condition 21.

14. DISCONTINUANCE OF GAS SUPPLY

Any Meter supplied to you shall remain the property of Gas Networks Ireland and may be removed or disconnected by Gas Networks Ireland in the following circumstances:

- a) under instruction from Us in accordance with Condition 16(b) or

- b) for safety or
- c) if interference is suspected or
- d) if there is no active Gas supplier at Your Premises.

15. YOUR RIGHT TO END THE AGREEMENT

- a) If You are moving Premises and/or no longer wish to keep Your Gas 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 21) and pay the amount due for all Gas 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. You will remain liable for any Gas used in the Premises until this notice is given and has expired and You have informed Us of the Meter reading, Or You have given access by Gas Networks Ireland to read the Meter. In the event that you do not provide a reading or access to lock the meter, 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.
- b) The ending of the Agreement will not affect any rights or duties which have accrued to You before the Agreement ends.
- c) Where the supply of Gas is withdrawn due to Your default, You will pay Us all expenses reasonably incurred and the cost of supply withdrawal and of subsequent reinstatement, if any, in line with regulated charges and Code of Practice.
- d) Further information in relation to Gas Networks Ireland' policy and procedures for causing meters to be locked or the Gas supply to be withdrawn from the Gas Network is set out in Gas Networks Ireland' Code of Practice.
- e) In the event of Your death, either Your personal representative, or the occupiers for the time being of the Premises, or both of them together, will be liable for any continued supply of Gas to the Premises until a new Agreement is entered into for the supply of Gas to the Premises or until this Agreement is ended.

16. OUR RIGHT TO WITHDRAW SUPPLY AND END THE AGREEMENT

We may request Gas Networks Ireland to withdraw Your Gas supply (disconnection) if:

- a) You fail to pay any bill for the Gas We have supplied or any other amount under this Agreement for supplying Gas.
- b) You do not agree to an arrangement to pay by instalments or break an agreed arrangement.
- c) Your installation or use of Gas 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 Gaslink, Gas Networks Ireland, Terms and Conditions for Gas Users at Non Daily Metered (NDM) Offtake Points, and fail to put things right.

Terms and Conditions cont.

- f) If You have used Gas without permission or committed theft of Gas.
- 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) It is no longer practical to supply Gas for reasons outside Our control.
- j) You have asked Us to.
- k) Without notice, if the National Gas Emergency Manager, the Emergency Response Service or Gas Networks Ireland informs Us that there is any risk of fire or explosion or injury to persons or property as a result of any defects or suspected defects in the supply main, service pipe, Meter installation or the Appliances and this is not rectified within a reasonable period of time.
- l) Without notice, if We consider that there is any risk of fire or explosion or injury to persons or property by reason of any defects or suspected defects in the supply main, service pipe, Meter installation, or Your internal installations up to and including the Appliances.
- m) Without notice, if We no longer have a Licence to supply Your Premises.
- n) Without notice, if a last resort supply direction is given to another supplier in respect of the Premises, and the Contract will end on the date that the direction takes effect.

17. COMPLAINTS

- a) We have six Codes of Practice; Complaint Handling, Marketing and Advertising, Customer Sign-Up, Billing and Disconnection, Pay As You Go Metering, Vulnerable Customers which set out the way We do Our business in each of these areas and the services and levels of service You can expect.

To obtain free copies please call Us on 1800 372 372 or visit Our website at www.electricireland.ie/residential/helpful-links/customer-service-guarantees.

- b) We have a Customer Charter which sets out Our customer service commitments and Our seven guaranteed service standards. To obtain a free copy please call Us on 1800 372 372 or visit our website at www.electricireland.ie.

18. VARIATION OF GENERAL CONDITIONS

We may amend, vary, or add to these Conditions at any time on giving You thirty days (30) notice. 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. 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. If any variation, addition or amendment is unacceptable to You, You may end the Agreement in accordance with Condition 15(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.

19. 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 19 b or refund it to You.

20. NOTICES

Except for price change notices issued under Condition 8(c) 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 21.

21. 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.

22. OUR CODES OF PRACTICE AND CUSTOMER CHARTER

We have seven Codes of Practice covering Complaint Handling, Marketing and Advertising, Customer Sign Up, Customer Billing, Disconnection, Pay As You Go Metering and Vulnerable Customers. which set out the way We do Our business in each of these areas and the services and levels of service You can expect.

To obtain free copies please call Us on 1800 372 372 or visit Our website at www.electricireland.ie. We have a Customer Charter which sets out Our customer service commitments and Our seven guaranteed service standards. To obtain a free copy please call Us on 1800 372 372 or visit our website at www.electricireland.ie.

23. 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

Terms and Conditions cont.

(“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.electricireland.ie/privacy or You can get a copy by contacting us in accordance with the contact details at Condition 21 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, D02 KT92, Dublin 2.

24. 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 Gas, electricity 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 21 or by emailing Us at service@electricireland.ie.

25. 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

26. 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.

27. REFUNDS

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

28. 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 27 apply to a Deemed Contract except to the extent that they are inconsistent with this Condition 28.
- 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.

Terms and Conditions cont.

- 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.

Téarmaí agus Coinníollacha ar leanúint

25. GINEARÁLTA

- a) Is ar bhonn sriúilachta amháin a úsáidtear na ceannteidil sna Coinníollacha seo agus ní dhéanfaidh siad aon difear dá léirmhíniú.
- b) Má tharscaoilimid sárú ar an gComhaontú a rinne Tusa, ní mheasfar go bhfuil ná go cummíon an tarscaoileadh sin tarscaoileadh ar aon sárú a rinne Tu roimhe seo nó ina dhiaidh sin ar an bhforáil chéanna nó ar aon fhoráil eile.
- c) Má chinneann údaráis inniúil go bhfuil aon fhoráil de na Coinníollacha seo neamhbhall ní neamh-infheidhmithe go hiomlán nó go páirteach, ní dhéanfaidh an cinneadh sin difear do bhailíocht fhorálacha eile na gCoinníollacha seo agus den chuid eile den fhoráil lena mbaineann.
- d) I gcás go bhfuil níos mó ná duine nó eintiteas den sórt sin geistí Leat, beidh gach duine nó eintiteas amháin i faoi dhílteanas i gcompháirt agus go leithleach i leith Do chuid oibleagáidí faoin gComhaontú seo.

26. TEAGMHAIS NACH BHFUIL NEART AGAINN ORTHU

- Ní bheidh orainn aon oibleagáid faoin gComhaontú seo a chomhlíonadh má chuirfear cosc Orainn é sin a dhéanamh le cuis ar bith nach bhfuil smacht réasúnta againn air. Airtear leis sin, ach gan bheith teoranta do, cliceadh nó gantanas soláthairtí cumhachta, corraíl shibhialta, gantanas saothair nó díospóid saothair, treoracha nó iarratais ón Rialtas, o eagraíocht seirbhíse éigeanáil, nó ó údaráis inniúil eile, nó ó oibleagáidí dlíthiúla ar bith eile.

27. AISÍOCAÍOCHTAÍ

- Déanfaimid aon aisíocaíocht atá dlite dár gCustaiméir a phriseáil gan mhóill de réir nósanna imeachta comhaontaithe.

28. CONARTHAÍ MEASTA

- a) Cuirfear Conradh Measta i bhfeidhm go huathoibríoch i gcás nach mbeidh áitreabh faoi réir conradh le haghaidh soláthair leictreachais ag Electric Ireland a thuilleadh ach go bhfuil sé ceangailte le soláthair i gcás gur b Electric Ireland an soláthair leictreachais ó Electric Ireland sna cúinsí a gcuirtear síos orthu in a) thuas.
- c) Is éard atá i gConradh Measta ná comhaontú le haghaidh soláthair leictreachais atá infheidhmithe le dlí idir Tu féin agus Electric Ireland.
- d) Bainneann na Coinníollacha Ginearálta 1 go 27 le Conradh Measta seachas a mhéid atá siad ar neamhréir leis an gCoinníl 28 seo.
- e) Tá deis ag custaiméir a thairgheann soláthair faoi Chonradh Measta conradh soláthair a dhéanamh le Electric Ireland nó le soláthair eile.
- f) I gcás ina bhfuil Conradh Measta i bhfeidhm, leanfar leis an gconradh sin go dtí go gcláirídh Tu agus go ndéanfaidh Tu conradh nua le Electric Ireland, nó go ndéanfaidh Tu conradh le soláthair eile.
- g) Faoi Chonradh Measta, gearrfar rátaí caighdeánacha Electric Ireland ort agus beidh tú freagrach as an leictreachas a sholáthrófar a ioc.

Tearmaí agus Coinníollacha ar leantúint

- (b) Ní dhéanfaidh deireadh an Chomhaontaithe diffeár d'aon chéarta nó dualgais atá labhráithe. Duit sula dtiocfaidh deireadh leis an gComhaontú.
- (c) I gcás ina n-aisrearráingeoear an soláthar Gáis mar gheall ar Do mháinigeoireacht, iocfaidh Tú Linn gach costas a tabrófar go réasúnach agus costas aisrearráinghe an tsoláthair, agus athcheangail ina dhiaidh sin, mas ann dó, i gcomhair le muirir rialaithe agus leis an gCód Cleachtais. imeachta Gas Networks Ireland chun méadar a ghlasáil nó an soláthar Gáis a tharraingt siar ón Linnra Gáis leagtha amach i gCód Cleachtais Gas Networks Ireland. I gcás Do bháis, beidh d'ionadaí pearsanta, nó áitheoireirí an Aitheir de thuras na huairte, nó an dá pháirtí le chéile, faoi dhilleanas i leith aon soláthar leanúnach Gáis don Aitheabh go dtí go ndéanfar Comhaontú nua chun Gás a sholáthar don Aitheabh nó go dtí go dtagam deireadh leis an gComhaontú seo.
- 16. ÁR GCEARTSAN SOLÁTHAR A THARRAINGT SIAR AGUS DEIREADH A CHUR LEIS AN GCOMHAONTÚ**
- Féadfaidh iarraidh ar Gas Networks Ireland do sholáthar Gáis a tharraingt siar (díchéangail) sa chás:
- (a) Nár ioc tú as aon bhille don Ghás atá soláthartha agam nó as aon mhéid eile faoin gComhaontú seo chun Gás a sholáthar.
- (b) Nár aontáigh tú le socrú chun ocaoicht a dhéanamh i dtábhachtodanna nó gur sháraigh Tú socrú a bhí comhaontaithe.
- (c) Go gcuireann do shuíteáil nó usáid Gáis isteach ar an gcóras dáileachairín nó go gcuireann sé isteach ar chustaiméirí eile.
- (d) Gur shín tú an soláthar chuing d'ine eile a mheasann Muid a bheith ina chustaiméir ar leithligh.
- (e) Ní chomhthionann Tú d'oiúleagáid ar fad faoi na coiníollacha seo nó faoi Thearmaí agus Coiníollacha Gaslink, Gas Networks Ireland, d'Usáideoirí Gáis ag Pointí Asraoin Méadráithe Neamh-Laethúla (NDM), agus téirpeann ort nudaí a chur ina gceart.
- (f) Gur úsáid Tú Gás gan chead nó gur ghoird Tú Gás. Gur tháinig Tú chun bheith dochomhairneach, go bhfuil glacadóir, leachtaitheoir nó scrúdaitheoir Agat, nó go ndéana Tú socrú le Do chreidimáithe.
- (h) Gur mór dúinn é sin a dhéanamh de réir an dlí.
- (i) Nach bhfuil sé praiticiúil a thuilleadh Gás a sholáthar ar chuíseanna nach bhfuil smacht agaim orthu.
- (j) Gur iarr tú orainn é déanamh amháil.
- (k) Gan fógra, má chuireann an Bainisteoir Náisiúnta Eigeandála Gáis, an Tseirbhís Páirímhreagartha nó Gas Networks Ireland in iúl dúinn go bhfuil aon bhaol dóiteáin no péacsadh nó gortú do dhaoine nó do mhaoin mar thoradh ar aon lochtanna nó lochtanna amhrasta sa phríomhshuíteáir, iocpa seirbhíse, suíteáil Méadar nó na Fearais agus ní cheartaítear é seo laistigh de threimhse réasúnta ama.
- (l) Gan fógra, má mheasann muid go bhfuil aon bhaol dóiteáin no péacsatha nó díobhála do dhaoine nó do réadmhaoin i ngeall ar aon locht nó locht amhrasta sa príomhshuíteáir, iocpa seirbhíse, suíteáil Méadar, pnríomhshuíteáir, iocpa seirbhíse, agus áitheáil Méadar, nó Do suíteálacha imhéanacha chomh fada leis na Fearais, agus na Fearais sin san áireamh.
- (m) Gan fógra, mura bhfuil Ceadúnas agaim a thuilleadh chun d'Aitheabh a sholáthar.
- (n) Gan fógra, má thugtar treoir soláthair rogha dheiridh do sholáthair eile méadóir leis an Aitheabh, agus go dtiocfaidh deireadh leis an gComhad ar an data a dtiocfaidh an treoir i bhfeidhm.
- 17. GEARÁIN**
- (a) Tá sé Chod Cleachtais agaim; Láimhséáil Gearán, Margaloocht agus Fógraíocht, Clárú Cústaiméirí, Billéáil agus Dímasaíocht, Méadar loc mar a Usáideoir, Cústaiméirí Leocháilteacha, agus leagtar amach iontu an chaoi a ndéanaimid Ar ngnó i gach ceann de na héimsí sin mar aon leis na seirbhísí agus na leibhéil seirbhíse Is féidir Chn coipeanna saor in aisce a fháil, cuir glaoch orainn ar 1800 372 372 nó tabhair cuairt ar ar suíomh gréasáin ag www.electricalireland.ie/residential/helpful-links/ customer-service-guarantees.
- (b) Tá Cairt Chustaiméirí agaim a leagam amach Ar dtiomantais seirbhíse do chustaiméirí agus Ar seacht gcáighdeán rátháithe seirbhíse. Chn coipeanna saor in aisce a fháil cuir glaoch orainn le do thuil ar 1800 372 372 síce a thail cuir glaoch orainn le do thuil ar 1800 372 372 leictreireland.ie
- 18. DIFRÍOCHT SNA COINÍOLLACHA GINEARLÁTA**
- Is féidir hinn na Coiníollacha seo a leasú, a athru nó cur leo tráth ar bith i ndiaidh fógra tríocha lá (30) a thabhairt Duit. Léireofar san fhógra sin cá háit ar féidir Léat na Coiníollacha nua a fheiceáil nó cóip a fháil díobh agus cuirfear in iúl duit ann go bhfuil an ceart agat deireadh a chur le do chonradh. Cuirfidh ar an eolas thú faoi aon athru i socrbhinn, trí ríomphost, ar do bhille nó in eacsháil, trí SMS 30 lá ar laghad sula dtiocfaidh aon athru i bhfeidhm. Mura bhfuil aon athru, breis nó leas inghlactha Duit, féadfaidh Tú deireadh a chur leis an gComhaontú de réir Choiníoilí 15(a) (na Coiníollacha neamhthráithe atá i bhfeidhm le linn na tréimhse fógra tríocha (30) lá, nó meastar gur ghlac Tú leis na Coiníollacha nua. Cuirfidh cóip de na Coiníollacha nua ar fáil duit ocht lá is fiche (28) ar a laghad sula dtiocfaidh an t-athru i bhfeidhm.
- 19. SANNACHAN**
- (a) Ní fhéadfaidh tú an Conradh nó an Comhaontú seo a shannadh gan cead a bheith faighte Uaim.
- (b) Féadfaidh, gan Do Chomhaontú, Ar gCearta go léir nó cuid acu a shannadh nó a aisriú agus nó cheann dar n-oiúleagáid faoin gComhaontú seo a ligean ar fochomradh do pháirtí a bhfuil an t-udarn/hudárithe rachtanacha aige nó aici.
- (c) Ar a leithéid de shannadh nó aistriú, féadfaidh d'earlais Stándála agus san am a thabhairt ar fáil don pháirtí a luaitear in 19 b nó é a aisíoc Duit.
- 20. FÓGRAÍ**
- (a) Seachas fógraí um athru praghaís ama n-eisíúint faoi Choiníoilí 8(c), beidh fógraí cur tugtha agaim Duit: Ma sheol Muid an fógra tríd an bpost chuing Do sheoladh deireanach ar eolas.

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- (b) Ma Dhírigh Muid an fógra chug roinnt custaiméirí nó chug gach custaiméir i bhfógra i nuachtán náisiúnta. D'fhéadadh sé go mbeadh fógraí san áireamh in aon chumarsáid eile a sheofaídh Muid Chugat.
- (c) Beidh fógra cut tugtha Agat Duinn ma sheolann Tu an fógra tríd an bpost Chugainn chug Ar bprómhoifig de réir Choinníoll 21.
- (d) Is féidir teagmháil a dhéanamh lenár Rannóg Seirbhíse do Chustaiméirí ag:
- Chustaiméirí: P.O. Box 84, Electric Ireland
- Oifig Seachadta Dheisceart na Cathrach, An Tóchar, Contae Chorcaí
- Ar an nguthán: 1 800 372 372
- Ar an nguthán (lasmúigh d'Eirinn) +353 1 852 9534
- Ar an romphost: service@electricireland.ie
- Is féidir faisnéis áirithe ama soláthar sna Coimhliacha a fháil freisin ar Ar suíomh gréasáin ag www.electricireland.ie
- (b) D'fhéadadh sé go ndéanfaí an fhaisnéis teagmhála sin a leasú nó a athrú ó am go chéile. Taispeánar an fhaisnéis cothrom le dáta maidir leis seo ar Ar suíomh gréasáin
- agus ar Do bhille.
- 22. AR GOID CHEACHTAIS AGUS AR GCAIRT CUSTAIMÉIRÍ**
- Ta seacht gCód Ceachtais againn: Láimhséil Gearán, Margaloicht agus Fógraíocht, Clárú Custaiméirí, Billeáil agus Dinascadh, Madaíú loc mar Úsáidtear agus Custaiméirí Leochaileacha, agus teagtar amach iontu an chaoi a ndéanaimid Ar ngnó i gach ceann de na réimsí sin mar aon leis na seirbhísí agus na leibhéil seirbhíse Is féidir Leat a bheith ag súil leo.
- Chun cóipeanna saor in aisce a fháil cuir glaoch orainn le do thoil ar 1 800 372 372 nó tabhar cuairt ar Ar suíomh gréasáin ag www.electricireland.ie. Tá Cairt Chustaiméirí againn ina leagtar aghat Ar dtíomantais seirbhíse do chustaiméirí agus Ar seacht gcaighdeán ráthaithe seirbhíse. Chun cóipeanna saor in aisce a fháil cuir glaoch orainn le do thoil ar 1 800 372 372 nó tabhar cuairt ar Ar suíomh gréasáin ag www.electricireland.ie.
- 23. FÓGRA UM CHOSAINT SONRAI**
- Féadfaimid, agus/nó gníomhaí a ghníomhaíonn ar son, teagmháil a dhéanamh Leat trí theachtaireacht téacs, romphost, post, télefon nó go pearánta le faisnéis faoi tháirgí nó seirbhísí eile, lena n-áirítear iad síd a thairgeann tríú agus seirbhísí eile, lena n-áirítear iad síd a thairgeann tríú páirtithe) a d'fhéadadh a bheith ina hábhar spéise duit. Lean na teoracha thíos go cuíreach lena chinntiú go ndéanfar do shainroghanna margaloichta a urramú.
- Mura dtéastáinn uait go ndéanfaí teagmháil Leat, feidmigh D'cheart chun rogha an dlúthaithe a dhéanamh mar a mhíntear thíos:
- Conas do cheart chun rogha an dlúthaithe a fheidhmiú**
- Is féidir leat do cheart chun rogha an dlúthaithe a fheidhmiú trí scríobh chugainn de réir Choinníoll 21 nó trí romphost a sheoladh chugainn ag service@electricireland.ie.
- (c) Coimeádfaimid, úsáidfaimid agus cosnóimid do chuid sonraí Fearanta de réir dlíthe cosanta sonraí agus próbháideacha.
- (d) I gcas ina n-áitíonn tú Chugainn ó sholáthóirí eile, d'fhéadfaid Muid sonraí faoi Do stair chuntais a fháil ón soláthóir eile sin.
- (e) Sa chás go n-eilítear faoin dlí, féadfaid Do Shonraí reir Ar gcaighdeán.
- (f) Nuair is gá, iarrfaimid do thoiliú maidir le húsáidí sonracha Fóntas.
- (g) Tá cearta suntasacha agat maidir leis na sonraí Fearanta a bhí ann nuair a bhí tú i dtéideal é a chluigháim am ar bhí.
- (h) D'fhéadadh sé go ndéanfaí d'fhaisnéis phearsanta a aistriú chug Oibreoir an Chórais Dallicheáin ar mhaithe le soláthar do d'áiteabha a choimeád agus a oibriú.
- (i) Go ndéanfar Sonraí Fearanta nach dtéastáinn uainn a thuilleadh a ghlanadh nó a scrúdadh
- (j) D'fhéadadh sé go ndéanfaí d'fhaisnéis phearsanta a aistriú chug Oibreoir an Chórais Dallicheáin ar mhaithe le soláthar do d'áiteabha a choimeád agus a oibriú.
- Chun tuilleadh eolais a fháil faoi do chearta agus faoin dóigh a ndéanaimid iad a bhainistiú agus a chosaint, féach ar bhFógra Próbháideacha, atá le fáil ag www.electricireland.ie
- te/privacy nó is féidir leat cóip a fháil trí theagmháil a dhéanamh linn de réir na sonraí teagmhála ag Choinníoll 21 sa doiciméad seo. Is féidir tuilleadh sonraí a fháil ach dui!
- dtéagmháil lenár nOifigeach Cosanta Sonraí trí romphost ag datap@esb.ie nó tríd an bpost ag an Oifigeach Cosanta Sonraí, Ceannóigí ESB, 27 Sráid Whic Liam lochtrach, D02 KT92, Baile Átha Cliath 2.

Tearmaí agus Coimníollacha ar leanúint

- (g) Tá tu freagairt as na costais go léir (lena n-áirítear CBL) a bhaineann leis na hOibríochtaí Láithreáin, cibé acu a bhfuil na hOibríochtaí sin iarrtha agat nó againn. Áirítear leis sin aon chostas arna thabhu mar thoradh ar na hOibríochtaí Láithreáin a bheith curtha ar ceal agat nó mar gheall ar Do mhainneachtain.
- (h) Tá tu freagairt freisin as aon tálle atá inoitha nuair a thugann Gas Networks Ireland cuairt ar an Aitreach chun na hOibríochtaí Láithreáin a dhéanamh ag am atá gheall ar Do mhainneachtain.
- (i) Ní mór duit cead a thabhairt do phearsanra údaraithe, gníomachán Aitreach chun an Soláthair a léamh, a iniúchadh, a aistriáil, nó an Méadar nó na Méadair a bhaint as agus chun gach críche eile a bhaineann le Gás a sholáthair. Ní mór an cead íseach sin a cheadú ag gach tráth réasúnach agus ag am ar bith i gcás aon éigeandáil nó éigeandáil ionra.
- (j) Má theipeann ort Coimníoll 4 (Méadrú agus Billeáil) nó Coimníoll 6 (Rochtaí agus Oibríochtaí Láithreáin) a chomhlíonadh agus bac nó moill a bheith curtha ar an fíocháil nó don Ghas atá úsáidte agat, beimid i dteideal cailtheamh leis sin, chun críocha an Chomhaontaithe seo, mar fháil nó mar dhíluité foc as an nGás sin.
- 7. RÁTHÁIOCHT**
- (a) Má chinneoidh ort Rátháiocht réasúnta a sholáthair, b'fhéidir go mbeadh Orit Rátháiocht réasúnta a dhéanfaid a bhfeadfadh sí a bheith i bhform Earlaise a dhéanfaid a chinneadh.
- (b) Deantar aon chuidach Rátháiochta a soláthraíodh Dúine atá i bhform éarais airdig thirim a aisíoc leat nuair a dhunfaidh Tu Do chunntas ar chomníoll go bhfuil gach suim atá dílle íoctha, nó i ndiaidh tréimse áirithe (nach faide ná dhá mhí dhéag) ar chomníoll gur chomníoll tu Ar dtéarmaí lócaíochta ar bhonn léanúach, cibé acu is túisce.
- (c) B'fhéidir go mbeidh ort Do dháta breithe agus/nó faisnéis phearsanta eile a thabhairt dúinn chun measnú creidimheasa a dhéanamh.
- 8. PRAGHAS GAIS**
- (a) Tá na praghasanna atá a dtairisicint agáin bunaithe ar Ar Scéideal Praghanna reatha, agus d'fhéadfaid Muid an Scéideal sin a athrú ó am go chéile.
- (b) Tá ár Praghphléannanna (mar aon le termal agus comníollacha praise ar chosach do tháirg, lena n-áirítear fad conartha agus aon chlásal nó cibléagáid scóir ghaolmhar) ar taispeáint ar ár suíomh ghréasáin (www.electriceireland.ie) nó is féidir leat iad a fháil trí theagmháil a dhéanamh Linn de réir Coimníoll 12.
- (c) Tairimid i dteideal an praghas a ghearrfaid ar Ghas a athrú. Cuirfidh ar an eolas thu faoi aon athrú trídha cheann ar a laghad de na modhanna seo a leanas: i scríobhinn, tríd rogha nó in éineacht leis, tríd SMS nó tríd fhógra ar bhreisíu creidimheasa, tríd fhógra sna meáin n-aisiúnta nó ar ár suíomh ghréasáin 30 lá ar a laghad nó ar aon dáta aon dáta a mbeidh éifeacht fhógra an rath den sórt sin a dháta a mbeidh éifeacht ag an athrú praghas agus cuirfidh sé in iúl duit go bhfuil sé de cheart agat deiradh a chur le do chonradh.
- (d) Is féidir Leat comhairle a fháil Uainn maidir le Praghsphean a roghnú, ach is Tusa atá freagairt as an gníneadh faoi bhPraghsphean is fearr a oireann Do Do rachtanáis. Sa chás gur roghnaigh Tu an Praghsphean mhíchair Duitse, ní bheidh Muidne cuntasach as sin ná as aon tálle a gearradh mar gheall ar Do rogha mhíchair. Comhadáim an ceart Tu a aisrú chun Ar Praghsphean cáighdeánach má sháraitom Tu téarmaí agus coimníollacha Do Praghsphean.
- (f) Ó am go ham, is féidir Linn (Dár láirgtha féin) Praghspheananna speisialta a thairisicint do chatagróirí sonaithe áirithe custaiméirí (d'fhéadfaid sé go mbeidh nó nach mbeadh Tusa san áireamh) ar feadh tréimhe áirithe ama a shocróidh Muidne.
- (g) Má tá cuntas leictreachais agus cuntas Gáis ar aon Agat Linn agus aistriom Tu do sholáthair leictreachais chun soláthair eile ach go leanann Muid ag soláthair Gáis Duit, d'fhéadfaid ár bpraghas do Ghas amháin a ghearradh ort (a d'fhéadfaid a bheith difriúil leis an bpraghas a thairgítear as leictreachas agus Gás ar aon fháil uainn) ón dáta ar aistriodh Do sholáthair leictreachais chun an soláthair leictreachais eile sin.
- (h) Ní mór duit costas an Gháis a idirtear ag an Aitreach a íoc Linn, nó ní mór duit íoc as aon bhille a bhunaítear ar léamh Méadair measta le linn na tréimse bileála (míde CBL), mar aon le haon chánacha nó muidir eile a dhéanfaid a bheith infheidhme ar an bPraghsphean atá roghnaíthe agat.
- (b) Mura mbeidh a mhalairt aontaithe againn, beidh gach Méadair bile, lena n-áirítear billí bunaithe ar léamha Méadair chileaveatúirí (kW), cuirtear faoi chomhbheartaíocht a dhéanann Soláthraíom Gas Networks Ireland an fachtóir comhbheartaíochta seo dúinn agus léirítear ar Do bhille é.
- (f) Cuirtear costas aonaid kWh i bhfeidhm ar an líon kWh a úsáidtear, nó a mheastar a úsáidtear, le linn na tréimse Billeála chun costas an Gháis a d'úsáid Tu ag an Aitreach a íoc. D'fhéadfaid cánacha nó muidir eile a bheith inoitha (lena n-áirítear muidre soláthair) ag brath ar an bPraghsphean atá roghnaíthe agat.
- (g) Ní mór duit Do bhille a íoc de réir na gcoimníollacha sonracha lócaíochta i Do Phraghasphean. Má íocann tu muidir trí dhochar díreach, coimeádann Muid an ceart chun ar ndáta baithir dochar a athrú agus cuirfidh ar ndáta baithir dochar a athrú ré i ndáil leis an muidir. Ní mór gach suim atá dílle Dúinn faoi nGComhaontú a íoc gan asbhairt nó fritháireamh. Mura n-íocann Tu aon tálle lócaíochta déanál linn nó us atá dílle faoi nGComhaontú, d'fhéadfaid a bheith dílle tálle lócaíochta déanál nó us a

Téarmaí agus Coinníollacha ar leanúint

- Ciallónn **"Ceangail Gáis"** an ceangail idir an líonra Gáis agus an **"lítreabhbh"** chomh fada leis an Meadair, agus an Meadair san áireamh.
- Ciallónn **"Lionra"** gach ceann de na píblíníte tarchurtha agus dáilte arna úsáid chun críche tarchur, dáileadh agus soláthar Gáis go dtí Círe, ó Eirinn agus laistigh d'Eirinn. Ciallónn **"Eigeandáil Lionra"** eigeandáil ina gcuirtear beatha an duine agus/nó readmhaoin i mbaol agus a eascairíon sa diallas i mbrú Gáis nó i gcaipitheadán an Gháis sa Lionra nó in aon chuid den Lionra.
- Ciallónn **"Bainisteoir Eigeandála Gáis Naisiúnta"** an duine arna ainmáil chun a gComisiún agus a dhéanamh bainistíocht ar eigeandáil sa Lionra Gáis.
- Ciallónn **"Meadar PAYG"** an meadair gáis réamhíochta arna sultéilte ag d'Áitreabhbh.
- Ciallónn **"Tarraif PAYG"** na tarraif agus rátaí a bhfuil fáil orthu uainn ó am go chéile do chustaiméir a bhfuil Meadair PAYG acu.
- Ciallónn **"Áitreabhbh"** an **"Áitreabhbh"** arna sraithe san áireamh ar sholáthar Gáis a chomhlánáigh Tu, nó a leithéid d'Áitreabhbh eile a d'fheadradh Tu a chur in iúl Duinn ó am go chéile agus a nglacann Muid leis.
- Ciallónn **"Praghasphean"** Ar líosta de na praghsanna reatha agus sruithúir na praghsála is infheidhme maidir le gach ceann acu.
- Ciallónn **"Cláráigh/Clárúcháin"** Tu a chláru mar chustaiméir ag Oibrítheoir Clárúcháin Pointe Gáis (GPRO).
- Ciallónn **"Ráthíocht"** earlaíis airgid a foictar roimh ré mar Urús i gcas nach gcomhlíonfaí téarmaí cuntas nó Comhaontú Gáis.
- Ciallónn **"Oibríochta Láithreáin"** oibríochta ar bhith a dhéanamh an Gas Networks Ireland maidir le soláthar gáis an chustaiméara agus sion pliosa oibre eile mar ama leagan amach i muirir Oibríochta Láithreáin Gas Networks Ireland arna bhfeithictear ag an gComisiún, lena n-áirítear cothabháil, aistearaingt nó aithsnuiteáil an **"Mheadair"** nó an trealamh a úsáidtear chun Gas a iompar agus a sholáthar. Ciallónn **"Dáta Tosáigh"** an dáta a théann Tu isteach i gceann dár bPraghaspheananna.
- Ciallónn **"Ráiteas"** an ráiteas tréimhsuill a eiseoin Muid chugat maidir le hidú (facha gan foc, facha a aisíocadh leis infheidhme) agus loacochtáil a rinneadh ar leictreachas arna sholáthar faoin gComhaontú seo. **"Custaiméir Leochailleacha"** Tá seirbhísi spisialta agaimn dóibh siúd a chlárláinn Linn mar dhaoine scothasceit, daoine atá ag brath ar threalamh leighis leictreacha, nó a bhfuil deacrachtaí éisteachta, radharcó luaineachta acu, nó arna saimhíniú ag an gComisiún ó am go chéile.
- 1.1 Beidh tagairt sna Coinníollacha do dhóiciméad mar thagairt don doiciméad sin a leasófar nó a aithrófar go ham go ham.
- a) D'íofaímid Gás Leat agus soláthróimid Gás Duit ag an Áitreabhbh faoi réir ag na Coinníollacha seo go dtí go gcuireann Tu nó Muid deireadh leis an gComhaontú de réir Choinníollacha 15 agus 16.
- b) Cuirtear tús leis an gComhaontú seo i gcas custaiméir

2. Díol agus Soláthar Gáis

- a) Shas go bhféilgítear amach go bhfuil na tairseacha fiachais arís ceadaithe a sáru Agat má roghaíonn Tu Do chuntas a aistriú chuig soláthraí fuinnimh ceadúnaithe eile, taispeántar bratach fiachais ar Do chuntas ag an bpointe aistrithe. Cuirfidh an bhtratach fiachais seo an soláthraí fála ar an eolas faoin sáru sin. Foilsítear na tairseacha fiachais fofa ó am go chéile agus is féidir sonraí a fháil amhaíl Coinnill 21 sa doiciméad seo.
- b) Comhadáimid freisin an ceart seiceáil creidimheasa a dhéanamh ar Do chuntas/chuntais le Do sholáthraí reatha ag an bpointe clárúcháin sa chas go roghaíonn Tu Muid a úsáid mar sholáthraí fuinnimh.
- c) Tabharfaidh Tu léamh meadair Gáis Duinn don Dáta Tosáigh nó tabharfaidh tu cead do Gas Networks léamh Meadair iarbhrí a fháil ag an Áitreabhbh.
- d) Ní hiondúil go ngearrfaí táille ar chustaiméir as soláthraí a athrú. (Chun amhras a sheachaint, ní ghearrfar táille ar reatha ar dháta an Chomhaontaithe seo. Maidir le custaiméir nua, cuirtear tús leis ar an dáta a bhfaighimid fógra ón GPRO go bhfuil Tu cláráithe mar chustaiméir Linn.
- c) Ní mór duit an fhaisnéis ar fad a theastaíonn Uainn faoin áitreabhbh a thabhairt duit, agus na sonraí eile go léir a iarrfaímid chun an cineál cuntais/Praghasphean arís a uair a oibriú amach.
- d) Ní mór duit Do shonraí teagmhála a sholáthar duit e.g. uimhir líne tálain nó uimhir tóin póca agus tá cead Agaimn na sonraí sin a úsáid chun teagmháil a dhéanamh Leat maidir le Do Chuntas.
- e) Ní mór don fhaisnéis go léir a thugann Tu Duinn a bheith fíor agus cruinn. Ní mór duit aon aithrúcháin ar an bhfaisnéis a chur in iúl Duinn a luaithe is féidir.
- f) Deanfaímid gach rud is féidir Linn chun iarratas a phróiseáil ionas go mbeidh an cuntas Gáis sócráithe faoin dáta a mbeidh sé de dhíth ort, ar choinníoll go mbeidh Ar rachtanais airtgeadais agus rachtanais eile comhlíonta Agat.
- g) Beidh saintréithe an tsoláthair Gáis ag teacht leis an gComhaontú Ceangail bunaidi do do réadhmaoin le Gas Networks Ireland agus leis na coinníollacha seo. Is ort atá an fhréagracht do sháru do bhaintíochtanais a sheiceáil le Do chomhairleoir Gáis.
- h) Ní féidir leat do sholáthar a shineadh le go n-úsáidfidh duine éigin eile é. Meastaimid gur custaiméir ar leith a bheidh ann nó inti.
- i) Ní ghlacaimid le haon fhreagracht as leordhóthanacht, sábháilteacht ná saintréithe eile Do Shuiteáil Gáis.
- j) Maidir le conarthaí téarma sheasta, eiseoimíd fógra idir 30 agus 60 lá roimh dháta éaga an chonartha Linn chun tu a chur ar an eolas faoi na roghanna a bheidh ar fáil duit nuair a rachadh an comradh in éag.
- Maidir le custaiméir nach bhfuil ar chonarthaí téarma sheasta, ní bheidh aithnúcháin i gceist agus leanfaidh tu Maidir le custaiméir nach bhfuil ar chonarthaí téarma sheasta, ní bheidh aithnúcháin i gceist agus leanfaidh tu leis an bpraghasphean arís agat go dtí go bhfaighimid treoracha nua Laist.
- k) I gcas ina bhfuil Tu ar an tarraif fuinnimh chéanna le 3 bliana nó os níos mó anuas, eiseoimíd fógra nó ríomphost ar bhonn bliantúil chun spreagadh a thabhairt Duit aithbheithiú a dhéanamh ar Do chonaradh.
- ### 3. ATHRÚ SOLÁTHRÓRA
- a) Shas go bhféilgítear amach go bhfuil na tairseacha fiachais arís ceadaithe a sáru Agat má roghaíonn Tu Do chuntas a aistriú chuig soláthraí fuinnimh ceadúnaithe eile, taispeántar bratach fiachais ar Do chuntas ag an bpointe aistrithe. Cuirfidh an bhtratach fiachais seo an soláthraí fála ar an eolas faoin sáru sin. Foilsítear na tairseacha fiachais fofa ó am go chéile agus is féidir sonraí a fháil amhaíl Coinnill 21 sa doiciméad seo.
- b) Comhadáimid freisin an ceart seiceáil creidimheasa a dhéanamh ar Do chuntas/chuntais le Do sholáthraí reatha ag an bpointe clárúcháin sa chas go roghaíonn Tu Muid a úsáid mar sholáthraí fuinnimh.
- c) Tabharfaidh Tu léamh meadair Gáis Duinn don Dáta Tosáigh nó tabharfaidh tu cead do Gas Networks léamh Meadair iarbhrí a fháil ag an Áitreabhbh.
- d) Ní hiondúil go ngearrfaí táille ar chustaiméir as soláthraí a athrú. (Chun amhras a sheachaint, ní ghearrfar táille ar reatha ar dháta an Chomhaontaithe seo. Maidir le custaiméir nua, cuirtear tús leis ar an dáta a bhfaighimid fógra ón GPRO go bhfuil Tu cláráithe mar chustaiméir Linn.
- c) Ní mór duit an fhaisnéis ar fad a theastaíonn Uainn faoin áitreabhbh a thabhairt duit, agus na sonraí eile go léir a iarrfaímid chun an cineál cuntais/Praghasphean arís a uair a oibriú amach.
- d) Ní mór duit Do shonraí teagmhála a sholáthar duit e.g. uimhir líne tálain nó uimhir tóin póca agus tá cead Agaimn na sonraí sin a úsáid chun teagmháil a dhéanamh Leat maidir le Do Chuntas.
- e) Ní mór don fhaisnéis go léir a thugann Tu Duinn a bheith fíor agus cruinn. Ní mór duit aon aithrúcháin ar an bhfaisnéis a chur in iúl Duinn a luaithe is féidir.
- f) Deanfaímid gach rud is féidir Linn chun iarratas a phróiseáil ionas go mbeidh an cuntas Gáis sócráithe faoin dáta a mbeidh sé de dhíth ort, ar choinníoll go mbeidh Ar rachtanais airtgeadais agus rachtanais eile comhlíonta Agat.
- g) Beidh saintréithe an tsoláthair Gáis ag teacht leis an gComhaontú Ceangail bunaidi do do réadhmaoin le Gas Networks Ireland agus leis na coinníollacha seo. Is ort atá an fhréagracht do sháru do bhaintíochtanais a sheiceáil le Do chomhairleoir Gáis.
- h) Ní féidir leat do sholáthar a shineadh le go n-úsáidfidh duine éigin eile é. Meastaimid gur custaiméir ar leith a bheidh ann nó inti.
- i) Ní ghlacaimid le haon fhreagracht as leordhóthanacht, sábháilteacht ná saintréithe eile Do Shuiteáil Gáis.
- j) Maidir le conarthaí téarma sheasta, eiseoimíd fógra idir 30 agus 60 lá roimh dháta éaga an chonartha Linn chun tu a chur ar an eolas faoi na roghanna a bheidh ar fáil duit nuair a rachadh an comradh in éag.
- Maidir le custaiméir nach bhfuil ar chonarthaí téarma sheasta, ní bheidh aithnúcháin i gceist agus leanfaidh tu Maidir le custaiméir nach bhfuil ar chonarthaí téarma sheasta, ní bheidh aithnúcháin i gceist agus leanfaidh tu leis an bpraghasphean arís agat go dtí go bhfaighimid treoracha nua Laist.
- k) I gcas ina bhfuil Tu ar an tarraif fuinnimh chéanna le 3 bliana nó os níos mó anuas, eiseoimíd fógra nó ríomphost ar bhonn bliantúil chun spreagadh a thabhairt Duit aithbheithiú a dhéanamh ar Do chonaradh.

lartar ort a thabhairt ar aird go mbeidh tu faoi cheangal, mar chustaiméir de chuid Electric Ireland, ag na Téarmaí agus na Coinníollacha 9g and 9i (foc Cuntas), agus na coinníollacha Cosanta Sonraí agus Margaidh ina 24 agus 25.

Téarmaí agus Coinníollacha do Chuntais Gáis
Chónaitheacha le héifeacht ón 17ú Meitheamh 2023
Na Coinníollacha Ginearálta a Chur i Bfeidhm
tu faoina gceangal ón uair a thiocfaidh Tu chun bheith i do Chustaiméir cónaithe meastar gur ghlac Tu leis na Coinníollacha seo agus go mbeidh

1. SAINNHNITHTE

Ta na cialla seo a leanas leis na focail thíos sna

coinníollacha seo.

Ciallaim "Muid", "Sin" nó "Ar" ESB, agus é ag gníomhu

trina aonad gnó Electric Ireland.

Ciallaim "Tu" nó "Tusa" an Duine a bhfuil an Comhaontú

seo deanta acu.

Ciallaim "Coinníollacha" téarmaí agus coinníollacha

caighdeánacha an tsoláthair arna leagan amach sa

doiciméad seo.

Ciallaim "Fearais" gach cócáireán, coire, téitheoir agus

aon trealamh eile a idiom Gás (an phibobair ghaolmhar

san áireamh) atá suiteáilte ar an Aitreabh taobh thall den

Mhéadar ach ní áirítear leo an Méadar ná aon gháireas nó

pibobair arna suiteáil suas go dtí an Méadar.

Ciallaim "Gas Networks Ireland" gnó líonraí Bord Gáis

Eireann, Bóthar na nOibreacha Gáis, Corcaigh, agus é i

mbun gníomhaithe mar ghníomhaire do, agus ar son,

Gaslink (agus a chomharthaí agus sanaithe).

Ciallaim "Comhaontú" an Conradh trína soláthraíonn

Muid Gas Duit agus a n-ionchorporáiltear leis aon choinníoll

speisialta agus a gcuimsítear leis na Téarmaí agus

Coinníollacha seo.

Ciallaim "Sannachán" Ar deidliocht mar sholáthróir gáis

an ceart sin a sáistú ching trín páirtí chun Ar ndualgas mar

sholáthróir gáis a chomhlíonadh.

Ciallaim "Teachtairíocht AVT" Teachtairíocht Ghutha

Uathoibríthe Uaimne Chugaisa maidir le Do Chuntas, Ar

dtáirgí nó Ar Seirbhís.

Ciallaim "Táilín" an tsuim/suimeanna atá le h-ic Agat as:

(a) an Gás a sholáthraíonn Muid (b) aon chostas a

bhaineann leis an soláthair Gáis a dhéanann Muid, agus (c)

aon Mhúirear Curtha ar Aghaidh.

Ciallaim "Cuntas Cústaiméara" aon chuntas Lín a

choimítear i d'airm chun críocha Gás a sholáthair.

Ciallaim "Commissions" an Comisiún um Rialáil Fóntas arb

é an ráitíor é do na hearnálacha leictreachais agus Gáis in

Eirim. Ciallaim "Meastar" comhaontú atá

infhortheachtmíthe le dlí a mheastar a bheith deánta idir

Electric Ireland agus Uinéir nó áirítheoir an áirítrh. Meastar

go dtagamn conradh measta chun bheith toisc náir chuir an

Ireland agus i gcás go bhfuil soláthair gáis nó leictreachais

fós a fháil Uaimne don áitreabh) in Iúil Dúim gur lean sé nó

áitreabh lena mbeáimeann a usáid nuair a chuirigh an

comradh roimhe sin don soláthair ching an áitreabh lena

mbaineann in éag, nó náir cuireadh ar ceal é nuair a d'fhág

Uinéir nó áirítheoir roimhe sin an t-áitreabh nó i gcás nach

ndéanra an t-Uinéir nó t-áirítheoir nua conradh nua

soláthair;

Ciallaim "Córas Dáilte" an córas atá in uinéireacht Gas

Networks Ireland agus á fheidhmiú aige thar ceann Gaslink

chun críche Gás a dháilíodh ar fud na hEireann.

Ciallaim "EURIBOR" Rata Tairgthe Idirbhainc Euro 3 mhí.

Ciallaim "Seirbhís Freagartha Eigeandála" an Seirbhís

Freagartha Eigeandála arna haiminiú ag an gComisiún

agus arna feidhmiú chun críche glacadh le tuairisc maidir

le héigendálal Gáis nó éigendálal Gáis amhrasta, sceitl

nó píeascanna san áireamh, agus freagarait orthu.

Is iomann "FAR" (Réamhaisnéis, Leitheidhlíodh agus

Réiteach) agus modh chun idió Gáis a mheas nuair nach

bhfuil leamh Méadair ar fáil. Is é Gas Networks Ireland a

thugann faoi, agus tá sé faoi ar an gComisiún.

Ciallaim "Bille Gáis" an socrasc tréimhsúil a eisionn

Muid Chugag ag iarraidh focailocht as Gás a sholáthraítear

faoin gComhaontú seo.

Ciallaim "Cárta GAS" an cárta/na cártaí a bhfuil uimhir

uathúil air a eisítear duit agus a shanntar do do Méadair

gáis PAYG mar aon le haon chárta breise nó cárta

athsholáthair.

Ciallaim "Gaslink" Gaslink Limited, é Cé an Lapaigh,

Corcaigh, arb é atá ceaptha ag an gComisiún um Rialáil

Fóntas mar an t-oirbhítheoir ceadúnaithe neamhspleách do

Chóras Dáilte Gas Networks Ireland (agus dá chomharthaí

agus sanaithe).

Ciallaim "GPR" Oibrítheoir Clárúcháin an Fhoirne Gáis;

déanann GPR clárúcháin gach pointe Gáis ar fud na tíre

a bhainistíu thar ceann gach soláthair. Déanann Gas

Networks Ireland an fheidhm GPR a oibriú thar ceann

Gaslink. www.Gaslink.ie.

Ciallaim "Ollnuach Cairch" an líon Gíglí Gílí arna

tháirgtear trí dhóachán iomláin faoi bhrú tairiseach de

1 013 25 Milleabair iomláin ag cúlóg deag (15) Céim Céiluis

faoi fhórsa imtharraingteach caighdeánach amháin (1)

Méadar cúbach de Ghás Nádrtha ag cúlóg deag (15)

Céim Céiluis le barrachas aeir ag an teocht chéanna leis

an nGás, nuair a fhuarhtar ná táirgí dócháin go cúlóg deag

an nGás, nuair a chomhdhíthíthítear an

t-uisce a fhoimítear trí dhó go dtí an staid leachtach agus

go bhfuil an mais iomláin uisce céanna sa táirgí dócháin

agus atá san Gás agus san aer roimh dócháin.

Ciallaim "Ceadúnas" an Ceadúnas chun Gás a sholáthair

ata bronta CRAIN ag an gComisiún.

Ciallaim "Méadar" an méadar Gáis agus na feistis agus

píopal geolmharra a shuiteáil an Gas Networks Ireland chun

críche an méid Gáis a usáidéann Tu ar an Aitreabh a

thomhas agus áirítear leis sin aon Méadair nó Méadair

dt'ion chineál a sholáthraítear Duit ag an Aitreabh ar ar

bith. Ciallaim "Gás" Gás ar bith arna iompar tríd an gcóras

Gáis.



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.

electricireland.ie/shop

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.

electricireland.ie/payg
Gheofar tuilleadh eolais ag

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!

Lena n-áirítear saoire uair amháin i do shaol, ticeid eisíochta agus an teicneolaíocht is déanaí ó Sony.

Lena n-áirítear Just Eat, Regatta, Lily O'Brien's, Irelandhotels.com, O-Park agus i bhfad eile.

Tá sé seo go leir ar fáil agus ag feitheamh 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 margálaíochta, 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.



Sábháil
.5% EILE
ar gach bille

Do Chuntas ar Líne

Bíodh teacht agat lá agus oíche ar do chuntas Electric Ireland, déan focalocht ar líne agus bain leas as coilgiteas as billeáil ar líne, ó d'fhón cliste nó do ríomhaire áisúil.

- Priontáil cóip de do bhille
- Foc do bhille agus bain leas as coilgiteas as billeáil ar líne
- Déan meastachán den chostas atá ar an méid a d'ridigh tú ó do bhille deiridh
- Seiceáil dáta do chéad bhille eile agus cuir billirí roimhe 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 Bpm, Luan go Satharn)

*Feach na glao-rátaí ar leathanach 2.

LEID FUINNIMH CHLISTE

Coilíonn custaiméirí débheoisa 8.5% ar gach bille – i mbiliana, an bhlaín seo chugainn agus gach bliain. Aistrigh do sholáthar leictreachais chuig Electric Ireland inniu agus tosáigh ag coilgilt ag electricireland.ie/switch

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 cinntiú 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 glaigh ar **1800 372 372***. Mura mbíonn tú sásta leis an réiteach, féadfaidh tú scríobh chuig:



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

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



glaigh ar **1800 404 404**



nó seol ríomhphost chuig customercare@cru.ie



nó oscail cru.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, glaigh 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, glaigh ar **1800 372 757** (Bam go bpm, Luan go Satharn). I gcás iarratas nua ar ghás, glaigh ar **1800 504 060**.

Faigh 8.5% de laghdú ar gach bille leictreachais agus 8.5% de laghdú ar gach bille gáis. 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 cogiltíeas fuinnimh fadtéarmach is fearr i margadh na hÉireann. Ní bheidh gá le soláthraíthe a aisriú 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 gáis agus lascaire 8.5% ar gach uile bille leictreachais á thairiscint againn ar an gcoinníoll go n-foctaidh tú tri dhochair díreach agus go n-úsáidfidh tú billeáil ar líne. Níl lúb ar lár, cleasa ar bith ann, níl ann ach cogiltíeas fadtéarmacha díreach. Anois tá sin cliste!

Debhreosla, Dochar Díreach agus Billeáil ar Líne - 8.5% de Choigtíeas



Is féidir le custaiméirí gáis agus leictreachais am, airgead agus iarracht a choigiú, ach foc le dochar díreach agus billeáil ar líne.

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



Sabhálann custaiméirí leictreachais nó gáis amháin 5.5% ach foc le dochar díreach agus billeáil ar líne.

Foc in am agus go hiomlán - 4% de choigtíeas

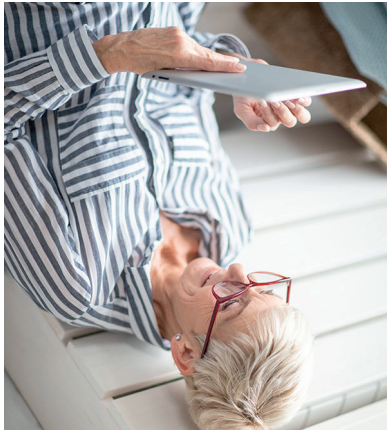


Is fearr le cuid dárgcustaiméirí foc ar mhodh eile seachas dochar díreach

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

Gheofar liosta iomlán na roghanna focalochta ar chúl do phillie démhiosúil.

agus gan bill ar líne a fháil – tuigimid é agus gan bhill ar líne a 4% de choigtíeas ar gach bille fós.



Cothromóir Gáis



Chun foc le cáirta, oscar electricireland.ie/pay-by-card nó mäs fearr leat foc le hairgead tirim, is féidir é sin a dhéanamh áit ar bith a theiceann tú comharthaí Payzone, PostPoint nó An Post.

Tá Cothromóir Gáis tugtha isteach againn chun cabhrú leat smacht níos mó a choimeád ar do chostais fuinnimh; roinneann tú do chostais gháis go cothrom ó cheann ceann na bliana. foctaidh tú díreach an méid céanna gach mí le dochar díreach, ar dháta a oireann duit, rud a chiallaíonn nach dtiocfaidh do bhíllí geimhridh aniar aduaidh ort. Bunaitear an méid ar úsáid na bliana roimhe sin. Cláraigh inniu: electricireland.ie/gas-equaliser

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 lú agus sácháilfidh 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 rudaí deasa saor in aisce, faigh tairiscintí eisiacha ó bhrandaí cottaínta agus bíodh seans agat duaiseanna iontach a bhuachan.
- Tá leas á bhaint ag os cionn milliúin custaiméir as na coigiltis fhadéarmacha is fearraí ghás agus ar leictreachais, le ráta lascaíne nach n-imeoidh.
- Táimid chun tosáigh le teicneolaíochtaí úra Tithe Nasctha. Beidh smacht agat ar do théamh 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 cloistéal uait.

*Is féidir go gcurfimid cupla ceist ort nuair a ghlaom tú orainn, le bhéith cinnte gur tú féin atá ann. Déantar é sin chun príobháidíocht a chosaint. Níl mór do ghlaiteoirí ó Thuaisceart Éireann agus do ghlaiteoirí idirnáisiúnta praghais glaoanna idirnáisiúnta a lorg óna soláthraithe seirbhíse teilifóin féin.

Fáilte chuig Electric Ireland. Táimid níos fearr le chéile.

Gás i do theach féin

